LEVERAGE
ACADEMY

RTO 41017

Learner Handbook

Version 15.4 – July 2026

Version Control

Item	Summary of update	Version	Review date
1	Major update of handbook to adapt terminology, align with current training products and regulatory compliance requirements.	14.1	11/07/2025
2	Additional formatting and context added to key sections	14.2	16/07/2025
3	Approved forms included in the Appendices	14.3	23/07/2025
4	Further review to ensure on-going compliance with the 2025 Standards, including updates to legislation and department titles.	14.4	11/02/2026
5	Review for improved ease-of-use and correction of some minor linguistic errors. Clarification on the difference between “extension” and “reenrolment”.	14.5	27/02/2026
6	Added explicit reference to requirements contained in Outcome Standard 2.5b and expanded on Learner Support Services. Added information on third party payment providers to the Privacy section.	15.0	31/03/2026
7	Added information on international / overseas-based student participation.	15.1	08/04/2026
8	Made adjustments to sections to align with procedural changes.	15.2	21/05/2026
9	Updated qualifications summary. Added section on use of AI notetakers and third-party recording software.	15.3	07/07/2026
10	Updated accepted payment methods and clarified IMPACT attendance policy.	15.4	27/07/2026

Quality area	Student support; Governance
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Contents

Version Control 2
Contents 3
Introduction 4
Contact Us 6
The Small Print 6
Enrolling in a Leverage Academy Course 7
Pre-Requisites 7
International / Overseas-based Students 7
Learner Age 8
Unique Student Identifier (USI) 8
English Language – Language, Literacy, Numeracy & Digital Literacy Skills (LLND) 8
Learner Support Services 9
Fees and Refunds 10
Course fees 10
Refund Policy 12
Studying at Leverage Academy 13
Trainers and Assessors 13
Credit Transfers (CT) 13
Recognition of Prior Learning (RPL) 14
Recognition of Current Competency 15
Flexible Course Delivery 15
Code of Conduct for all learning and assessment activities 16
Attendance 17
Assessments 18
Assessment Grading 19
Reasonable Adjustments in Assessment 19
Assessment Appeals 20
Plagiarism and the use of AI (Artificial Intelligence) 20
Use of AI Notetakers and Recording Software 21
Certificates, Qualifications and Statements 21
Legislation 22
Privacy 23
Access to your records 23
Discrimination, Bullying, Victimisation and Harassment 23
Work Health and Safety 24
Complaints and Appeals 25
Licenced Outcome 26
Continuous Improvement 27
Appendix A: Complaint Form 28
Appendix B: Appeal Form 30
Appendix C: Access to Records Request Form 32
Appendix D: Amendment to Records Request Form 34
Appendix E: Change of Details Request Form 37
Appendix F: Refund Request Form 39
Appendix G: Privacy Collection Notice 41

Appendix H: Relevant legislation 44
Appendix I: Zoom Meetings 48

Introduction

Welcome to Leverage Academy!
Leverage Academy (The Academy) is a Registered Training Organisation (RTO Provider Number 41017) that has been providing training services for the real estate industry since 2003. Together with our legal practice, Leverage Solicitors, we provide excellence in looking after the needs of those working in real estate, as well as those taking their first steps in the real estate industry.

Our strength lies in our unique ability to be at the forefront of industry developments and practice. Real Estate is a highly regulated industry, and through our legal practice, we are continually abreast of changes in legislation, best practice and understanding the implications of court and tribunal cases as they are determined.

We believe in providing a first-class customer service coupled with the delivery of premium training and assessment services and are committed to assisting clients in developing their careers, their potential and helping them achieve their personal and professional goals within the real estate industry.

The Academy is registered by the Australian Skills Quality Authority (ASQA), the national VET regulator for registered training organisations. You can find out more about ASQA on their website: www.asqa.gov.au . ASQA has established a set of Standards for Registered Training Organisations (RTO) that must be adhered to, and this handbook covers some important aspects of those standards.

The Academy's training and assessment team are experienced, qualified and accredited in their chosen field of expertise. All hold a qualification in training and assessment (*TAE40116 Certificate IV in Training and Assessment*, or equivalent) as well as appropriate vocational qualifications for the topic areas being trained.

Their commitment to you is to deliver all our courses in an interactive and informative style.

Whilst studying the following qualifications or units of competency, you will be enrolled with Leverage Academy (RTO 41017), which will be responsible for the quality of training and assessment provided and for the issuing of Certificates and Statements of Attainment.

All our courses are based upon the following nationally recognised qualifications:

Qualifications (full or unit clusters):
- CPP40521 Certificate IV in Strata Community Management
- CPP41419 Certificate IV in Real Estate Practice
- CPP51122 Diploma of Property (Agency Management)

From these qualifications we have developed the following customised courses that comply with the requirements for registration, licensing and continuing professional development specified in the Property and Stock Agents (Qualifications) Order 2019 (NSW):
NSW Class 1 dual licence as a real estate agent and stock and station agent
NSW Class 1 real estate agent's licence (without restriction condition)
NSW Class 1 real estate agent's licence (with real estate agent restriction condition)
NSW Class 1 real estate agent's licence (with business agent restriction condition)
NSW Class 1 real estate agent's licence (with on-site residential property manager restriction condition)
NSW Class 1 stock and station agent's licence

NSW Class 1 strata managing agent's licence
NSW Class 2 dual licence as a real estate agent and stock and station agent
NSW Class 2 real estate agent's licence
NSW Class 2 stock and station agent's licence
NSW Class 2 strata managing agent's licence
NSW Assistant real estate agents
NSW Assistant stock and station agent
NSW Assistant strata managing agent
NSW Auctioneers
NSW Continuing Professional Development (CPD)

This handbook is designed to provide you with the information you need to know about the Academy, training and assessment, support services, policies and procedures, and your rights and obligations as a course participant (learner) with Leverage Academy.

I trust that your learning experience with Leverage Academy is positive, and that your learning and career objectives are advanced through your experience with the Academy.

If you require any further information, or there is anything you do not fully understand, please do not hesitate to contact our office on 1300 438 538.

Again, welcome to our Academy; we look forward to assisting you in every way possible throughout your real estate career.

Bailey Compton

CEO, Leverage Academy
BA, LLB,
Licensed Real Estate Agent
Strata Manager and Business Agent
Certificate IV Training and Assessment

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The Small Print

Copyright
The information in this booklet is copyright to Leverage Academy and may not be used or reproduced in whole or in part without prior written consent or as permitted under the Copyright Act 1988.

Disclaimer
Every effort has been made to ensure that the information in this handbook is free from errors and omissions. Leverage Academy makes no representations or warranties and is not liable for any loss or damage or injury of any kind (however caused) including negligence resulting from or in any way connected with the use of this information.

The Academy does not assume any liability, whether direct or indirect, for the accuracy, comprehensiveness or usefulness of any information, or the reliance on this information.

Updates and Continuous Improvement
As part of our Continuous Improvement processes, Leverage Academy reserves the right to update, modify, revise or supplement information in this handbook at any time. To ensure you have the latest version of the handbook, refer to our website.

Enrolling in a Leverage Academy Course

To enrol in a Leverage Academy course, you will need to complete the enrolment form for your chosen course. Our enrolment forms and all relevant course information including brochures and qualification outlines are available on our website.

Alternatively, you can phone our administration team on **1300 438 538**.

Prior to enrolling you should ensure that you are aware that the course brochures and information available on the website, as well as the content of this handbook, form part of the terms and conditions of enrolment. You must acknowledge that you have read this handbook as part of the enrolment procedure.

Enrolments will only be confirmed when the initial enrolment fee or full course fee has been paid[1]. Course fees can be paid by cheque, bank transfer or credit card (surcharges apply), and include a non-refundable administration fee. See the section on Fees and Refunds for more information.

Pre-Requisites

Some courses provided by Leverage Academy have pre-requisites that you will need to meet prior to enrolment. Pre- requisites are outlined on the information page for each course on our website. If a course has pre-requisites, your enrolment will not be confirmed until you can demonstrate that you are able to meet the pre-requisites.

You may also need to attend an information session where the course structure and requirements will be explained further before your enrolment is confirmed.

International / Overseas-based Students

The Academy is dedicated to supporting learners in their training journey while adhering to regulatory standards and meeting reporting requirements. This policy outlines the conditions under which learners may enrol in a qualification or course if they are not an Australian citizen or residing in Australia.

The Academy is not registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), which is a prerequisite to enrolling learners who have obtained or who seek to obtain a student visa in Australia. Therefore, the Academy may only enrol international students who have different residency rights in Australia (for example, work visa), or who live overseas and have no intention to obtain a student visa related to the participation in the Academy's qualifications or courses.

The Academy ensures all marketing and information provided to prospective overseas-based learners is accurate, accessible and not misleading, in accordance with Standard 3.1. This includes clear disclosure that

[1] Leverage Academy does not require you to pay any more than $1,500 before commencement of your course.

the Academy is not CRICOS registered and cannot support student visa holders. In addition, the Academy must not:

- Imply migration outcomes such as "Australian qualification guarantees jobs"
- Suggest visa pathways
- Represent the course / qualification as "international student study in Australia"

The Academy will only enrol overseas-based learners in qualifications that can be fully delivered and assessed remotely without requiring Australian-specific work placements, licensing, or jurisdiction-specific knowledge. Currently, the Academy can enrol overseas-based learners in all of its qualifications.

Learner Age

Leverage Academy regrets that it is unable to enrol learners who have not yet reached the age of 16.

Unique Student Identifier (USI)

All participants (except for overseas-based, non-Australian resident students) will be required to have a Unique Student Identifier (USI) under the *Learner Identifiers Act 2014*. Your USI provides access to a secure online account that contains all your training records and results that you have completed since the commencement of the USI on 1 January 2015, a Commonwealth government requirement.

All learners must be able to provide a USI before a Registered Training Organisation (RTO) such as Leverage Academy can issue a Statement of Attainment (SOA) or Qualification Certificate, upon successful completion of training.

If you do not have a USI, visit http://usi.gov.au/ to obtain your USI before you enrol. You will need to provide your personal information, contact information and suitable identification.

Please note: The Academy is unable to issue Certificates or Statements of Attainment (SOA) until a USI has been provided and verified.

English Language – Language, Literacy, Numeracy & Digital Literacy Skills (LLND)

Working in the real estate industry involves negotiating contracts which by law must be recorded in English. Learners must be able to read, write and understand English, as all materials, tutorials and workshops are provided only in English, and assessments must be submitted in English.

Prior to enrolment, potential learners who have not previously completed at least one of the following levels will be required to complete a short language, literacy, numeracy and digital literacy (LLND) assessment to demonstrate that they have the necessary Language and Literacy Skills to be able to successfully complete the course that they want to enrol in:

- Australian School year 12, or an HSC
- Australian University degree
- Australian Certificate IV or above

Alternatively, if the learner can evidence work experience that demonstrates the LLND foundational skills.

