



Institute of Strata Title
Management Ltd

STUDENT HANDBOOK

Institute of Strata Title Management Ltd RTO #837

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Institute of Strata Title
Management Ltd

CPP07 Property Services Training Package

Our mission

As the peak industry body in New South Wales, the Institute of Strata Title Management Ltd is committed to maintaining the highest professional and ethical standards in the operation of strata and community title properties for the benefit of the people living and working in them.

ISTM Staff Contacts

General Manager – Jackie Zelinsky
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Introduction

This handbook provides you with information on policies and processes for the training and assessment offered by the Institute of Strata Title Management (ISTM). ISTM is a registered training organisation RTO #837.

Training and assessment services offered by ISTM under this agreement are:

1. Flexible, fair, and a true indication of your skills and knowledge.
2. Relevant to your job role or expected career requirements.
3. Meet the standards required by the Strata Industry to obtain employment.
4. Meet the quality requirements for training and assessment as set out in the AQTF Standards for Registered Training Organisations.
5. Wherever appropriate, enables you to have your current skills and knowledge recognised through a Recognition of Prior Learning and Recognition of Current Competency procedure and;
6. Provide you with professional advice.

ISTM is committed to delivering student services that are fair, reasonable and ethical.

Enrolment in the course

To enrol in ISTM's training you must be 18 years of age or over.

You will also need to be able to:

- ▶ Read and interpret a range of texts in English and;
- ▶ Recognise and apply mathematical concepts including addition, subtraction, percentages and fractions

An educational level equivalent to the NSW School Certificate is required.

Our expectations of you

ISTM may choose to terminate your enrolment in a course if you:

- ▶ Do not comply with OH&S and other safety procedures and policies outlined in this handbook
- ▶ Fail to attend training sessions without reason
- ▶ Have not accurately or honestly disclosed all information relevant to your enrolment in the course including relevant matters relating to health, work history, skills and experience
- ▶ Have provided false and misleading information
- ▶ Commit an offence under the law while engaging in training or assessment activities
- ▶ Act in a manner which impacts on the health (mental and physical) of ISTM staff, other students or yourself
- ▶ Do not comply with the confidentiality rights of others and;
- ▶ Submit assessment tasks and projects which are not your own work.

Your responsibilities

As a condition of entry into the ISTM's courses you are expected to:

1. Respect the rights of others
2. Be punctual for classes
3. Notify us if you are unable to attend
4. Participate in activities and discussions
5. Encourage equal opportunity for all
6. Observe non smoking restrictions
7. Be aware of your own safety and that of others and;
8. Refrain from interrupting others, including the use of mobile phones during class.



ISTM's commitment to you

As a student enrolled in a course conducted by ISTM you have a right to:

- ▶ A safe learning environment which respects individual differences and which is free from hazards and harassment
- ▶ Flexibility with training and assessment processes to accommodate any needs you may have
- ▶ Be treated with respect and dignity
- ▶ Recognition of your needs and circumstances including your beliefs, ethnic background, cultural and religious practices
- ▶ Provide us with feedback on your experiences during the course
- ▶ Access your records on request.

Access & equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis including women, people with disabilities, people from non-English speaking backgrounds, indigenous Australians, and rural and remote learners.

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

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

Complaints & appeals policy

If you have a complaint or an appeal, you should always try to resolve the matter directly with the person/s involved. However, if you are unable to satisfactorily resolve your complaint or appeal through discussion, then you should document your complaint or appeal in writing, to the Event Manager. You do not have to lodge your complaint or appeal on an official form; you may simply state your case in writing to us.

Your complaint or appeal will be treated seriously. You will have an opportunity to present your case explaining your views, and if you wish, you can have the complaint or appeal heard by a mutually agreeable independent person or panel of people.

The outcome of the complaint or appeal will be forwarded to you in writing, complete with reasons for the outcome.

Should you be unhappy with the outcome of the complaint or appeal process, you are entitled to escalate the matter to the NSW Vocational Education and Training Accreditation Board (VETAB) or through the National Vocational Education Complaints Hotline.

VETAB can be contacted on 02 9244 5335 and the National Complaints Hotline is 1800 000 674.

Refund policy

ISTM has a fair and reasonable refund policy for all students. Refunds will be granted under the following circumstances.

- ▶ Students who have overpaid the course fee.
- ▶ Students enrolled in training that has been cancelled.
- ▶ The student advises ISTM in writing, no less than two weeks prior to class commencement, that they are withdrawing from training.



- ▶ In ISTM's opinion, the student would be unreasonably disadvantaged if not granted a refund; for example, a student meets with a serious misadventure and is physically unable to continue their enrolment. In this instance you should forward all details to management for consideration. In such a case the original fee payment may be used as a credit towards that course within 12 months of cessation of classes.

