



**VICTORIA  
LEARNER  
HANDBOOK**

## Table of Contents

<b>COURSE INFORMATION .....</b>	<b>4</b>
A Fresh New Approach in Victorian Real Estate Training .....	5
Who Are We? .....	5
Experience The Validum Difference .....	5
Blended learning .....	5
Experienced Trainers and Assessors .....	5
BEFORE PROCEEDING, PLEASE NOTE THE FOLLOWING: .....	6
What Courses Are Offered At Validum Real Estate Training? .....	8
Who Is My Course Provider? .....	8
How Much Is My Course and When Should I Pay? .....	8
How Will My Course Be Delivered? .....	8
What is Recognition of Prior Learning (RPL)? .....	8
Is My Course Nationally Recognised and What Does This Symbol Mean? .....	9
Studying the Validum Way - Your Learning & Assessment Journey .....	10
What Happens When I Apply to Enrol at Validum? .....	10
What Happens After I Enrol With Validum? .....	10
How Do I Study My Course? .....	10
How Do I Complete My Assessments? .....	10
<b>COURSE OUTLINE .....</b>	<b>12</b>
Agent's Representative Course (includes the CPP41419 Certificate IV in Real Estate Practice) .....	13
Course Duration - How Long Do I Have To Complete The Course? .....	13
What Career Pathways Will I Have After Completing This Course? .....	13
What do I do after I finish my course? .....	13
What Are The Units Of Competency For This Course? .....	14
<b>ADDITIONAL COURSE INFORMATION .....</b>	<b>16</b>
Additional Enrolment Information .....	17
Course Fees .....	17
Payment Plan Terms and Conditions .....	17
Refund Policy .....	18
Course Duration and Expiry .....	18
Complaints and appeals .....	18
Course Extensions .....	19
Deferring Your Course .....	19
What Happens If My Enrolment Is Terminated? .....	20
Downgrading Your Enrolment .....	20
Other Fees and Charges .....	21
Unique Student Identifier (USI) .....	21
What is a USI? .....	21
What if I already have a USI? .....	21
What if I don't have a USI? .....	21
Compliance information .....	24
Service quality commitment .....	24
Entry requirements: Language, literacy, numeracy and digital skills .....	24
Expected standard of Learner conduct .....	24
Learner support .....	24
Access and equity .....	26
Commitment to learners under 18 .....	27
Feedback .....	28
Feedback surveys .....	28
Legislative compliance .....	28
Information collection, use and disclosure by Validum .....	31
Learner records and access to the VIP .....	31
<b>ENROLMENT TERMS AND CONDITIONS .....</b>	<b>32</b>
Enrolment Terms and Conditions .....	33
Privacy Policy .....	36

Your Acknowledgement and Consent.....	36
Users 18 and Under .....	36
What is Personal Information? .....	36
Collecting Personal Information .....	36
How Do We Collect Personal Information?.....	37
Why Do We Collect, Hold, Use and Disclose Personal Information? .....	37
Disclosing Your Personal Information .....	38
Direct Marketing .....	38
Dealing With Us Online .....	39
Cookies .....	39
Site Visit Information .....	39
Login Information .....	39
Social Media.....	40
Personal Information Storage and Security Arrangements .....	40
Accessing and Correcting Your Personal Information .....	40
Correcting Your Personal Information.....	40
Accessing Your Personal Information.....	40
Access and Correction Arrangements Generally.....	40
Lodging a Query or Complaint .....	41
Our Contact Details.....	41
Changes to our Privacy Policy .....	41
Disclosure of Personal Information to Government Agencies .....	42
How the NCVER and other bodies handle your personal information.....	42
Surveys .....	42
Contact information .....	42
Student Identifiers Registrar.....	43
Privacy Notice for students .....	43
Further information for students .....	43



## Course Information

## A Fresh New Approach in Victorian Real Estate Training

### Who Are We?

Validum Group Pty Ltd ABN 13 604 352 169, trading as Validum Real Estate Training (Validum), is a Registered Training Organisation (RTO No. 41224) delivering nationally recognised real estate and property courses and qualifications.

Whether you are starting a career as a real estate agent or seeking further real estate qualifications, Validum can assist and mentor you for success in your property career.