If a potential learner's LLND Skills levels are not adequate and it may impact successful course completion, the Academy will advise the individual of the LLND outcome and discuss support options available to the person

through specialist service providers; and returning for their enrolment when a satisfactory level has been achieved.

More information can be found in the Academy's *Language, Literacy, Numeracy and Digital Literacy (LLND) Policy & Procedure*.

Learner Support Services

The Academy is committed to providing training opportunities for all people on an equal and fair basis. The Academy is committed to fostering a culturally safe and inclusive learning environment, regardless of cultural identity (for example First Nations people), race, gender, age, religion, sexual identity, marriage status, disability (visible and invisible) or socio-economic status.

Learners that meet entry requirements or any course pre-requisites will be accepted into our courses. The Academy undertakes to help all learners in their effort to complete our courses and qualifications. The Academy aims to respond to all general enquiries within 48 hours. Those who experience difficulties with course work should discuss this with their course trainer, assessor or the Academy Manager, who will assist as far as they are able to. Support required by learners may be varied, and the Academy offers the following support options internally which include but is not limited to:

- Engaging the learner through email and phone to check on the progress of assessments
- Provide both written and electronic learning material
- Conducting extra 1 on 1 tutorials where necessary
- Access to trainer assistance via phone and email

If your needs exceed the Academy's abilities to support you, you will be referred to a suitable service provider or agency.

If you have a learning difficulty or other special needs you may wish to contact these providers prior to enrolment, or at any time during your course for assistance.

Provider / Agency	Website	Contact number
Reading and Writing Hotline	www.readingwritinghotline.edu.au	1300 655 506
Translating and Interpreting Service	www.tisnational.gov.au	13 14 50
Adult Migrant English Service (NSW)	http://ames.edu.au	02 9217 5333
Australian Council of Adult Literacy – Literacy and Numeracy Support	www.acal.edu.au	03 9546 6892
Australian Skills Quality Authority (ASQA)	www.asqa.gov.au	1300 701 801
NSW Department of Education	https://education.nsw.gov.au	1300 679 332
Australian Government Department of Education	https://www.education.gov.au	1300 566 046
NSW Fair Trading	https://www.fairtrading.nsw.gov.au	13 32 20

More information can be found in the Academy's *Access, Equity & Anti-Discrimination Policy & Procedures*.

Fees and Refunds

Course fees

http://www.leveragegroup.com.au/academy

Course fees include all learning materials, tuition, trainer / assessor support, and assessments of competency (whether assessment is via formal assessment or Recognition of Prior Learning (RPL)).

Fees in Advance

In accordance with the Standards for Registered Training Organisations 2025 (Standard 2 – Operations and governance), Leverage Academy does not require you to pay any more than $1,500 before commencement of your course. Upon your enrolment into a course, the Academy will assess any prior learning you may have.

The Academy may grant you recognition for the prior learning, if the prior learning evidence meets the competency requirements. This will determine which units you will need to enrol in and study and undertake standard assessment activities for, and which units you will receive recognition of prior learning (RPL) for. You will be invoiced for the units that you will be granted RPL for, and a separate invoice will be provided for the units you will have to complete as part of the remainder of the course. Please note that RPL process is not applicable to IMPACT courses; you would need to complete the IMPACT course it its entirety if you have enrolled to participate.

Learners who are experiencing difficulty in paying their fees are encouraged to contact the Academy to make alternative arrangements for payment. The Academy offers Afterpay as a payment option.

Outstanding Fees

Leverage Academy reserves the right to withhold Certificates, Statements of Attainment (SOA), and other records of results where any course or administration fees remain outstanding.

Legislation

We advise that Leverage Academy abides by the Consumer Protection legislation and will always respect each learner's consumer rights.

For further information, please refer to:

- *Australian Consumer Law and Fair Trading Act 2012*
- *Fair Trading Regulations 2012 (NSW)*
- *NSW Fair Trading Act 1987 No 68*
- *NSW Fair Trading Regulation 2019*
- *NSW Fair Trading: Education and Training*
- *NSW Fair Trading - www.fairtrading.nsw.gov.au*

Cooling-Off Period

Once an enrolment form has been executed, and fees have been paid, there is no cooling off period provided for the learner unless they have been directly approached by a salesperson. Where the learner has signed an enrolment form due to an unsolicited approach by a salesperson, a 10-day cooling off period will apply.

If a learner has a change of mind, and qualifies under the cooling off period, they must notify the Academy via an email to info@leveragegroup.com.au within the 10-day period.

Enrolment Administration Fees and Re-Entry Fees
All course fees include a non-refundable administration fee. In the event of you cancelling your course and requesting a refund, Leverage Academy will refund fees in accordance with the refund policy. The component of the fees representing the Enrolment Administration Fee will not be refunded.

Course Type	Non-refundable administration fee
Continued Professional Development (CPD) courses	$60
Assistant Agent Course	$200
Certificate IV courses	$500
Diploma courses	$800

Should you wish to re-enrol in a course at a later time, the following re-enrolment fees will apply:

Course Type	Re-enrolment fee
Continued Professional Development (CPD) courses	$60
Assistant Agent Course	$200
Certificate IV courses	$500
Diploma courses	$800

Please contact The Academy on **1300 438 538** for more information, or see individual course information on our website at http://www.leveragegroup.com.au/academy

Course Completion Timeframes
Learners that have not completed their course within the course completion timeframe (official course end date) will be issued with a statement of attainment (SOA) for any units successfully completed and will have their files closed as per the course completion timeframes below.

Any learners wishing to re-enrol will need to pay a re-entry fee as indicated in the table above. Any re-entry fees paid will allow the learner an additional three to six months to complete their course if paid within one month post the official course end date. If the reenrolment application is received one month post official course end date, then the application will be treated as a new enrolment, and full fees will apply (discount may apply).

All applications for re-enrolment must be made no longer than one month after the official course end date. Any applications past the one-month period must be made as a new course enrolment and will be charged as a new participant.

IMPACT Workshops
Learners who participate in IMPACT Zoom or in-person workshops are expected to complete the associated booklet and return it by the due date. 100% uninterrupted attendance is required due to the intensity of the training and coursework. Learners will need to consider whether they are able to commit to the IMPACT workshop before attending. The self-paced learning option may be more appropriate for some Learners.

Course Type	Course Completion Timeframe
Continued Professional Development (CPD) courses	Three months from enrolment (3 Months)

Certificate of Registration courses	Six months from enrolment (6 months)
Real Estate Licence courses	Twelve months from enrolment (12 months)

Extension

If a learner r**equests an extension prior to the official course end date**, then an **extension fee** will apply, as opposed to a re-entry/reenrolment fee. Refer to the *Schedule of Fees* for further information or contact the student support team at **1300 438 538**. Requests for extensions will be assessed on a case-by-case basis.

Please note: All requests for course transfers, extensions or cancellations must be in writing to the Academy Manager – either by post or emailed to info@leveragegroup.com.au, and should be supported with credible evidence such as medical certificates or marriage certificates for example. The Academy reserves the right to refuse a request.

For further information, please refer to the *Extension Policy and Procedures*.

Recognition of Prior Learning (RPL) Fees

The Academy charges **$250.00** (GST inclusive) to review an *RPL Kit* regardless of the RPL assessment decision.

Once RPL is reviewed, the RPL assessor will advise whether the learner is suitable for RPL and which of the units may or may not be granted. In most cases, additional or more detailed evidence will be required at this stage.

If the Assessor determines that the RPL pathway is suitable for the learner and the learner chooses to proceed with RPL, there will be further fees of **$200.00 or $75.00** (GST inclusive) **per unit** granted through RPL, depending on the qualification.

For further information, refer to the *RPL Policy and Procedures*.

Refund Policy

If for some reason a learner is unable to complete a training program into which they have enrolled, Leverage Academy will refund in accordance with the Academy's policy on refunds, including:

1. The Academy is to cease trading before training and assessment commencement, or is **unable to provide a course**, or **cancels a course**:
    a. **Full fee refund**, including the enrolment administration fee.
2. The Academy fails to provide in full, the agreed training services, or training and assessment is terminated after its scheduled commencement date. However, Enrolment Administration fee and a percentage of the original fees and charges may apply depending on the percentage of completed training activities.
    a. **Partial refund** (Amount is less Enrolment Administration fee and percentage of course/units completed)
3. **Cancellation** of a **face-to-face course** by the participant:
    a. In writing when **at least 7 days' notice** is given prior to course commencement: **Fees refunded** (less Enrolment Administration Fee)
    b. In writing where **less than 7 days' notice** is given prior to course commencement: **No refund.**
4. **Cancellation** of **distance education course** by the participant: **No Refunds**.
5. **Cancellation** of any course **after commencement** by the participant:
    a. CPD and Certificate of Registration Courses: **No refund.**

b. Licence Courses: **No refund.**

6. The learner has been **expelled** from scheduled training and assessment sessions by breaching the required code of conduct as described in this Handbook
   a. **No refund**.

In the case of undue hardship or extenuating circumstances a refund or partial refund will be considered. The onus is on the learner to provide evidence. Please note that courses are not transferable to other learners. The final decision will be at the discretion of the Academy's CEO.

The following are examples of circumstances when a refund **WILL NOT** be considered or granted:

- Change of job or working hours
- Inconvenience of travel to a face-to-face course or sessions
- Leaving or abandoning the course before completion
- Change of mind after commencement
- Being too busy to attend or complete the course
- Moving interstate

All refund requests should be submitted in writing to Leverage Academy, using the Refund Request Form in Appendix F, via email to info@leveragegroup.com.au.

Periodically, the Academy will run a special, offering courses at a discounted rate.

Please note, the following conditions will apply to all learner enrolments who elect to take advantage of the special offer:

- Courses are **not** transferable
- Courses **will not** be refunded
- All courses will need to be commenced at one of our campuses or via distance education **within three (3) months** of the final day of the offer
- Any payment made by learners that does not accompany enrolment paperwork is still considered a learner enrolment as a payment constitutes agreement to this handbook and any associated terms and conditions.

More information on fees, charges and refunds can be found in the Academy's *Fees, Charges and Refunds Policy and Procedures*.

Studying at Leverage Academy

Trainers and Assessors

Leverage Academy's trainers and assessors are qualified and dedicated professionals who possess significant and current real estate industry experience and qualifications.

The combined industry experience within the Academy's team of trainers and assessors is constantly expanded as they continue to work within the industry, understand current and historical industry challenges and expectations, and participate in professional development activities, therefore giving learners the best practical industry experience.

The Academy delivers nationally accredited qualifications either via face-to-face training or through a carefully considered online training offering.

The Academy's trainers and assessors support and assist learners throughout the course. If additional support is needed outside of class, learners can contact their trainer and assessor to ask questions and seek advice, which means each learner gets the support they need and when they need it.

Credit Transfers (CT)

Leverage Academy will recognise and accept Australian Quality Framework (AQF) Qualifications and / or Statements of Attainment (SOA) issued by other Registered Training Organisations (RTOs) and recognised training providers such as universities.