The following examples are indicative of inappropriate circumstances for granting a refund:

- ▶ Job change.
- ▶ Change in work hours.
- ▶ Inconvenience of travel to class.
- ▶ Moving interstate.
- ▶ Retrenchment

If for any reason ISTM cancels any course, participants are entitled to a full refund or transfer of funds to a future course.

Appeal for refund

Where a student who has sought a refund is of the belief that they are entitled to a partial or full refund, they may address an appeal in writing to the General Manager. The Training Coordinator will review the appeal for refund of fees and where necessary will seek the advice of the Vocational Education and Training and Assessment body in the state in which the training is delivered.

The law & your rights

There are laws that protect your rights in regard to safety, anti discrimination, harassment, bullying, privacy and other issues that may affect your ability to be treated equally and with respect. The following information provides a general guide only and is not a substitute for professional advice. At the end of this section you will find details of where to find additional information.

Anti discrimination & harassment

Statement of policy

ISTM prohibits discrimination in all areas of employment and/or training.

Definition of discrimination and harassment

Discrimination (harassment) is essentially any practice, which makes distinctions between individuals or groups so as to disadvantage some and advantage others. Federal, State and Territory legislation prohibits both direct and indirect discrimination on various grounds.

Federal, State and Territory legislation prohibits discrimination in employment on the following grounds:

- ▶ Sex; Race; Age; Creed; Intellectual impairment; Physical impairment; Religious conviction; Political conviction; Medical record; Criminal record; Marital status; Trade union activity; Pregnancy; Family responsibility; Sexual orientation.

What to do if you are discriminated against.

Report the details of the complaint immediately to the Training Coordinator or your supervisor or trainer.

Upon receipt of a complaint, we will conduct an investigation. Results of this investigation will be documented and reported to you along with details of any remedial action taken to resolve the complaint.

The person lodging the complaint also has the right to lodge a complaint with the appropriate State or Territory body, or to the Federal Human Rights and Equal Opportunity Commission.



Sexual harassment & bullying policy

Statement of policy

ISTM will not tolerate any form of sexual harassment.

Definition of sexual harassment

Sexual harassment is essentially any unwelcome sexual conduct, remarks or innuendo. It may involve a person's harassing a member of the opposite sex or of the same sex.

Both Federal and State laws prohibit sexual harassment. Under Federal law, a person sexually harasses another if:

- ▶ He or she makes an unwelcome sexual advance or request for sexual favours or engages in unwelcome conduct of a sexual nature with that other person.
- ▶ The other person has reason to believe that resistance would in any way lead to a disadvantage in his or her employment.

What to do if you are sexually harassed

Report the details of the complaint immediately to your trainer or assessor or any manager or staff member of ISTM. On receiving a complaint, we will conduct an investigation and the results will be documented and reported to you, along with the details of any remedial action taken to resolve the complaint.

You also have the right to lodge a complaint with the appropriate State or Territory body, or to the Federal Human Rights and Equal Opportunity Commission.

Occupational health & safety policy

ISTM is committed to creating and maintaining a safe and healthy environment for all employees, contractors, customers, course participants and visitors.

In order to do this ISTM will:

- ▶ Make available the appropriate information and instruction and supervision to ensure a safe and healthy environment.
- ▶ Provide safe operating procedures, rules, and instructions to eliminate hazards and dangerous practices and behaviours.
- ▶ Provide reports and reporting procedures to identify potential hazards and rectify hazardous situations in order to avoid accidents and ensure continuous improvements in our health and safety.
- ▶ Recognise the legal responsibilities for health and safety and ensure employees and contractors are aware of their responsibilities.

The Internet is an excellent source of information in relation the relevant legislation relating to the above areas. To obtain the any further information simply utilise a "search engine", type in the name of the Act and the State of operation. Below are some useful links to assist.

Useful links

www.lawlink.nsw.gov.au/adb.nsf/pages/lawsindex

www.legislation.nsw.gov.au

www.workcover.nsw.gov.au/pdf/2000-40.pdf

www.apprenticeship.def.nsw.edu.au/index.htm

www.austlii.edu.au



Relevant legislation may include:

1. The Occupational Health and Safety Act 2000; The Vocational Education and Training Act 2005
2. The Privacy Act and National Privacy Principles 2001; The Anti Discrimination Act 1977
3. NSW Commission for Children and Young People Act 1998,
4. Copyright Act, 1879. 42 Vic No 20 (modified 2006)

Alcohol and other drugs policy

To reduce the possibility of injury or harm to yourself and others, ISTM has a zero tolerance policy to alcohol and other drugs.