Validum offers a range of real estate training courses, for example the entry level Agent's Representative course, which includes the CPP41419 Certificate IV in Real Estate Practice.

### Experience The Validum Difference

#### Blended learning

The Validum difference is a unique personalised blended approach to learning. This means you have the flexibility to study when and where you want according to your schedule via our interactive learner portal. You can also directly access our trainers and assessors for one-on-one tutoring and support either via email or over the phone. Simply call and book a time with one of our trainers and assessors to discuss all your course or industry related questions.

#### Experienced Trainers and Assessors

Validum has assembled a team of specialist trainers and assessors who are known for their current and extensive industry experience and deep knowledge in their fields. Each member of the Validum Team is committed to sharing their knowledge and equipping you with practical, real world skills to help you succeed.

***At Validum Real Estate Training, we nurture our learners by giving them the support and guidance to not only successfully complete their course but to prepare them for the real-world work environment.***

## **BEFORE PROCEEDING, PLEASE NOTE THE FOLLOWING:**

### **(1) PROFESSIONAL ADULT LEARNING**

Our courses are designed for adults intending to enter into a professional field. You are expected to approach your course and your interactions with us in a professional and responsible manner, including but not limited to:

- reading any correspondence and instructions we send you (such as emails, SMS and checking the spam or junk folders for your email)
- (if we request) returning our phone calls or replying to our correspondence
- noting your course duration and expiry timeframes
- updating us with any changes to your contact details
- contacting us if you need help, have any questions or are experiencing any difficulties; and
- ensuring that you comply with all licensing or registration requirements before you commence work. After completion of your course, you are responsible for directly applying to Consumer Affairs Victoria (CAV) for the relevant real estate licence or registration. The CAV application fees are not included in your course fees.

### **(2) UNIQUE STUDENT IDENTIFIER (USI)**

- Any person undertaking a nationally recognised learning course or Units of Competency will need a USI. The USI is a number issued by the Commonwealth Government and it is a mandatory Commonwealth Government requirement.
- If you do not have a USI or cannot provide Validum with your USI, your course enrolment will remain incomplete and we will not be able to send you your course login details to start the course.
- Under no circumstances can you start a course with Validum or be issued with a Statement of Attainment without a valid USI.

### **(3) ENTRY REQUIREMENTS: LANGUAGE, LITERACY, NUMERACY AND DIGITAL SKILLS**

Learners require skills that are typically expected at a Year 10 (or equivalent) level. These include:

- **Reading documents written in English** such as policies and procedures, legislation, workplace documents, and forms.
- **Spoken English** to participate in group discussions, role plays, and workplace scenarios.
- **Numeracy skills** to use a calculator to perform basic calculations such as percentages and an ability to read and interpret financial data.
- **Digital skills** to navigate the internet, send emails, create word documents, create videos, upload and download documents and complete online forms.

### **(4) PLEASE ENSURE THAT YOU READ THE FOLLOWING:**

- This Learner Handbook (which contains the terms and conditions of your course, including our expiry, extension and refund policies)
- The login email we send you
- Instructions in our online Portal on how to use and navigate through your course

### **(5) TO COMPLETE THIS COURSE VIA OUR ONLINE PORTAL, YOU MUST HAVE BASIC COMPUTER SKILLS SUCH AS:**

- Using an Internet browser (and conduct research on the Internet)
- Logging in and out of an Internet-based portal
- Downloading and uploading documents and files from the Internet
- Operating Microsoft Word and Adobe Acrobat Reader
- Recording and uploading videos

### **(6) WHAT KINDS OF ASSESSMENTS DO I COMPLETE?**

Your course materials and assessments are delivered online via the Validum Interactive Portal (VIP), and involve the following types of assessments:

- some multiple choice questions;

- written assessments;
- several video roleplay presentations;
- case studies;
- reports; and
- completion of current real estate industry workplace documents and forms.