For example: If you have successfully completed a qualification or units of competency that are deemed equivalent to current units being offered in the course you have enrolled in, then Leverage Academy will grant a credit transfer (CT) for those units.

In clarification; even if the units have been superseded and are deemed or mapped as "equivalent" on TGA (www.training.gov.au), then the Academy will grant a CT for those units. In some cases, additional mapping may need to be done, to ensure the units are in fact 'equivalent'. If they are not, a solution may be, to offer gap assessments.

For CTs to be affected, the following evidence MUST be provided in support of successful attainment of those units:

- A USI (Unique Student Identifier) Transcript, which can be obtained by logging into your portal; or
- An original Certificate or Statement of Attainment (SOA) from the issuing RTO, which the Academy will verify with the issuing RTO; or
- A certified copy of the original Certificate or Statement of Attainment (SOA), which the Academy will verify with the issuing RTO.

Copies can be certified by a Justice of the Peace (JP) or at your local police station.

If the units you are seeking CT for **cannot** be established as equivalent, the Academy will require you to undertake study in those units and complete the assessment activities accordingly.

More information can be found in the Academy's *Credit Transfer Policy and Procedures*.

Recognition of Prior Learning (RPL)

Leverage Academy recognises that some participants will have acquired vocational skills and knowledge from a variety of different sources, other than formal training.

Recognition of Prior Learning (RPL) is a form of assessment that acknowledges an individual's existing skills and knowledge which may have been acquired through:

- Previous training and education;
- Relevant work experience;
- Previous employment in relevant industry sector; and / or
- Hobbies or volunteering positions

For example: If you have already completed some training or a qualification from an earlier version of the training package, this study may be used towards your RPL and can be submitted for assessment. In this case some 'mapping' may need to be conducted by an assessor, to establish equivalencies in the units of competency.

If you believe that you already have the skills and knowledge (and can demonstrate your competency to meet the current competency standards and requirements) in the Units of Competency of the courses and training programs offered by the Academy, you should apply at enrolment to have your skills and knowledge assessed. This is referred to as an 'assessment only pathway'.

Please note that RPL is **not** a short cut or necessarily a 'quick' way of completing a course and receiving certification. It involves you matching your existing skills and knowledge to the required competencies and demonstrating to your assessor that you are competent to meet the current standards.

This generally involves a comprehensive process of evidence collection. Evidence must be credible, be able to be substantiated and must be current, as per the 'Rules of Evidence'. As the assessor generally does not witness you perform these skills and knowledge direct, and the evidence is generally deemed 'supplementary' or 'indirect', the assessor has a duty to establish the credibility of the evidence. In other words, an assessor will determine the 'quality' of evidence submitted. In some cases, due to confidentiality limitations with organisations, you may not be able to produce the required evidence, quality evidence or sufficient evidence which meets the standards and currency requirements.

In the event that you cannot demonstrate your competency through RPL, you will be accessing other assessment methods.

To gain competency through a RPL assessment you should be able to:

- Submit evidence of subject-relevant training;
- Submit evidence of relevant work experience;
- Provide evidence such as authenticated documents or samples of work demonstrating relevance and currency; and
- Participate in an interview to ascertain current skills and knowledge, also known as a 'competency conversation'.

Please note that all evidence provided will be verified for authenticity. This includes contacting referees, and all nominated third-parties to confirm that the provided work experience evidence is accurate, correct and current. In each case, you will receive detailed instructions and guidance on the evidence that should be submitted and would be suitable.

In order to apply for recognition of prior learning (RPL), you should speak to the Academy Manager at the time of enrolment, or your trainer / assessor at any time during your course.

More information can be found in the Academy's *Recognition of Prior Learning Policy and Procedures*.

Recognition of Current Competency

Recognition of Current Competency (RCC) only applies if a learner has successfully completed the requirements previously for a unit of competency within a nationally recognised training package, accredited course or module and is now required to be reassessed to ensure that the competence is being maintained. This is generally tied to licensing requirements by a regulator and requires an assessment-only pathway, such as re-assessment of the relevant skills and knowledge. In this case additional skills or competencies are not recognised. RCC is an assessment process that may be required for licensing purposes or defined units of competency where skill requirements are regularly updated or renewed.

Flexible Course Delivery

Leverage Academy offers both face-to-face courses, and distance education for those who prefer to study at their own pace at their own time in their own space also referred to as 'self-paced' learning.

Face-to-face courses via video conferencing tools such as ZOOM are held at our training venue and Head Office in Castle Hill. Face-to-face delivery allows participants to benefit from the wealth of knowledge offered by other participants and allows plenty of opportunity to participate in class discussions, interact with others, ask questions to gain knowledge and share real experiences which may not be available through distance education methods.

For specific groups of learners, training can be arranged to be conducted at the learner arranged location or their employers' premises.

No matter how you decide to complete your chosen course, the Academy trainers and assessors are available to provide assistance and support. All trainers and assessors are qualified real estate professionals, whose guiding principle is to provide a positive learning experience and help learners successfully complete their course or qualification.

The Academy recognises that not everyone learns in the same manner and therefore will adjust the delivery to the needs of the learners and their learning style. In some instances, reasonable adjustments will need to be made for the assessment activities. For more information, see the section on 'Reasonable Adjustments'.
Any further questions can be referred to the Academy Manager.

Code of Conduct for all learning and assessment activities

Leverage Academy at all times strives to create a positive learning environment for all. Learners are expected to behave in a professional and respectful manner at all times, taking other learners and Leverage Academy team members into consideration.

In view of this, learners are expected to:

- Treat all others and their property with respect;
- Respect the opinions and backgrounds of others;
- Follow all safety policies and procedures as directed by Academy team member;
- Provide relevant and accurate information to the Academy in a timely manner;
- Approach their course with due personal commitment and integrity;
- Be suitably dressed. Shorts, thongs and singlets are not considered suitable attire for a professional training environment;
- Arrive punctually so that sessions can commence on time, and return from breaks and lunch promptly to minimise delays;
- Turn mobile phones to silent or off during sessions;
- Return any urgent or necessary calls during scheduled breaks or leave the room before making or taking any call;
- Not be under the influence of alcohol or drugs at any time;
- Smoke and vape only in permitted dedicated areas outside the venue or building;
- Use appropriate language and refrain from using profanities or being provocative;
- Ensure the security of their own personal possessions;
- Promptly report any case of injury, near miss, discrimination, bullying or harassment to their trainer / assessor;
- Respect the property of other participants, trainers / assessors and the venue;

- Be responsible for their own learning and development by participating actively and positively and ensuring that they maintain progress with learning activities and modules;
- Complete all assessment tasks, learning activities and practical skills activities and assessments honestly and without plagiarism, infringing on copyright laws or using AI (artificial intelligence);
- Actively contribute in a respectful manner to group discussions and interactions;
- Actively participate in group activities and role plays;
- Act with integrity in all training and assessment procedures;
- Comply with any Work Health and Safety requirements of the training venue, or directions given by Leverage Academy;
- Discuss any issues or potential issues with the assigned trainer / assessor;
- Report any health and safety concerns to the assigned trainer / assessor; and
- Recognise that they have a duty of care under Work Health and Safety legislation towards other participants, trainers, assessors and Academy team members at the training venue.

In return, learners have the right to:

- Be treated fairly and with respect by all learners and Academy team members;
- Learn in a supportive environment which is free from harassment, discrimination and victimisation;
- Have their personal details and records kept private and secure according to the Academy's *Data Management and Privacy Policy and Procedures*;
- Access the information the Academy holds about them;
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution;
- Receive training, assessment and support services that meet their individual needs;
- Be given clear and accurate information about their course, training and assessment arrangements and their progress;
- Access the support they need to effectively participate in their training program; and
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

All learners are expected to abide by the Academy's Code of Conduct during their participation in courses delivered by the Academy.

Learners who do not abide by this Code will be followed up through the disciplinary procedures. In some instances, including severe breaches, a learner may be asked to leave the course.

The Academy retains the right to remove from a session any learner in breach of the above or who is disruptive. Learners who are found to be acting inappropriately will be managed through a disciplinary process.

Since the SARS COV-2 (COVID-19) state directives, Leverage Academy has introduced video conferencing sessions as an additional service and to ensure learning continues. This will also support learners in regional locations who need that 'face-to-face' support. For information and directions in how to join the ZOOM sessions please see Appendix I: Zoom Meetings.

Attendance

Rebooking of Courses

If a learner is enrolled in any course workshops, a learner may elect to transfer their booking to another workshop commencement date. If a learner wishes to transfer, they must book into the workshop with the same workshop code and name within six (6) months of their original enrolment booking. However, please note that this does not apply to the Distance Education mode of delivery. Providing the transfer request is accepted and approved, and the request for transfer is made more than seven (7) days from the commencement date and the requested transfer date is within 6 months, no additional fee will apply. If the request of transfer is made less than 7 days of the original workshop commencement date, a transfer fee of $150 will be applicable.

A learner may only transfer once without incurring the transfer fee. If a learner has transferred into a course, which they then cancel, a transfer fee of $150 applies. Failure to attend the newly booked course, resulting in another transfer booking, which will incur a transfer fee of $250.

Disciplinary Procedures
Disciplinary procedures may be implemented when the behaviour of a learner is considered to be unsatisfactory and falls below the standards and guidelines outlined in this handbook, or the learner fails to follow the reasonable instructions given by a trainer or assessor.

The disciplinary process has three steps:

1. Counselling from the course trainer or assessor, identifying the problem behaviour, outlining how the behaviour does not meet the guidelines; and the expected standard of behaviour.
2. If the unsatisfactory behaviour continues then the learner will be counselled by a senior Leverage Academy team ember or supervisor.
3. If the unsatisfactory behaviour continues still, then the learner will be considered for removal from the session program, which may result in suspension or expulsion from the training room, or expulsion from the Academy and the training course altogether.

Assessments

Assessments are based on the demonstration of competency and meeting the competency requirements. This means that the learner must demonstrate that they have met the elements and performance criteria, the critical aspects required for assessment, and the required skills and knowledge for each unit of competency within the course.

The assessment activities and tasks for each unit have been designed to meet the Unit of Competency requirements as published on www.training.gov.au (TGA). The full unit of competency descriptors include elements and performance criteria; knowledge and performance evidence and assessment requirements, as well as other information. The units of competency requirements are available on TGA for an easy download. The assessment tools are available on request from the Academy.

Each unit of competency will typically include 2 or 3 different methods of assessment to ensure that learners can demonstrate their competency in all aspects of that unit. All assessment activities and methods will cover the whole of the breadth and depth of a unit of competency. The different methods of assessment for each Unit of Competency may include (but not limited to):

- Workbook activities
- Multiple Choice questions
- Written answer questions - short and / or long
- Case studies
- Assignments
- Projects
- Workplace observations and demonstrations
- Role plays / scenarios

Recognition of Prior Learning (RPL) assessments will generally include (but not limited to):

- Documentary evidence submissions
- Interview and / or verbal questions (competency conversation)
- Third party or supervisor reports
- Workplace observations
- Portfolios
- Role plays / scenarios

All assessment tasks for each unit must be submitted before an assessor can make a final assessment decision. Assessors are available to explain or clarify the requirements or to provide guidance if required.