Any beverage with an alcoholic content in excess of 0.5% by volume or any substance capable of altering your mood, perception, pain level or judgement may not be bought onto or consumed upon ISTM premises or premises hired by ISTM to conduct training or assessment.

Any student found with illegal drugs will be withdrawn immediately from the course.

Assessment guidelines

All assessments conducted by ISTM will conform to the assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to a specific course.

Assessment of students will be conducted objectively to test and confirm their knowledge and competency. Assessments will be flexible, fair, reliable and valid. Assessors will develop assessment tools designed to reflect your level of skill and knowledge and gather sufficient evidence of your ability to apply your skills and knowledge in the workplace.

Assessment will ordinarily be done through written assignments, work based projects, observations by their parties and course activities. However ISTM can be flexible depending upon a student's individual circumstances.

The assessment tools used to determine your competency for the course include:

1. Trainer observation in the classroom
2. Take home assessment tasks to demonstrate that you are able to apply the knowledge that you learnt during the course.

If you are not currently employed in the strata industry, you are still able to complete the course. Your trainer will help you simulate a workplace environment in order to complete the assessment tasks.

Students are required to be competent in all areas to receive an overall competency mark = 'C.'

In general, students will be given three (3) opportunities to be assessed as competent in a course or unit, however, ISTM may allow for further assessment opportunities where it feels there are special circumstances which may have negatively impacted on a student's ability to complete the assessment, or where the student presents a case that ISTM feels is valid. In such circumstances, ISTM may seek external assistance from others including tutors or counsellors. The process will be recorded and reported to Dynamic Property School who issue the Statement of Attainment.

Where a student has been assessed three times and is still 'Not Yet Competent' (NYC), ISTM may refuse further assessment if they feel there is little chance of the student becoming Competent.



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The student may appeal this decision in writing to the General Manager of ISTM who will consider the matter and advise the student in writing of the outcome. This process is outlined in Complaints and Appeals procedure.

A flexible assessment process will be undertaken to consider the needs of people with special needs or situations including:

- ▶ Disability
- ▶ Cultural background.
- ▶ Literacy, language and numeracy difficulties.
- ▶ Other trauma or reason.

Our approach to being flexible does not mean that the value of the course is lessened. It means that ISTM is willing to make reasonable adjustments to accommodate people with different needs and requirements in order to complete the course. If you believe that you will require ISTM to adjust the assessment process, please contact the Education Manager.

The results and details of student assessments will be recorded and kept on file for the purpose of auditing, and will be forwarded to Dynamic Property School to issue a qualification or statement.

Students have access to all personal information on request and will be advised of the outcome of their assessment in writing.

The assessment process is consultative and students play an active part in the process. There is an appeals process that you can follow in the event of a dispute between you and your assessor. You can appeal a decision with your assessment documentation or you can simply document your appeal and forward it to the Education Manager. An independent committee will process your appeal and you will be informed of the outcome in writing.

Recognition of prior learning & current competencies

As a Registered Training Organisation, and in accordance with the AQTF requirements, ISTM has a policy to recognise a student's prior learning (RPL) and current competencies (RCC).

RPL and RCC is the process that acknowledges skills, competencies and knowledge achieved through:

- ▶ Formal training conducted by industry or educational institutions in Australia or overseas.
- ▶ Work experience (informal training), and;
- ▶ Life experiences.

We will recognise qualifications and competencies gained at other RTO'S provided that these competencies have been recognised and accredited nationally under the Australian Qualifications Framework (AQF).

If you have undertaken study or attended courses that are not nationally recognised you may still be eligible for recognition and you should discuss this with the Education Manager or your trainers and assessors.

If you wish to apply for RPL or RCC, a copy of the application form is available by phoning ISTM on 9904 8499. Once you have completed the application form, it will be sent to an assessor who will assess the evidence that you supply against the units of competency for the course. You will be notified in writing of the outcome.

Literacy and numeracy

All courses are delivered (both orally and written) in the English Language. If you do not believe that your English skills are proficient enough for you to complete the course successfully you should contact the Education Manager and discuss your application for training. You may be required to attend additional training in English literacy before commencing your workplace training or you may only need some additional assistance during the course of your training.



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In order to complete our Strata training courses your skills in the English language would need to be advanced enough to write and understand complex instructions and reports, to research and compile evidence and to discuss and explain theoretical information.

You will also need to be able to perform basic mathematical calculations. This includes addition, subtraction, multiplication, division, percentages and fractions.

English and maths at the equivalent standard of the NSW School Certificate is required.

Student support & services

Our Trainers and Assessors are available to assess students during programmed training hours and where appropriate ISTM may provide students with additional support in the referral of agencies that can assist in the provision of services outside of ISTM's expertise.