## **(7) WHAT ARE THE IT REQUIREMENTS FOR MY COURSE?**

You will need the following IT requirements to complete your course:

- Computer or laptop with a webcam, and a sound and graphics card
- Internet connection or Wi-Fi access
- Google Chrome (our preferred Internet browser for accessing the VIP)
- Microsoft Word 2013 or above
- Free downloadable version of Adobe Acrobat Reader
- A smart phone for recording video assessments
- Email account for communication to and from Validum

## **(8) VALIDUM AI POLICY**

- Any use of AI will be permitted for research, assistive, idea generation, information gathering and brainstorming purposes only.
- All learners, prior to submitting each assessment, will be required to sign a declaration that the answers in the assessment are produced by the learner and are the learner's own work.
- Validum expects that all assessment answers submitted by learners in the course of undertaking studies with Validum will be the learner's own original work.
- Learners are NOT to use AI to cheat; create substantive answers to assessment questions which are copied and pasted directly into assessment questions and passed off as the learner's original work (this is plagiarism); or answer questions beyond the learner's apparent ability or skill.
- If a Validum Trainer and Assessor determines that a learner has blatantly and repeatedly used AI to complete their Assessment(s) in a manner which breaches Validum's AI Policy, the Trainer and Assessor may (in their sole and absolute discretion) refuse to mark the learner's Assessment(s) and require the learner to re-attempt the Assessment(s) in their own words.
- For further information, please refer to Validum's AI Policy in this Learner Handbook

## What Courses Are Offered At Validum Real Estate Training?

Validum offers the following real estate courses:

- Agent's Representative Course - this course includes the CPP41419 Certificate IV in Real Estate Practice. There are Sales or Property Management streams available for this course.

## Who Is My Course Provider?

All courses are provided by Validum Group Pty Limited ACN 604 352 169, trading as Validum Real Estate Training (RTO No. 41224).

## How Much Is My Course and When Should I Pay?

Your course fee will be discussed with you at the time of your enrolment. To confirm your course fee and payment arrangements, please contact Validum on 1800 848 911 or [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au)

You **must** pay the course fee in full (or your first payment plan instalment) before you can begin your course.

## How Will My Course Be Delivered?

Your course is delivered online via the Validum Interactive Portal (the VIP). All your course materials are contained in the VIP. Your assessments are also completed electronically through the VIP. To support you in your learning, you also have personal one-on-one access to our industry experienced trainers and assessors. You can book a time with our trainers and assessors to receive assistance via email or phone. This blended approach ensures that if you need us, we are with you every step of the way in your study.

## What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is offered to all learners enrolling with Validum.

RPL is a formal assessment process designed to recognise your current skills and knowledge. Our RPL assessment process will identify and assess what you already know and apply it to the real estate course you want to complete.

Successful completion of the RPL assessment process could reduce the time you need to spend studying and/or the number of Units of Competency you need to complete in your course. This could in turn mean a time and, in some cases, a cost saving for you.

If you provide evidence that you have the required skills, knowledge and experience, we may be able to assess you as competent in certain Units of Competency in the course, even if you have not completed our learning for the Unit(s) of Competency.

Validum recognises all current competencies held by learners regardless of how, where or when these competencies were achieved.

If you believe you are eligible for RPL, please contact us for an RPL Application Kit and a free initial RPL consultation.

### **Please note:**

- RPL should not be regarded as a faster or easier way to complete your course or obtain a qualification.
- RPL is most appropriate if you have achieved or can demonstrate your competency via evidence of your work experience, other courses of study, or general life experience.
- Validum cannot formally assess your RPL application unless you have enrolled in your course.
- Validum will only award RPL if you can produce substantive evidence of competency.
- Validum recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework.



- If you decide to apply for RPL after commencing your course, a \$395 (inclusive of GST) application fee is payable.

### Is My Course Nationally Recognised and What Does This Symbol Mean?



All courses at Validum are nationally recognised. This means the Units of Competency in your course are nationally recognised in every Australian State and Territory and meet the Australian Qualifications Framework standards.

## Studying the Validum Way - Your Learning & Assessment Journey

### What Happens When I Apply to Enrol at Validum?

Validum is committed to providing accurate and timely advice to all learners wishing to enrol in a Validum course or qualifications.

Before you enrol at Validum, our Enrolments Team will discuss with you your background, current employment situation and career goals. Using this information, we then recommend the appropriate course for you to suit your study preference and to achieve the educational requirements for entry into your chosen field of real estate practice.

You will be provided a copy of this comprehensive Learner Handbook, as well as enrolment information to guide you through the enrolment process.