You will be required to sign a declaration on each assessment cover sheet as part of your submission to confirm that you have completed the work yourself (i.e. that the work is 'authentically yours'). In addition, if submitting a physical copy of your assessment, each page must include your name and signature as a method of verification and validation. Each assessment will provide you with detailed and specific instructions as to the requirements. Please retain a copy of your assessment if you are submitting a physical copy.

Assessments may be submitted in hard copy, or by email (either in word (.doc, .docx) or as a PDF), or electronically via aXcelerate as applicable. It is strongly recommended that you make and retain a copy of all assessments you submit, in case of loss or misplacement. The Academy will not be able to assess a unit unless it is complete.

You must hand in your own work. Work that has been completed in a group environment or in collaboration with team members is acceptable, but each learner **must** submit assessments in their own words and acknowledge the contribution of other members of the group (i.e. a declaration of the contributing members). Copied or duplicated assessments will not be accepted and is considered plagiarism.

For more information on Leverage Academy's policy on plagiarism, please see the section on Plagiarism.

The Academy applies the principles of access and equity in assessment by ensuring that everyone is given an equal opportunity to undertake the assessment and achieve competency. This means that all participants are treated equitably and free from discrimination and bias. Where it is appropriate, reasonable adjustment to assessments can be made for those that may have disabilities, impairments or specific needs. For more information on Leverage Academy's policy on reasonable adjustment, please see the section on Reasonable Adjustment.

Assessment Grading

Individual assessment tasks that collectively comprise a Unit of Competency are marked as either "Satisfactory" (S) or "Not Yet Satisfactory" (NYS). Once all Assessment tasks for a Unit of Competency have been assessed, the Unit is graded as either "Competent" (C) or "Not Yet Competent" (NYC). There is no additional or different grading of assessments.

You will be given feedback on your outcomes from these assessments either by email or by phone. If you have been assessed as "Not Yet Satisfactory" (NYS) or "Not Yet Competent" (NYC) your assessor will clarify the reasons why and provide sufficient guidance to assist in achieving competency in that unit. In some cases, a verbal assessment may be sufficient to help the assessor reach a decision. Any verbal assessments will be documented in the existing assessment tools accordingly.

The Academy provides continuous support to its learners. If a learner is marked as NYS, they may need to attempt this assessment again.

A learner has the option to re-attempt an assessment once at no charge. An alternative method of assessment may be selected for the learner to demonstrate their competency. If a third attempt at the assessment is required, fees may apply.

After three unsuccessful attempts at the assessment, a learner will be deemed as "Not Competent" (Competency not achieved) for the unit in question.

Reasonable Adjustments in Assessment

Some learners may require modifications to assessments due to disability, illness or special considerations – this is called 'Reasonable Adjustment'.

Reasonable adjustment can involve (but not limited to):

- Making training and assessment resources and methods more accessible (e.g. providing learner workbooks in an audio format or on different coloured paper);
- Adapting physical facilities, environment and / or equipment (e.g. setting up hearing loops);
- Making changes to the assessment arrangements (e.g. more time allowed for assessments); and
- Making changes to the way evidence for assessments is gathered (e.g. changing the written assessment to conducting it orally with the help of your assessor).

If you **have not** already indicated any disability, illness or special considerations in your enrolment form, please speak to your trainer and / or assessor if you think that you may need an adjustment made.

Note: These adjustments are made at the discretion of your trainer and / or assessor based on each learner's identified needs. These adjustments can only be made if they **do not** compromise the integrity of the competency requirements of the unit. They are not designed as a 'free pass' through the course. You may be required to supply evidence in support of why you may need a reasonable adjustment, such as a medical certificate.

More information can be found in the Academy's *Reasonable Adjustment Policy and Procedures*.

Assessment Appeals

If a learner is not satisfied with an assessment decision, they may wish to appeal the decision. An assessment decision may be appealed, if:

- The learner has been unsuccessful in all attempts to complete the assessments to the required standard and / or within the required timeframes
- The learner has not completed or submitted all necessary assessment requirements and / or the trainer / assessor and / or administrative team member have not been able to contact the learner following repeated attempts to finalise the assessments.

Before submitting a formal application to appeal an assessment decision, you should discuss the situation with your assessor. If the matter cannot be resolved immediately, or you do not want to submit an appeal directly to your assessor, then the appeal will be dealt with in accordance with the Academy's *Complaints and Appeals Policy and Procedures*.

Before submitting an application to appeal an assessment outcome you should ensure you have reasonable grounds for making the appeal, such as (but not limited to):

- You feel there have been unclear or inaccurate instructions by the assessor or the assessment tools
- You feel the assessor showed bias or treated you unfairly or inequitably
- You were ill during the period of assessment and have evidence in support of this, such as a medical certificate

Learners can lodge their formal assessment appeal by completing and submitting the Appeal Form in Appendix B and including all supporting evidence that relates to the assessment appeal. Assessment appeals must be lodged within 30 calendar days of being advised of the assessment outcome.

Plagiarism and the use of AI (Artificial Intelligence)

Plagiarism is the practice of taking someone else's work and presenting it as your own, either in whole or part. Copying work from a previous assessment, hard copy or online, or from another person is considered to be a serious offence and is not tolerated by Leverage Academy. Further examples of plagiarism and academic misconduct include:

- Sharing completed assessments with one another, for the purpose of duplicating and submitting completed assessment tools;
- Sourcing completed assessment tools and resources from online platforms such as but not limited to Course Hero;
- Actively coordinating and collaborating assessment responses without declaring this and the extent of collaboration on the assessment tools;
- Sourcing assessment responses via online learner portals and chatrooms;
- Attempting to bribe or coerce an assessor / trainer or any other team ember of the Academy in an attempt to extract assessment answers or favourable assessment outcomes; and
- Attempting to bribe or coerce another learner in an attempt to obtain assessment answers.

When completing assessments and preparatory work, learners must be mindful of the limitations of AI tools, such as ChatGPT. These tools might provide outdated or incomplete information and may not be fully aligned with industry-specific or Australian context requirements. Additionally, AI lacks the ability to convey authentic human experiences that convey the complexities of life's activities.

Although AI can offer correct answers, it does not demonstrate a learner's personal mastery of the subject (skills and knowledge) or the ability to apply what has been learned in real-world situations. It's important that learners showcase their own understanding and knowledge in their work.

Learners also need to work within the parameters of copyright and plagiarism, remembering that the *Rules of Evidence* require learners to submit their own authentic work for assessment activities. If an assessor suspects that a learner's submission is not their original work, they may discuss this with the learner and decide on further steps.

Assessors are trained in detecting plagiarism and the use of AI. Where plagiarism or AI is detected, the work will be assessed as "Not Yet Satisfactory" or "Not Yet Competent". The learner will receive counselling and, in the first instance, will be required to complete an alternative assessment.
Repeated or continued plagiarism will warrant disciplinary action, which may include expulsion from the course. Learners will not be entitled to any refunds in the event of expulsion due to plagiarism. For more information, please refer to the Academy's *Plagiarism, AI & Academic Misconduct Policy & Procedures*.

Use of AI Notetakers and Recording Software

To protect the privacy of participants and the intellectual property of our presenters, AI notetakers and any third-party recording software are not permitted during Leverage Academy's live training sessions, whether held in person or online. We understand that AI tools can be useful for learning, however they cannot be used during our live events or webinars.

If an AI notetaker or other recording tool joins a Zoom webinar, the registered participant will be recorded as absent for that session for the purposes of Continuing Professional Development. This is because we cannot verify that the participant personally attended the training. Accurate attendance records are important for professional development activities and may be required by regulators or licensing authorities.

Certificates, Qualifications and Statements

Upon successful completion of your course, you will be issued with a credential or other document that confirms that you have completed your course by achieving the specified competencies. The RTO Standards requires issuance within 30 calendar days, AFTER the assessment results have been issued, and all due diligence and compliance checks have been completed by the CEO or CEO's representatives. The Academy aims to issue required certificates and statement of results within 10 business days.

If you have successfully completed a Nationally Recognised Qualification that is within the Australian Qualifications Framework you will receive a Certificate which records the nationally recognised qualification code and name of the qualification achieved. The qualification certificate is accompanied by a Transcript or Record of Results which lists the Units of Competency you have completed to achieve the Qualification. The record of results will detail how each unit was achieved i.e. via CT (credit transfer), RPL (recognition of prior learning) or competence via assessment.

Please note that the Real Estate Licensing qualification requirements vary from state to state and different states require different combinations of units to achieve a qualification that can be used to support an application for a real estate licence.

If you have not completed a full nationally recognised qualification you will receive a Statement of Attainment (SOA) which lists the Units of Competency that you have successfully completed. Real estate registration courses, for example, require the completion of several specific units of competency that form part of a nationally recognised qualification.

If you complete a short course that is not part of the Australian Qualifications Framework which does not include units of competency or have national recognition, such as a Continuing Professional Development (CPD) course or a separate skills-based course, you will be issued with either a non-accredited 'Statement of Attendance', or a non-accredited 'Statement of Attendance and Assessment'.

The Academy reserves the right to withhold issuing credentials, Certificates and Statements of Attainment should there be any outstanding course fees.

The Academy's registration as an RTO requires the retention of copies of Qualifications and Statements of Attainment for a period of 30 years from the date of issue. Additional or replacement copies may be obtained upon written request by completing and submitting the Access to Records Request Form in Appendix C and will incur a fee of $75 (incl. GST) with an additional fee for legal change of name.

Legislation

Leverage Academy is required to comply with and make all course learners aware of certain aspects of legislation that affect both the RTO and the course learners. The Commonwealth and State laws include legislation and guidelines that may apply to The Academy's operations but may vary from circumstance to circumstance and may include but are not limited to:

- Real Estate Agent Licensing
- National Vocational Education and Training Regulator Act 2011 (Cth) (as amended)Consumer Law
- Fair Trading and Consumer Protection
- Privacy Act 1988 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)Workplace Gender Equality Act 2012 (Cth)Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)

- Disability Discrimination Act 1992 (Cth)
- Work Health and Safety Act 2011 (Cth)
- Crimes Act 1914 (Cth)

You can refer to Appendix H of this handbook for a comprehensive list of noted legislation, regulations and guidelines that the Academy adheres to.

Privacy

The Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), establishes a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information, and provides for special protection of sensitive information. The APPs set out the key requirements with which organisations must comply to protect personal information. Consumers have the right to know why an organisation collects their personal information, what it holds, how it will use the information and who else may get access to the information. Consumers can ask to see the information collected and for it to be corrected if it is incorrect. The APPs enshrined in Privacy legislation are the thirteen basic privacy standards with which organisations must comply with to protect personal information.