If you need support before, during or after the course with either enrolment, participation in the course or in understanding assessment requirements, please contact the Education Manager on 9904 8499.

A list of referral contact details is available and can be supplied for a variety of services including; counselling, emergency accommodation, substance abuse, etc.

A list of these services will be supplied at induction sessions with copies kept in a place where they can be accessed by students on request.

Records

ISTM and/or Dynamic Property School will keep complete and accurate records of your attendance, progress, qualifications and financial information and will provide copies of such information to you upon request. All information recorded by us will be kept strictly confidential and stored in a secure location at all times. We will not knowingly provide any of your records or confidential information to any third party without your express written permission.

Course timings & attendance

Your course times and dates are included with your acceptance for training notification. Please be courteous and try to be prompt in your attendance. If you are unable to attend a training session please contact us as soon as possible. Where possible we will attempt to make provision for you to catch up any missed classes but you should be aware that the times of your attendance for missed classes could vary from your originally scheduled times.

Notification of course outline

Prior to the commencement of your course, you will receive a course outline, timetable and (if required) a list of any learning or resource materials you may need to obtain.

If you have any queries you can contact the Events Manager or any ISTM staff member who will be pleased to assist you.

While we reserve the right to reject any application for attendance at a course of training, we will normally only do so when the applicant:

- ▶ In our opinion does not possess the academic ability to satisfactorily complete the training, or
- ▶ Does not or will not be unable to meet any state licensing requirements.



Your new qualification

The units of competency that you are studying as part of the course, come from the CPP07 III Property Services Training Package (Operations) qualification. The course consists of 3 units of competency from Certificate III in Property Services (Operations) CPP3037 which is a nationally accredited course. The units of competency that you complete, are the minimum educational qualifications required for a Certificate of Registration in Strata through the NSW Office of Fair Trading. This is aimed at those commencing work in the strata industry.

All applicants for a certificate of registration must satisfy the NSW Commissioner for Fair Trading that he/she:

- ▶ is at least 16 years of age
- ▶ is a fit and proper person to hold a certificate of registration
- ▶ has the qualifications required for the class of certificate of registration concerned
- ▶ is not a disqualified person. (For details on what constitutes a disqualified person, please visit www.fairtrading.nsw.gov.au/realestaterenting/agentsmanagers/entryrequirements.html)

Nationally accredited means that all qualifications offered – including Statements of Attainment awarded for successful completion of separate units within the course will be recognised by other Accredited Institutions across Australia.

Study pathways

The Units of Competency in the course form part of the national training package CPP07 Property Services.

Successful completion of this course provides you with credit towards equivalent units of competency in the Certificate III in Property Services (Operations).

Your privacy

ISTM complies with the National Privacy Principles (NPP's) under the Privacy Act 1988. We only collect and use your personal information for the purposes of delivering and assessing the course. We will not disclose your personal information with third parties unless it is directly related to delivering and assessing the course.

Access to your personal information

In most cases you can gain access to your personal information in accordance with the NPP's. Please apply for access to inquiries@istm.org.au marked attention to the Privacy Officer. If you are not satisfied with our response to your request for access to your personal information or you believe we have not protected your personal information you can refer your complaint to the Federal Privacy Commissioner by telephoning 1300 363 992.

Plagiarism and referencing

All work submitted by students for assessment is expected to be your own work and should be properly referenced.

Referencing means acknowledging the sources of information and ideas you have used in your assessment. If you use information from other sources to complete an assessment task or project, you are expected to reference these resources. Sources could include books, newspaper articles, items from the internet, pictures or diagrams.

Plagiarism is presenting someone else's ideas as if they are your own. So, when you present a sentence in an assessment task without a reference, or words without inverted commas ('.....') it means that you are, in effect, saying to your reader that those ideas, information or words are your own original ideas or words.



ISTM prefers the Harvard Referencing system.

Each time you use a reference you should include the reference in the text of your assessment and in a separate reference list at the end.

When referencing within the text of your assessment you need to include:

- ▶ The author's family name or organisation
- ▶ The year of publication
- ▶ The page numbers

For example when you use a direct quote:

"Whereas the owners corporation is comprised of all the owners in a strata scheme, the executive committee consists of between one and nine elected owners or owners' nominees." (Ilkin 2009, p91).

If you just use a person's idea or finding:

Smith (2008) discovered that conflict can come from many sources.

(there is no need to use a page number in this example as you are not quoting Smith but reporting on her findings).

Creating a reference list

- ▶ Arrange references alphabetical by the author's family name
- ▶ Includes details of Author, date, title and who the publisher was

Ilkin, Alex. 2009. *NSW Strata and Community Schemes Management and the Law* (4th Edition), Lawbook Co.

.....we hope you enjoy your course.....