**PLEASE READ THIS DOCUMENT CAREFULLY** - The Learner Handbook contains key course details (including an overview of the recommended course), the required Units of Competency, number of assessments, technology requirements, entry requirements and relevant learner information.

### What Happens After I Enrol With Validum?

After you have enrolled at Validum, we will check that our entry requirements are met, and we will then provide you with login details to the Validum Portal (the VIP), our online interactive e-learning portal in which you will find your course.

Our courses are self-paced courses designed for learners to work independently in their own time and at their own pace (subject to your course duration). However, if requested, a trainer will work with the learner to establish an appropriate learning and assessment plan which includes outlining the learning options, student support, tutorials, coaching and mentoring and the use of current real estate workplace documents and office resources. Current industry approved documents and forms are used to complete assessments instead of just using generic resources for assessment purposes.

### How Do I Study My Course?

Our real estate courses are delivered using a blended learning approach.

Learning materials and assessments are found in the VIP which is based on the Moodle e-learning platform. In the VIP, learners work through an integrated course of study that combines learner notes, learning resources, relevant forms and prescribed documents and assessments at their own pace.

Units of Competency are clustered into learning categories that reflect current roles and functions in the real estate industry - such as legislation, real estate sales and property management. These Clusters assist learners to connect learning theory and real life situations.

If learners request, the online learning is supported by one-on-one tutorials, coaching and mentoring which ensures that learners understand key concepts and have time to practice and enhance their skills. Through their individual learning and assessment plans, each individual learner determines the amount of one-on-one tuition that they require. This tuition is available to all learners during business hours via telephone, email or online meetings.

All required course resources and materials are found in the VIP.

### How Do I Complete My Assessments?

Validum recommends that learners work through and review all the learner resources and materials before commencing any assessments. When a learner has completed the learning, they can commence the assessment by completing the Part A Assessments for all Clusters and any individual Units in their course.

All Validum Assessments have a Part A and Part B.

The Part A Assessments cover the knowledge that underpins the real estate activities covered by the Cluster (or Unit). The Assessment involves online auto marked questions/quizzes. By completing the Part

A Assessments first, it allows the learner to become familiar with the portal, assessments, types of questions and expected answer and the concepts that will assist the learner to complete the Part B Assessments.

The Part B Assessments consist of projects, case studies, roleplays, reports and completion of statutory documentation. These assessment tasks capture all the requirements of each Unit of Competency in a Cluster and are the final assessment for each Cluster (or Unit).

For learners who are familiar with real estate and online learning, working through the resources and completing all assessments for each Cluster is also an acceptable method of completing the Assessments in your course.

## What is Competency Based Assessment?

Validum uses a “competency-based” approach to assessing your competency.

Competency-based assessments requires learners to recall their knowledge, interpret that knowledge and then apply the relevant information to answer specific questions and complete assessment tasks.

In competency-based assessment, Validum is not assessing your ability against anyone else and we do not compare your work to other learners to determine whether or not you are competent.

When assessing your ability to demonstrate the skills and knowledge of a Cluster (or Unit), your Validum Trainer and Assessor is looking only at your ability against the performance requirements of that Cluster (or Unit).

## How Do We Mark Your Assessments?

Validum assessments will test your ability to apply the knowledge you gained from reviewing and working through the learner resources and materials for the required competencies of the relevant Cluster (or Units).

In your assessment answers, you are expected to be able to choose and apply the relevant information and knowledge from the learner resources and materials to answer questions, respond to specific scenarios or case studies, and complete workplace documentation.

Rather than using a grading scale, competency based assessment assigns an overall rating of **Competent** or **Not Yet Competent** in relation to your Assessment for a Cluster (or Unit).

All Validum assessments have a Part A and Part B. If you demonstrate competence, you will be given a Satisfactory rating for the completed Part of the Assessment. You must obtain a Satisfactory rating in both Parts A and B of an Assessment before you can be given a Competent rating for that Cluster (or Unit).

## What Happens If My Assessment is Graded as Not Yet Competent?

Do not be concerned if you have not answered all the questions correctly in your allowed attempts. This does not mean you have failed. As this is competency-based assessment, our assessors will look at your whole attempt to determine if you have demonstrated overall competence. If our assessors believe there is an issue, they will contact you to review your answers with you.