Leverage Academy is bound by the *Privacy Act 1988* and respects participants', Academy team member and trainers' right to privacy and confidentiality. As a provider of training and assessment services, The Academy is required to collect personal information about a learner upon enrolment and ensure that learners have a Unique Student Identifier (USI). Please refer to the *Data Management and Privacy Policy and Procedures* for the Academy's Privacy Collection Notice.

This information is required by the relevant State Training Authorities, the Australian Government Department of Education, the National Centre for Vocational Education Research (NCVER), the Australian Skills Quality Authority (ASQA), and the Academy for mandatory statistical reporting purposes.
The Academy may also use personal information to advise a learner about forthcoming events and training courses, and for marketing and research purposes. Feedback from learners is sought and is collected as part of The Academy's reporting requirements and continuous improvement processes.

The Academy will ensure the confidentiality of feedback and only disclose information to other parties as required by legislation. We will not disclose, sell or pass on personal learner details in any way without the learner consent, other than for the purposes stated. If at any stage your personal details change throughout the course of your training, please inform your trainer / assessor or the administrative team member so that your details can be amended as required.

This is a summary of the Academy's *Data Management and Privacy Policy and Procedures* which is available upon request. Refer to the Privacy Notice in Appendix G for further critical information.

Access to your records

As a current or former learner of Leverage Academy, you have the right to access your own personal information or academic records at any time. You may wish to amend certain details in your records if they are incorrect. Any requests to access your information must be made in writing.

Please contact the Academy Manager to obtain this information. These records will give full and accurate information as to your participation and progress in courses you have attended.

To authorise access to and / or verification of your records or request for a qualification to be re-issued, please complete the Access to Records Request Form (Appendix C). To correct details and information, including certificate reprint, use the Amendment to Records Request Form (Appendix D).

If you simply want to notify the Academy of change to your personal details while you are still studying with the Academy, please complete the Change of Details Request Form (Appendix E).

Discrimination, Bullying, Victimisation and Harassment

Leverage Academy is committed to providing a training environment free from discrimination, bullying, victimisation and/or harassment of any kind. The Academy has a zero-tolerance approach to any form of harassment, and this type of behaviour will result in immediate disciplinary action that may include expulsion from the course. This applies equally to enrolled learners and Academy team member.

The Academy's Discrimination, bullying and harassment policies are in accordance with Australia's State and Territory anti-discrimination legislation.

Discrimination, bullying, victimisation and harassment can be defined as actions or behaviour towards another person out of ill intent, directly or indirectly, which causes that person discomfort or distress, based on their:

- Race or Cultural background;
- Religion;
- Disability;
- Sexual orientation;
- Marital status;
- Gender;
- Age;
- Physical appearance or peculiarities;
- Social status or background;
- Residence;
- Education;
- Carer's responsibility;
- Pregnancy; or
- Any other aspect of their person or circumstance.

It is important that any learner that experiences this comes forward with any complaint they may have. This will ensure that all learners' rights are protected and that other learners and stakeholders are also not subjected to the same behaviour or treatment.

If a learner is not satisfied with the way in which their complaint was handled, they may take it to an outside agency, such as the organisations listed below.

Agency	Website	Contact number
Australian Human Rights Commission	https://humanrights.gov.au	1300 369 711
Anti-Discrimination NSW	https://antidiscrimination.nsw.gov.au	1800 670 812
Queensland Human Rights Commission	https://www.qhrc.qld.gov.au	1300 130 670
Victorian Equal Opportunity and Human Rights Commission	https://www.humanrights.vic.gov.au	1300 292 153

ACT Human Rights Commission	https://www.hrc.act.gov.au/discrimination	02 6205 2222

All complaints will be dealt with seriously and sympathetically. All complaints are private and confidential.

More information can be found in the Academy's *Access, Equity & Anti-Discrimination Policy & Procedures*.

Work Health and Safety

Leverage Academy has a responsibility to provide workplaces and training rooms that are safe and minimise risks to Academy team members and learners. The Academy complies with work health and safety legislation by:

- Implementing work health and safety policies that provide and maintain safe and healthy work premises, equipment and systems of work;
- Make and monitor arrangements (including training and supervision) for the safe use, handling, storage and transport of equipment or materials;
- Provide adequate facilities and environment to protect the welfare of learners, visitors and employees;
- Provide information and training to enable stakeholders to work safely; and
- Record and take appropriate action to respond to and record incidents and accidents and near misses occurring on the premises to company employees, learners and guests.

You also have a responsibility for your own health and safety, as well as those that may be affected by your actions or inactions at a company workplace and during courses. You must not wilfully interfere with, or misuse items, equipment or facilities provided in the interests of health, safety and welfare, and must report anything that is, or has the potential to become, a current safety issue to their trainer / assessor or another Academy team member, or another learner.

Everyone on the company property or at a course or training venue must follow all workplace health and safety guidelines provided by The Academy and / or the company or venue, which may include instructions related to the handling, repairing, lifting, operating and maintenance of any resources and equipment.

More information can be found in the Academy's *Work, Health and Safety Policy & Procedures*.

Complaints and Appeals

Any learner, Academy team member or client has the right to lodge a complaint or appeal against any decision that they believe is unfair or unjustified, or an act of discrimination, harassment, vilification or bullying.

The first point of contact should be informally with the Academy team member/ person concerned, or to the Academy Manager. If the matter cannot be resolved immediately, they will request that the complaint or appeal is put in writing using the forms found in Appendix A and Appendix B respectively. Alternatively, you may make your complaint using the form linked on the Academy's website at www.leveragegroup.com.au.

In order for complaints to be resolved efficiently and effectively, they cannot be anonymous. Issues can only be resolved in an efficient and timely manner, if details of who is involved is disclosed. To meet the principles of natural justice and procedural fairness, all parties involved will be given the opportunity to present their case or viewpoint on the circumstances leading to the complaint and will be asked to propose a resolution. This may be conducted via face-to-face, by phone or video conferencing link (e.g. face-time, ZOOM).

Written complaints will be considered by Leverage Academy's CEO, who will either determine the matter, or refer the matter to a suitable person for consultation and arbitration. The outcome, together with the reason for the decision, will be forwarded to the complainant in writing.

The Academy aims to resolve matters within 10 business days. If the complaint is referred to a consultant or arbitrator, every effort will be to ensure that the matter is resolved as quickly and efficiently as possible. Where more than 60 days are required to process, and finalise the complaint, Leverage Academy will inform the complainant in writing as to the reason why more than 60 days are required and will provide regular progress updates.

Complaints that have been found to be true and requiring system or procedural changes, are then recorded onto the Academy's *Continuous Improvement Register* for processing and actioning as speedily as possible.

Privacy requirements and learner / complainant rights are maintained at all times. The Academy will securely maintain records of all complaints, and appeals and their outcomes.

Should the matter not be resolved to the satisfaction of the complainant after the complaints procedure has been exhausted, then the individual can make an appeal in writing using the Appeal Form in Appendix B. This application to appeal will be recorded on The Academy's *Complaints and Appeals Register*. The appeal will be acknowledged in writing to all relevant parties. If the appeal is not received within 7 working days of the complainant receiving the decision regarding the complaint outcome the matter will be considered closed.

The complainant will be advised that:

a) an independent adjudicator, mediator or consultant will be sought to consider the nature of the complaint and a possible further resolution.\
b) they will share up to 50% of adjudicator costs to be paid in full before the appointment and that the actual total cost will be borne by the losing party.

The selection of the adjudicator will be communicated with the complainant and the selection must be with the mutual agreement of the complainant.

The Academy management will make contact with the independent adjudicator and provide all documentation related to the formal complaint/appeal and complainant contact details.

Responses from the adjudicator must be within 10 business days from the date that all formal complaint documentation is provided to the adjudicator, or such longer time as advised in writing by the adjudicator.

On receipt of the formal complaint documentation the adjudicator will make contact with the Academy's management and Academy team member and the complainant to arrange a suitable time for further discussion pertaining to the formal complaint.

Where more than 60 days are required to process and finalise the appeal, Leverage Academy will inform the complainant in writing as to the reason why more than 60 days are required and will provide regular progress updates.

All Independent Adjudicator Appeal proposed solutions will be final and be reported to The Academy and the complainant in writing, and will require immediate implementation by both parties.

Complainants retain the ultimate right of complaint to the National Regulator for the Vocational Education and Training industry, ASQA (Australian Skills Quality Authority). Complaints to ASQA should only be made, once all complaints avenues with Leverage Academy have been exhausted. Details about their complaints process can be found on their website: http://www.asqa.gov.au

Complaints will always be conducted in a fair, unbiased, honest and transparent manner, as quickly as possible and in such a way as to ensure the privacy of all parties.

More information can be found in the Academy's *Complaints and Appeals Policy and Procedures*.

Licenced Outcome

As previously outlined, Real Estate Licensing qualification requirements vary from state to state and different states require variations of combinations of units of competency to achieve the outcome required in support of an application for a real estate licence.

Leverage Academy **does not** and **cannot guarantee** that a learner will have a successful outcome to a license application. The licence application is between the applicant and the State or Territory authority responsible for the determination. For example, in NSW, an applicant would apply with the Office of Fair Trading (NSW).

The following is one example of the requirements that need to be met by licence applicants in NSW as per the Property and Stock Agents (Qualifications) Order 2019 under the *Property and Stock Agents Act 2002*:

Class 1 real estate agent's licence without restriction condition:

Pathway 3—holders of class 2 licence without restriction condition

The person has—

a. held a class 2 real estate agent's licence without a restriction condition for at least 2 years, and
b. satisfactorily completed the class 1 work experience requirements during a 2-year period, and
c. been issued with a relevant diploma from a registered training organisation, e.g. *CPP51122 Diploma of Property (Agency Management)*.

Continuous Improvement

Leverage Academy is committed to the continuous improvement of its training and assessment services, learner services and management systems. Central to this commitment is the Academy's approach to continuous improvement and the procedures applied to achieve systematic and sustained improvement. All learner feedback along with feedback and suggestions from the Academy's trainers and / or assessors forms an integral part of the continuous improvement process.

More information can be found in the Academy's *Continuous Improvement Policy and Procedures*.

Appendix A: Complaint Form

Alternatively, you can access the Complaint Form directly on the Academy's website, www.leveragegroup.com.au.

Leverage Academy: Learner Complaint Form

This form should be used to submit a complaint in relation to Leverage Academy (The Academy), its staff, trainer(s) / Assessor(s) or other learner. The Academy team appreciates you taking the time to notify us of your concern. The information provided on this form will be used exclusively by The Academy to resolve your complaint. None of the information you provide will be disclosed to anyone outside of the business without your permission, unless we are required to do so by law.

Please submit the completed form to the Academy via email to info@leverageacademy.edu.au. A written reply will be forwarded to you within 10 business days.

Learner name			
Student ID		**Date**	
Course (code and title)			
Mobile		**Email**	
Address			

Please select the reason for this complaint

Please tick and provide further details below

☐ Leverage Academy Trainer / Staff member (please provide name):
☐ Current or former Leverage Academy learner (please provide name):
☐ Services provided (please specify):
☐ Facilities or equipment (please specify):
☐ Course resources
☐ Other (please specify):

Have you made a formal complaint about this issue before?

☐ Yes ☐ No If yes, provide date of previous:

Have you made a (formal) complaint about this issue to any other party or authority?

☐ Yes ☐ No If yes, provide date and details:

Details (Summary)

Please outline the reasons for your complaint in as much detail as possible and attach supporting evidence.

Learner Complaint Form
Version 2.1 – 23/07/2025

Leverage Academy (RTO 41017)
Page 1

Learner Acknowledgement			
I hereby acknowledge that I have read and understand the Leverage Academy's *Complaints and Appeals Policy & Procedures*. I understand that all information provided is true and accurate and I may be requested to provide further information or attend a meeting upon request to discuss my complaint further. I am willing to attend a meeting at Leverage Academy if required.			
Name		**Date**	
Signature			

Leverage Academy OFFICE USE ONLY			
Receiving staff member		**Date**	
Complaints number			

☐ Complaint recorded aXcelerate (SMS) **Date entered:**
☐ Complaint checked for completeness / accuracy and sufficient detail
☐ Acknowledgement sent to learner **Date sent:** **Method:**
☐ Complaint forwarded to Operations and Compliance Manager and / or CEO **Date sent:**
☐ Complaint entered into Leverage Academy's *Complaints or Appeals Register* **Date entered:**

Findings / decision		
Complaint Outcome:	☐ Supported	☐ Not Supported

Improvements required to Leverage Academy's systems (please provide details & ensure entered into Continuous Improvement Register)			
Staff member		**Date**	
Staff member's signature			

Appendix B: Appeal Form

Leverage Academy: Learner Appeal Form

This form should be used to submit an appeal in relation to Leverage Academy (The Academy). The information provided on this form will be used exclusively by The Academy to consider your appeal. None of the information you provide will be disclosed to anyone outside of the business without your permission, unless we are required to do so by law.

If you wish to appeal an assessment decision, you must submit your appeal within 30 calendar days of your assessment result. If you wish to appeal another matter, you must submit your appeal within **seven (7) business days** of you receiving notification from Leverage Academy.

Please submit the completed form to the Academy via email to info@leverageacademy.edu.au

Learner name			
Student ID		**Date**	
Course (code and title)			
Trainer / Assessor (if applicable)			
Mobile		**Email**	
Address			

Please select the reason for this appeal:

Please tick and provide further details below

☐ Academic assessment outcome (please list relevant unit/s):
☐ Non-academic decision / outcome (please specify):
☐ Disciplinary action taken against you (i.e. breach of code of conduct) (please specify):
☐ Course fees or charges applied (please specify):
☐ Notice of intention to cancel enrolment (please specify):
☐ Notice of intention to report you to authorities
☐ Other (please specify):

Details (Summary)

Please outline the reasons for your appeal in as much detail as possible and attach supporting evidence. If appealing an assessment outcome, please include the unit code(s) and title(s).

Learner Appeal Form
Version 2.1 – 23/07/2025

Leverage Academy (RTO 41017)
Page 1

Learner Acknowledgement			
I hereby acknowledge that I have read and understand the Leverage Academy's *Complaints and Appeals Policy & Procedures*. I have (where applicable) discussed this appeal with my assessor. I understand that all information provided is true and accurate and I may be requested to provide further information / evidence or attend a meeting upon request to discuss my matter further. I am willing to attend a meeting at Leverage Academy if required.			
Name		**Date**	
Signature			

Leverage Academy OFFICE USE ONLY			
Receiving staff member		**Date**	
Appeal Number			

☐ Appeal recorded aXcelerate (SMS) **Date entered:**
☐ Appeal checked for completeness / accuracy and sufficient detail
☐ Acknowledgement sent to learner **Date sent:** **Method:**
☐ Appeal forwarded to Trainer / Assessor (where applicable) **Date sent:**
☐ Appeal forwarded to Operations and Compliance Manager and / or CEO **Date sent:**
☐ Appeal entered into Leverage Academy's *Complaints or Appeals Register* **Date entered:**

Findings / decision		
Appeal Outcome:	☐ Appeal successful	☐ Appeal unsuccessful
Improvements required to Leverage Academy's systems (please provide details & ensure entered into Continuous Improvement Register)		
Staff member		**Date**
Staff member's signature		

Appendix C: Access to Records Request Form

Leverage Academy: Access to Records Form

Leverage Academy (The Academy) respects the privacy and confidentiality of its personnel, stakeholders and learners who use its products and services. A learner can access their personal information and records held by the Academy as outlined in the Academy's *Data Management and Privacy Policy & Procedures*.

All requests for access to personal information must be in writing as the individual must be able to identify themselves and verify their identity prior to any information being disclosed.

Please submit the completed form to the Academy via email to info@leverageacademy.edu.au.

Requirements for proof of identity are:

- Full legal name
- Date of birth
- Serial number of ID given at time of enrolment (e.g. driver's licence, passport or birth certificate (if recorded))
- USI number
- Individual's address at time of certificate issuance

Request options:

1. Third party release for qualification
2. Reprint of issued qualification

Please note that if a third party needs to verify a qualification, the third party will need to provide a signed (by you) request form.

Personal details			
Given name(s)		**Surname (last name)**	
Title	☐ Mr ☐ Mrs ☐ Ms ☐ Dr		
Date of birth (DD/MM/YYYY)		**Gender**	☐ Male ☐ Female ☐ Other
Mobile number		**Home / Work phone**	
Email address			
Street address			
Postal address (if different)			
USI number			

Please tick the appropriate box below for the option that you are making a request for and complete the required details.

☐	1. Authority to View Documents (Commonwealth Privacy Act 1988) Third Party Release. Only complete this section if a copy of your Certificate or Statement of Attainment is to go directly to a third party: Employer/Association		
Qualification / unit (code & title)			
Qualification / unit (code & title)			
Third Party Declaration			
I, _____ *(Insert full legal name)* give permission to Leverage Academy to release a copy of my Certificate / Statement of Attainment (SOA) / Record or Results for the purpose of recording my Certificate / SOA / result to: _____ *(Insert organisation's name to release Certificate / SOA / Record of Results)* Please email to _____ *(insert email address)*			
Learner's name		**Date**	
Learner's signature			

☐	2. Authority to email me a reprint of the original issued Certificate / Statement of Attainment (SOA) / Record of Results		
Qualification / unit (code & title)			
Qualification / unit (code & title)			
Learner's name		**Date**	
Learner's signature			

Leverage Academy OFFICE USE ONLY			
Receiving staff member		**Date**	
Request has been correctly completed	☐ Yes ☐ No		
Identity of person making request has been confirmed	☐ Yes ☐ No		
1. Authority to View Documents (Commonwealth Privacy Act 1988) Third Party Release. Only complete this section if a copy of your Certificate or Statement of Attainment is to go directly to a third party: Employer/Association	☐ Yes ☐ No ☐ N/A		
2. Authority to email me a reprint of the original issued Certificate / Statement of Attainment (SOA) / Record of Results	☐ Yes ☐ No ☐ N/A		
3. Authority for the below specified person and/or business/organisation to request and receive verification that your issued qualification by Leverage Academy is genuine.	☐ Yes ☐ No ☐ N/A		
Staff member's signature			

Appendix D: Amendment to Records Request Form

Leverage Academy: Amendment to Records Request Form

Leverage Academy (The Academy) respects the privacy and confidentiality of its personnel, stakeholders and learners who use our products and services. A learner can seek to correct or update their personal information held by the Academy as outlined later in the Academy's *Data Management and Privacy Policy & Procedures*.

All requests for update or change of personal information, including a certificate reprint, must be in writing as the individual must be able to identify themselves and verify their identity prior to any information being disclosed.

You should use this form to:

1. Request a change to records to rectify incorrect details and information
2. Request a re-issue of qualification in name where it has been changed legally

Please submit the completed form to the Academy via email to info@leverageacademy.edu.au.

Requirements for proof of identity are:

- Full legal name
- Date of birth
- Serial number of ID given at time of enrolment (e.g. driver's licence, passport or birth certificate (if recorded))
- USI number
- Individual's address at time of certificate issuance
- **Evidence of change of name, such as a marriage certificate, divorce certificate, a change of name certificate etc**

Personal details			
Given name(s)		**Surname (last name)**	
Title	☐ Mr ☐ Mrs ☐ Ms ☐ Dr		
Date of birth (DD/MM/YYYY)		**Gender**	☐ Male ☐ Female ☐ Other
Mobile number		**Home / Work phone**	
Email address			
Street address			
Postal address (if different)			
USI number			

Please tick the appropriate box below for the option that you are making a request for and complete the required details.

☐	**1. Request to rectify incorrect information in our records.** Please ONLY complete fields that require updating and leave fields blank that are currently correct.			
Given name(s)		**Surname (last name)**		
Title	☐ Mr ☐ Mrs ☐ Ms ☐ Dr			
Date of birth (DD/MM/YYYY)		**Gender**	☐ Male ☐ Female ☐ Other	
Mobile number		**Home / Work phone**		
Email address				
Street address				
I declare that all of the information above is accurate and true. Supporting evidence has been included.				
Learner's signature				

☐	**2. You have legally changed your name and are requesting to have your qualification re-issued with your new legal name. State new legal name.** Note that upon application, a processing fee must be paid. Refer to Schedule of Fees.		
Qualification / unit (code & title)			
Qualification / unit (code & title)			
Given name(s)		**Surname (last name)**	
Title	☐ Mr ☐ Mrs ☐ Ms ☐ Dr		
I declare that all of the information above is accurate and true. Supporting evidence has been included.			
Learner's signature			

Leverage Academy OFFICE USE ONLY			
Receiving staff member		**Date**	
Request has been correctly completed	☐ Yes ☐ No		
Identity of person making request has been confirmed	☐ Yes ☐ No		
Evidence supplied in support of change of name: (Provide details of the document that has been supplied. PLEASE NOTE: document **must** be a certified copy or original sighted, noted accordingly and copy put on file)	☐ Yes ☐ No Details:		
1. Request to rectify incorrect information in our records.		☐ Yes ☐ No ☐ N/A	
2. Request to have qualification(s) re-issued with a new legal name.		☐ Yes ☐ No ☐ N/A	
Staff member's signature			

Appendix E: Change of Details Request Form

Leverage Academy: Change of Details Request Form

Leverage Academy (The Academy) respects the privacy and confidentiality of its personnel, stakeholders and learners who use our products and services. A learner can request a change in their personal information held by The Academy as outlined in the Academy's *Privacy Policy & Procedures*.

All requests to update personal details must be submitted in writing as the individual must be able to identify themselves and verify their identity prior to any information being disclosed. Please submit the completed form to the Academy via email to info@leverageacademy.edu.au.