You are given unlimited attempts to demonstrate competency in an assessment (subject to your course duration). If for any reason your trainer and assessor considers that you have not demonstrated competency, you will be contacted by Validum to discuss your assessment and provide assistance.

If you have had a number of unsuccessful attempts at an assessment, your Validum Trainer and Assessor will work with you to identify opportunities for further learning and arrange a resubmission when you are ready. Resubmission may include demonstrating a skill, re-answering questions or providing further information.

Validum will determine if further training would assist you, and will contact you to discuss your options

Remember you can always arrange for a personal, one-on-one session with a trainer and assessor to discuss any areas you are having trouble with or are posing a problem for you.



## Course Outline

## Agent's Representative Course (includes the CPP41419 Certificate IV in Real Estate Practice)

The Agent's Representative course comprises **18 Units of Competency** as set out below and requires between **8 to 10 sets of Assessments** (depending on the selected stream) to be successfully completed before we issue your Certificate IV qualification.

When learners successfully complete this course, they will also attain a CPP41419 Certificate IV in Real Estate Practice.

### Course Duration - How Long Do I Have To Complete The Course?

Learners have **12 months** from when they are sent their VIP login details to complete the course.

### What Career Pathways Will I Have After Completing This Course?

Upon successful completion of the Course, you will be issued with a CPP41419 Certificate IV in Real Estate Practice qualification.

This means you have met the current educational prerequisites (set by Consumer Affairs Victoria) to work as an Agent's Representative for an estate agent in Victoria.

An Agent's Representative can (with written authority from an estate agent) perform any of the legal functions of the estate agent, including but not limited to:

- acting on behalf of owners and residential rental providers to arrange the sale or lease of property including houses, buildings, factories, shops, farms, land and businesses
- acting on behalf of buyers when engaged as a buyers agent, or advocating to negotiate the purchase of property;
- providing market appraisals of properties and businesses for clients;
- negotiating the sale or lease of properties and businesses;
- conducting auctions; and
- collecting rents and managing rental properties.

#### **IMPORTANT INFORMATION – PLEASE NOTE!**

In Victoria, you do not need to apply to CAV to work as an Agent's Representative. Instead, your employer is required to verify that you are eligible to be an Agent's Representative, and notify the Victorian Business Licensing Authority (BLA) when you start work.

Before you can start work as an Agent's Representative, your employer must:

- check that you meet CAV's eligibility requirements; and
- give you written authority to act on their behalf.

You can work in real estate as an Agent's Representative indefinitely.

### What do I do after I finish my course?

After completing the course, you can start applying for Agent's Representative positions at estate agencies.

Before you can start work as an agent's representative, your employer must:

- check you meet the eligibility requirements to be an Agent's Representative (for further information, click [HERE](https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents/agents-representatives) - <https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents/agents-representatives>; and
- give you written authority to act on their behalf.

You must give your employer a:

- Statement of Attainment showing you have completed the Agent's Representative course; and
- police check - no more than six months old. If you do not have a police check when you start work, you must provide your employer with a new police check within six weeks of starting work; otherwise, you will become ineligible to continue to be employed.

Your employer will notify the Victorian Business Licensing Authority that you are working as an Agent's Representative at their estate agency.

### What Are The Units Of Competency For This Course?

The Units of Competency and number of Assessments in this course will vary depending on whether you choose to complete the Sales or Property Management stream (see below).

The Sales stream has been designed for learners who intend to work mainly in sales during their real estate career.

The Property Management stream has been designed for learners who intend to work mainly in rentals and property management during their real estate career.

At the time of enrolment, learners will be required to select which stream they wish to complete in their Course.