The Academy will confirm the change of details in writing within seven (7) business days.

Learner change of details	
I am a learner of Leverage Academy and wish to advise a change of:	
☐ **Name** (please provide of change of name)	☐ **Home address**
☐ **Contact number**	☐ **Contact email address**
☐ **Employer / workplace**	☐ **Other** (please specify):
Learner name (as on current records)	
Date of birth	
Current course enrolled (code & title)	

New information			
Please only complete information that has changed and attach proof if necessary.			
Given name(s)		**Surname (last name)**	
Title	☐ Mr ☐ Mrs ☐ Ms ☐ Dr		
Mobile number		**Home phone number**	
Email address			
Employer / Workplace			
Work phone number			
Other (please specify)			
I hereby declare the information I have provided is true and accurate.			
Learner's name		**Date**	
Learner's signature			

Change of Details Request Form
Version 1.1 – 23/07/2025

Leverage Academy (RTO 41017)
Page 1

Leverage Academy OFFICE USE ONLY			
Receiving staff member		**Date**	
Request has been correctly completed	☐ Yes ☐ No		
☐ Information updated in aXcelerate SMS ☐ Information has been updated in the learner's file ☐ Communication via email sent to affected stakeholders at Leverage Academy (i.e. trainers / assessors, admin) ☐ Change request acknowledged in writing			
Staff member's signature			

Appendix F: Refund Request Form

Leverage Academy: Refund Request Form

This form should be used if you are requesting a full or partial refund of fees paid to Leverage Academy (The Academy). Please ensure you provide all required information and send an email to info@leverageacademy.edu.au, and attach supporting documentation where applicable. Please clearly address your correspondence to the **Accounts Department**.

Your refund request will be assessed on its own merits and in accordance with the Academy's *Fees, Charges and Refunds Policy & Procedures*. A written reply will be sent to you within **ten (10) business days** with the determined outcome. If successful, a refund will be made as per the policy and procedures.

Learner name			
Student ID		**Date**	
Course (code and title)			
Course dates			
Company name (if applicable)			
Mobile		**Email**	
Address			

Reason for Refund Request		
☐ Course cancelled by RTO	☐ Withdrawal before course start date	☐ Withdrawal after course start date
☐ Compassionate or compelling circumstances (e.g. medical reasons, family emergency)	☐ Overpayment of fees	☐ Other (please specify):

Fees paid ($)		**Date fees paid**	
Refund amount requested ($)			

Explanation of Refund Request
Please provide a detailed explanation of why you are requesting a refund. Attach additional pages if necessary.

Supporting documentation attached (in some instances you may have to attach multiple pieces of evidence)	
☐ Medical Certificate	☐ Proof of Payment
☐ Evidence of withdrawal	☐ Other (please specify):

Please Note: Leverage Academy may contact you to gather further details about your refund request in order to improve its training product(s) and customer service.

Refund Request Form
Version 2.1 – 23/07/2025

Leverage Academy (RTO 41017)
Page 1

Bank account details (for refund payment) **(PLEASE NOTE:** Refunds can only ever be made to the same entity / person and account that made the original fee payment)	
Account name	
Account BSB	
Account number	

Learner Acknowledgement			
I hereby acknowledge that I have read and understand the Leverage Academy's *Fees, Charges and Refunds Policy & Procedures* and declare that all information provided is true and accurate.			
Name		Date	
Signature			

Terms and Conditions:

1. Refunds will be processed in accordance with the Leverage Academy's *Fees, Charges and Refunds Policy and Procedures*.
2. Refunds will only be made to the person or entity that originally paid the fees unless otherwise authorised in writing by the payee.
3. The processing of the refund will commence once the Academy has received the completed Refund Request Form and all required supporting documents and assessed the claim.
4. The Academy reserves the right to refuse a refund if conditions outlined in the *Fees, Charges and Refunds Policy and Procedures* are not met.
5. Refunds will be processed within five (5) business days of receipt of a complete application.

Leverage Academy OFFICE USE ONLY			
Receiving staff member		Date	
All returned materials (if applicable) have been received in an acceptable condition. ☐ Yes ☐ No If no, please detail why:			
Refund approved	☐ Yes	☐ No	
Refund authorised by		Refund number	
Amount refunded		Refund date	
Authoriser's signature			

Appendix G: Privacy Collection Notice

Why Leverage Academy collects your personal information
As a registered training organisation (RTO), Leverage Academy (the Academy) collects a learner's personal information so the Academy can process and manage the enrolment in a vocational education and training (VET) course with the Academy.

If adequate information is not provided as requested, the Academy may not be able to process applications for enrolment in a nationally recognised training course. We do not collect or store your full payment card details. Payment information is handled securely by our payment providers in accordance with their own privacy policies.

How personal information is used
The Academy uses a learner's personal information to enable the RTO to deliver VET courses to learners and otherwise, as needed, to comply with its obligations as an RTO.

How personal information is disclosed
The Academy shares personal information securely with Leverage Solicitors and Leverage Listings, the two other companies that form Leverage Group, to create a seamless customer experience when you wish to access other services that Leverage Group offers.

The Academy is required by law – under the *National Vocational Education and Training Regulator Act 2011 (Cth)* (NVETR Act) – to disclose the personal information collected about a learner to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

The Academy is also authorised by law – under the NVETR Act – to disclose a learner's personal information to the relevant state or territory training authority.

We use third-party payment providers, including Stripe and Afterpay, to process payments and offer payment plans for our courses and services. When you make a payment or apply for a payment plan, you may be redirected to, or interact directly with, these third-party platforms. To facilitate payment processing, we may share limited personal information such as your name, contact details, and transaction information.

Payment plan approval is determined by the relevant third-party provider. Your enrolment, access to training, or continuation in a course may be conditional on successful payment or approval of a payment plan. If a payment is declined, cancelled, or not maintained, we may suspend or cancel your enrolment in accordance with our *Fees, Charges, and Refund Policy and Procedures*.

We store personal information in secure systems, namely Hubspot, aXcelerate, and Microsoft Sharepoint.

How the NCVER and other bodies handle learners' personal information
The NCVER will collect, hold, use and disclose learners' personal information in accordance with the law, including the *Privacy Act 1988 (Cth)* (Privacy Act) and the NVETR Act. A learner's personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered

training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose a learner's personal information to any overseas recipients.

Stripe and Afterpay may store or process your personal information outside of Australia. By using our services and proceeding with payment, you acknowledge and consent to this disclosure.

We take reasonable steps to ensure that any third-party service providers we engage handle personal information in a manner consistent with the Australian Privacy Principles.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

For more information on how Stripe, Afterpay, RTOSafe, Hubspot, aXcelerate, and Microsoft Sharepoint handle your personal information please refer to their privacy policies available on their websites:

- Stripe: https://stripe.com/privacy
- Afterpay: https://www.afterpay.com/en-AU/privacy-policy
- Hubspot: https://legal.hubspot.com/privacy-policy
- AXcelerate: https://www.axcelerate.com.au/privacy-policy
- Microsoft Sharepoint: https://www.microsoft.com/en-gb/privacy/privacystatement
- RTOSafe: https://rtosafe.com.au/privacy-policy.pdf

If you would like to seek access to or correct any of your information, in the first instance, please contact the Academy.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities.

For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/about-department/resources/dewr-privacy-policy

Surveys

You may receive a learner survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Leverage Academy on **1300 438 538** or info@leverageacademy.com.au to:

- Request access to your personal information;
- Correct your personal information;
- Make a complaint about how your personal information has been handled; and / or
- Ask a question about this Privacy Notice

For information about how Leverage Academy collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to the Academy's *Data Management and Privacy Policy and Procedures*.

Appendix H: Relevant legislation

Real Estate Agent licensing

New South Wales

- Property and Stock Agents Act 2002 (NSW) https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-2002-066
- Property and Stock Agents Regulation 2022 (NSW)
- https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2022-0501
- Real Estate Agents Code of Conduct 2018 (NSW): https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals/working-as-a-property-agent/rules-of-conduct

Queensland

- Property Occupations Act 2014 (Qld): https://www.legislation.qld.gov.au/view/html/inforce/current/act-2014-022
- Property Occupations Regulation 2014 (Qld): https://www.legislation.qld.gov.au/view/pdf/inforce/current/sl-2014-0251
- Property Agents and Motor Dealers (Commercial Agency Practice Code of Conduct) Regulation 2001 (Qld): https://www.legislation.qld.gov.au/view/pdf/asmade/sl-2001-0119

Victoria

- Estate Agents Act 1980 (Vic): https://www.legislation.vic.gov.au/in-force/acts/estate-agents-act-1980/132
- Estate Agents (Professional Conduct) Regulations 2018 (Vic): https://www.legislation.vic.gov.au/in-force/statutory-rules/estate-agents-professional-conduct-regulations-2018/001
- Professional conduct - Estate agents: https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents/running-your-business/professional-conduct

Australian Capital Territory (ACT)

- Agents Act 2003 (ACT): https://www.legislation.act.gov.au/a/2003-20
- Agents Regulation 2003 (ACT): https://www.legislation.act.gov.au/sl/2003-38/
- Reforms to the regulation of the real estate industry (ACT Government guidance): https://www.justice.act.gov.au/renting-and-occupancy-laws/reforms-to-the-regulation-of-real-estate-industry
- Real Estate Institute of the ACT Standards of Business Practice (for members only): https://reiact.com.au/wp-content/uploads/2018/07/REIACT03477_Standards-of-Business-Practice_141112.pdf

Vocational Education and Training (VET) sector

- National Vocational Education and Training Regulator Act 2011: https://www.legislation.gov.au/C2011A00012/latest/versions
- Standards for NVR Registered Training Organisations (RTOs) 2025
    - Outcome Standards for NVR Registered Training Organisations: https://www.legislation.gov.au/F2025L00354/asmade/text
    - Compliance Standards for NVR Registered Training Organisations: https://www.legislation.gov.au/F2025L00355/asmade/text
- Financial Viability Risk Assessment Requirements 2021: https://www.legislation.gov.au/F2021L01040/latest/text
- Data Provision Requirements 2020: https://www.legislation.gov.au/F2020L01517/latest/text
- Australian Qualifications Framework: https://www.aqf.edu.au
- Standard for VET Accredited Courses 2021: https://www.legislation.gov.au/Details/F2021L00269

Consumer Law

- Competition and Consumer Act 2010 (Cth): https://www.legislation.gov.au/C2004A00109/latest/text
- Australian Consumer Law (ACL): https://consumer.gov.au/australian-consumer-law

Fair trading and consumer protection

Commonwealth

- Australian Consumer Law (Cth): https://consumer.gov.au/australian-consumer-law

New South Wales

- Fair Trading Act 1987 (NSW): https://legislation.nsw.gov.au/view/html/inforce/current/act-1987-068
- Privacy and Personal Information Protection Act 1998 (NSW): https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-1998-133
- Fair Trading Amendment (Code of Conduct for Short-term Rental Accommodation Industry) Regulation 2020 (NSW): https://legislation.nsw.gov.au/view/pdf/asmade/sl-2020-634