Cluster	Units of Competency	Property Management stream	Sales stream
1	CPPREP4001 – Prepare for professional practice in real estate	✓	✓
	CPPREP4004 – Establish marketing and communication profiles in real estate	✓	✓
2	CPPREP4002 – Access and interpret ethical practice in real estate	✓	✓
	CPPREP4003 – Access and interpret legislation in real estate	✓	✓
3	CPPREP4103 – Establish vendor relationships	✓	✓
	CPPREP4104 – Establish buyer relationships	✓	✓
	CPPREP4105 – Sell property	✓	✓
4	CPPREP4101 – Appraise property for sale or lease	✓	✓
	CPPREP4102 – Market property	✓	✓
5	CPPREP4121 – Establish landlord relationships	✓	✓
	CPPREP4122 – Manage tenant relationships	✓	✓
6	CPPREP4123 – Manage tenancy	✓	✓
	CPPREP4124 – End tenancy	✓	✓
7	CPPREP4005 – Prepare to work with real estate trust accounts	✓	✓
	CPPREP4125 – Transact in trust accounts	✓	✓

Cluster	Units of Competency	Property Management stream	Sales stream
Single	CPPREP4506 – Manage off-site and lone worker safety in real estate	✓	
Single	CPPREP4503 – Present at hearings in real estate	✓	
Single	CPPREP5010 - Manage customer service activities in the property industry	✓	
Auction	CPPREP4161 – Undertake pre-auction processes		✓
	CPPREP4162 – Conduct and complete sale by auction		✓
	CPPREP4163 – Complete post-auction processes and contract execution		✓
<b>Number of Assessments:</b>		10 sets of Assessments	8 sets of Assessments



**Additional Course  
Information**



## Additional Enrolment Information

**\* The following information forms part of the Enrolment Terms and Conditions. Any reference to Course Expiry Dates is subject to any mandatory Government training package end dates.**

### Course Fees

The applicable course fees are disclosed to you in writing before you enrol with us. Please go to Validum's website ( [www.validum.edu.au](http://www.validum.edu.au) ) or call us on 1800 848 911 to get our current course fees.

Course fees include:

- Online access to all course materials (including learner notes, assessments, and industry forms)
- Access to personal, one-on-one trainer and assessor support, mentoring or coaching.

Unless prior arrangements have been made with Validum (such as a payment plan), course fees must be paid **IN FULL** before access to the VIP is granted.

**Please note** – your course fees do not include any CAV licensing or registration application fees.

### Payment Plan Terms and Conditions

If you are paying your course fees in instalments under a payment plan, the following terms and conditions will apply. By making your first instalment payment, you are taken to have agreed to the payment plan terms and conditions below.

Validum will advise you before you enrol into your Course:

- the number of instalments you have to pay;
- the amount of each instalment, and the total amount of the instalments; and
- the date on which each instalment becomes due and payable.

After you have paid your first instalment, you will be granted full access to your Course in the VIP.

**Notwithstanding any other provision in this Learner Handbook, you must have paid all your instalments before we issue your Statement of Attainment.**

**If you are having difficulty paying your instalments, please contact us as soon as possible 1800 848 911.**

If any instalment remains overdue and unpaid for more than 3 days, Validum will automatically suspend your enrolment in your Course.

While your course is suspended, Validum will:

- withhold the provision of materials for your Course;
- suspend your access to the VIP; and
- stop marking and grading any assessments you have submitted or resubmitted.

Please note – a course suspension due to non-payment does not change your Course Expiry Date.

To be reinstated into your course, you must pay all outstanding and overdue instalments, plus a **reinstatement fee of \$100** (inclusive of GST).

If you need to revise your payment plan, you will also need to pay a **Payment Plan Adjustment Fee of \$70** (inclusive of GST). The Payment Plan Adjustment Fee will be added to the remaining instalments under your revised payment plan.

If your enrolment remains suspended for more than 14 days, your enrolment will be terminated by Validum. If your enrolment is terminated due to unpaid and outstanding instalments on your payment plan:

- you will not be entitled to a refund of any instalments you have paid;

- you will not be issued with a Statement of Attainment for any units you have successfully completed;
- if you wish to continue with your course, this will involve a new enrolment into the course and upfront payment of the relevant course fee current at the time of re-enrolment.

*(Please also refer to the Enrolment Terms and Conditions below)*

## Refund Policy

All applications for a refund must be made in writing and outline the reasons why a refund is requested. Applications for a refund must be emailed to [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au)

Validum will process your application for a refund in accordance with its refund policy as outlined below.

You are entitled to a **refund** of your course fees **less a \$250 enrolment administration fee** if:

- you apply for a refund within 14 days after the day you were sent your VIP log in details; AND
- you have not logged into the VIP.