Queensland

- Fair Trading Act 1989 (Qld): https://www.legislation.qld.gov.au/view/whole/html/inforce/2016-03-04/act-1989-084
- Property Occupations Regulation 2014 (Qld): https://www.legislation.qld.gov.au/view/pdf/inforce/current/sl-2014-0251

Victoria

- Australian Consumer Law and Fair Trading Act 2012 (Vic): https://www.legislation.vic.gov.au/in-force/acts/australian-consumer-law-and-fair-trading-act-2012/032
- Australian Consumer Law and Fair Trading Regulations 2022 (Vic): https://www.legislation.vic.gov.au/in-force/statutory-rules/australian-consumer-law-and-fair-trading-regulations-2022/001

Australian Capital Territory (ACT)

- Fair Trading (Australian Consumer Law) Act 1992 (ACT): https://www.legislation.act.gov.au/a/1992-72
- Fair Trading Regulation 2009 (ACT): https://www.legislation.act.gov.au/sl/2009-59/

Privacy

Commonwealth

- Privacy Act 1988 (Cth): https://www.legislation.gov.au/C2004A03712/latest/text
- Privacy Regulation 2013 (Cth): https://www.legislation.gov.au/F2013L02126/latest/text

New South Wales

- Privacy and Personal Information Protection Act 1998 (NSW): https://legislation.nsw.gov.au/view/html/inforce/current/act-1998-133
- Privacy and Personal Information Protection Regulation 2019 (NSW): https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0391

Queensland

- Information Privacy Act 2009 (Qld): https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014
- Information Privacy Regulation 2009 (Qld): https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2009-0135

Victoria

- Privacy and Data Protection Act 2014 (Vic): https://www.legislation.vic.gov.au/in-force/acts/privacy-and-data-protection-act-2014/031

Australian Capital Territory (ACT)

- Information Privacy Act 2014 (ACT): https://www.legislation.act.gov.au/a/2014-24
- Information Privacy Regulation 2014 (ACT): https://www.legislation.act.gov.au/sl/2014-25/

Discrimination

Commonwealth

- Australian Human Rights Commission Act 1986 (Cth): https://www.legislation.gov.au/C2004A03366/latest/text
- Age Discrimination Act 2004 (Cth): https://www.legislation.gov.au/C2004A01302/latest/versions
- Disability Discrimination Act 1992 (Cth): https://www.legislation.gov.au/C2004A04426/latest/text
- Racial Discrimination Act 1975 (Cth): https://www.legislation.gov.au/C2004A00274/latest/text
- Sex Discrimination Act 1984 (Cth): https://www.legislation.gov.au/C2004A02868/latest/text
- Equal Opportunity for Women in the Workplace ACT 1999 (Cth): https://www.legislation.gov.au/C2004A00572/asmade/text

New South Wales

- Anti-Discrimination Act 1977 (NSW): https://legislation.nsw.gov.au/view/html/inforce/current/act-1977-048
- Anti-Discrimination Regulation 2019 (NSW): https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0381

Queensland

- Anti-Discrimination Act 1991 (Qld): https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085

Victoria

- Equal Opportunity Act 2010 (Vic): https://www.legislation.vic.gov.au/in-force/acts/equal-opportunity-act-2010/030

Australian Capital Territory (ACT)

- Discrimination Act 1991 (ACT): https://www.legislation.act.gov.au/a/1991-81
- Discrimination Regulation 2016 (ACT): https://www.legislation.act.gov.au/sl/2016-23/

Work health and safety / occupational health and safety

Commonwealth

- Model Work Health and Safety Act (Cth): https://www.legislation.gov.au/C2011A00137/latest/text
- Model WHS Regulations (Cth): https://www.safeworkaustralia.gov.au/doc/model-whs-regulations
- Model Code of Practice: First aid in the workplace (Cth): https://www.safeworkaustralia.gov.au/doc/model-code-practice-first-aid-workplace
- Model Code of Practice – Managing the risk of falls at workplaces: https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-risk-falls-workplaces

New South Wales

- Work Health and Safety Act 2001 (NSW): https://legislation.nsw.gov.au/view/html/inforce/current/act-2011-010
- Work Health and Safety Regulation 2017 (NSW): https://legislation.nsw.gov.au/view/html/inforce/current/sl-2017-0404#sec.2
- SafeWork NSW codes of practice: https://www.safework.nsw.gov.au/resource-library/list-of-all-codes-of-practice

Queensland

- Work Health and Safety Act 2011 (Qld): https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018
- Work Health and Safety Regulation 2011 (Qld): https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2011-0240
- WorkSafe QLD codes of practice: https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice

Victoria

- Occupational Health and Safety Act 2004 (Vic): https://www.legislation.vic.gov.au/in-force/acts/occupational-health-and-safety-act-2004/044
- Occupational Health and Safety Regulations 2017 (Vic): https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/015

Australian Capital Territory (ACT)

- Work Health and Safety Act 2011 (ACT): https://www.legislation.act.gov.au/a/2011-35/default.asp
- Work Health and Safety Regulation 2011 (ACT): https://www.legislation.act.gov.au/sl/2011-36/
- WorkSafe ACT codes of practice: https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice

Appendix I: Zoom Meetings

Leverage Academy uses ZOOM as its primary video conferencing platform.

You **do not** need a Zoom account to participate in Zoom meetings hosted by The Academy. If this is your first Zoom meeting on your device, click download and run Zoom. The Zoom.exe file will download, and you will need to open the file.

Note: This only needs to be done once for any device on which you use Zoom for the first time.

TIP: Do this well in advance of your scheduled meeting.

It is best to use a PC (personal computer) or laptop to participate in these sessions. It is not recommended to use a SMART phone or other SMART device such as a tablet etc. If this is an issue, please contact your trainer / assessor to discuss.

If you are inexperienced or unsure on how to use Zoom, please watch either or both videos on how to use Zoom. To access, scan the selected QR code.

Zoom for Dummies

Zoom Tutorial for Beginners: How to Use Zoom Video Conferencing

The Academy's trainers / assessors or administration team member ill provide you with the meeting details, including:

- Date and time
- Meeting ID number or meeting link
- Meeting password

Student identification

Upon entry to the CPD session, each learner must turn and keep their camera on. The trainer and or session host will note the verification of each learner against the identification provided during enrolment. Learner's personal data will be securely stored in accordance with the Academy's *Data Management and Privacy Policy and Procedures* and relevant privacy legislation.

Choose video layout

At the upper right of the Zoom window, you can switch between active speaker view (shows the speaker) and gallery view (Shows all attendees – depends on screen size and settings – can go to more than one page of images). You can also switch between a shared screen and the video by clicking on a button available in this location during a screen share.

Note: The view may differ if you are using a different operating system (e.g. IOS with an Apple laptop). The ZOOM layout may change from time to time so, while it may look different, the functionality will remain the same, if not be improved. If you have any questions, please ask the trainer / assessor or team member.

General guidelines

If you click on Participants (bottom tool bar), you can see who is currently in the meeting. The participants list also gives you the option to raise your hand or rename yourself.

- **To raise a hand:** Notifies host (e.g. the trainer) and shows a prompt to simulate hand raise
- **To change your name:** Hover over your name to change it as it is seen in the participants list and video window. Ensure that you enter your correct name as per your course enrolment

To **comment,** raise your hand icon. Once selected, you can **unmute** your microphone by clicking the microphone icon at the bottom left of the control bar and make your comment. All participants will be able to hear you. Once finished, lower your hand icon and **mute** yourself.

- The host also has the ability to mute you and / or all attendees.

Be respectful and do not be disruptive by unmuting yourself to make a comment without being requested to do so.

Refrain from participating in other activities while in attendance at the meetings. For example, using mobile phone for communication, social media, gaming, surfing the net, etc. will only distract you from being attentive to the information being presented.

The Academy is committed to providing a training environment free from discrimination, bullying, victimisation and/or harassment of any kind. All aspects as covered by this handbook apply for all video conferencing meetings via Zoom.

Leave meeting

Click 'Leave meeting' to leave the webinar session at any time. If you leave, you can rejoin if the session is still in progress, as long as the host has not locked the session. It is always best to confirm with the host beforehand.

Video meeting etiquette: 5 Tips to ensure a great attendee experience

There is no substitute for good manners in all daily interactions, and they're certainly appreciated more than ever in workplace or training meetings. There are some common guidelines that comprise good meeting etiquette – being on time, maintaining eye contact, paying attention – and applying those same principles to our video meetings can go a long way toward a productive learning environment. It can also help elevate your personal reputation into "great meeting host" territory in future.

Traditional business meetings are too often considered unproductive due to too many delays and interruptions. Reliable, easy-to-use video conferencing platforms like Zoom have helped restore meeting and training reputation, but can ensure that every learner gets the most out of the allotted time.

Some of the most common-sense meeting decorum – avoiding eating and drinking, minding your body language, and being respectful to whoever is speaking – are no-brainers. So here are five (5) additional etiquette tips to help ensure a focused and effective Zoom meeting.

1. **Introduce everyone at the beginning:** Just like a real meeting or social event, you wouldn't initiate a conversation between two acquaintances who haven't met without introducing them. The same practice applies to a virtual meeting or training session. All parties should be introduced at the beginning to create a welcoming environment and stimulate engagement.
2. **Ensure that you have a clean, work or learning appropriate background:** Attendees should focus on the session content, not someone's untidy office, amazing art collection or activities by other parties in the background. By having a clean setting with work and learning appropriate art and decorations, it reduces the chance of distraction. Everyone should also try to attend the session from a quiet area that has minimal background noise and movement. Zoom's virtual background feature is an easy way to eliminate background distractions when attending the session in a less organised or busy location.
3. **Look into the camera when talking instead of looking at yourself:** If you're looking at yourself on the screen while talking, it will seem like your attention is elsewhere. Direct eye contact into the camera while speaking gives attendees the impression that you are looking at them rather than off to the side, which creates an environment where everyone feels engaged and present in the conversation. Be sure to position your web camera and monitor at eye level so you can look into the camera and simulate that eye-to-eye connection with other attendees.
4. **Eliminate distractions and focus on the session or subject matter being presented:** Notifications from messaging applications, ringtones, and applications running on your desktop can be distracting, which can make attendees / other learners feel disrespected and undervalued. Mitigating these distractions helps keep the session focused and free from interruption.
5. **Be aware of your audio and video settings:** Check whether your microphone is unmuted and that your camera is on to ensure that all attendees can hear you and see you when you speak. If you notice that someone in the session is speaking but their microphone is muted, you can alert others / your trainer that they are muted by requesting that they unmute their audio in the chat tab. You can also manage how you start and join meetings – with video on, entering a meeting muted, etc. – in your Zoom Meeting Settings.