You are **NOT entitled to a refund** in the following circumstances:

- more than 14 days have passed since you were sent your VIP log in details; or
- if you have already logged in to the VIP; or
- if you fail to complete all or any part of your course by the Course Expiry Date (unless prior arrangements have been made with Validum); or
- if Validum terminates your enrolment on the grounds of misconduct.

## Course Duration and Expiry

Your course duration begins on the day you are sent the login details to your course (Course Start Date). Please refer to the *Course Outlines* section of this Learner Handbook for the Course Duration for your selected course.

Your course and your enrolment expires on the Course Expiry Date. The Course Expiry Date is the last day in your Course Duration.

To successfully complete your Course, you must finalise all assessments for your Course before the Course Expiry Date for your Course.

**You must submit all your Assessments 14 days before your Course Expiry Date and complete all your resubmissions before your Course Expiry Date.**

Unless prior arrangements have been made with Validum, we will not accept any assessments submitted less than 14 days before the Course Expiry Date.

Unless you have paid and been approved for an extension, or prior arrangements have been made with Validum, after the Course Expiry Date your enrolment will be terminated by Validum and we will issue you with a Statement of Attainment for any Units of Competency you have successfully completed up to the Course Expiry Date.

## Complaints and appeals

Validum's Complaints and Appeals Policy provides an avenue for you to advise us of any issues, concerns or complaints you may have, or lodge appeals with Validum.

We will deal with all complaints and appeals in a constructive and timely manner.

A copy of the Complaints and Appeals Policy is publicly available from Validum's:

- website – [www.validum.edu.au](http://www.validum.edu.au)

- office – in Reception at Level 1, Unit 9, Fresh Centre Building, 385 Sherwood Road, Rocklea, Queensland 4106.

If you wish to lodge a complaint or appeal, please contact our Administration Team at [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au) or call us on 1800 848 911.

## Course Extensions

If you need to extend your Course Duration and Course Expiry Date, you may apply to Validum for an extension.

**You may apply for extensions as many times as you need, but your total extension period cannot exceed six (6) months.**

All applications for an extension must be made in writing and outline the reasons why an extension is needed. **You must apply for an extension before the Course Expiry Date.**

Applications for an extension must be emailed to [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au)

The following extension periods are available, and the applicable extension fees are as follows:

- one (1) month extension - \$155 (inclusive of GST);
- two (2) month extension - \$250 (inclusive of GST);
- three (3) month extension - \$325 (inclusive of GST); or
- six (6) month extension - \$575 (inclusive of GST).

Validum will approve an extension to your Course if:

- you are not otherwise in breach of your Enrolment Terms and Conditions;
- your Course fees are paid up to date; and
- you have paid the applicable extension fee.

If Validum approves your application for an extension, your Course Duration and Course Expiry Date will be extended by the relevant extension period. If your extension is approved, Validum will advise you in writing of your new Course Expiry Date.

If you have not successfully completed all your assessments by the new Course Expiry Date, your enrolment will be terminated by Validum and we will issue you with a Statement of Attainment for any Units of Competency you have successfully completed up to the new Course Expiry Date (and unless you have applied for and we have approved a further extension).

*(Please also refer to the Enrolment Terms and Conditions below)*

## Deferring Your Course

If you need to defer your course, you may apply to Validum to defer your course for a maximum of three (3) months (subject to Government stipulations as to course availability periods).

All applications for a deferral must be made in writing and outline the reasons why a deferral is needed and the period for which you wish to defer your course. **You must apply for a deferral before your Course Expiry Date.**

Applications for a deferral must be emailed to [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au)

Validum reserves the right (acting reasonably) in its sole and absolute discretion to either approve or deny a request for a deferral.

If you are applying for a deferral due to medical grounds, Validum may require you to provide suitable supporting evidence from a medical professional.

If your request for a deferral is approved, Validum will notify you in writing of the approval and the period of time for which your course is deferred (Deferral Period). Your enrolment in the Course is suspended during the Deferral Period.

**Please note** – During the Deferral Period, Government regulators and licensing authorities could change the training package and training requirements. When you re-activate your Course, Validum will enrol you into the most current version of the Course you were previously completing. In some cases, this could be different from the Course you were previously completing and you may have to re-attempt certain assessments or complete additional assessments in order to meet current training and licensing requirements. If this occurs, there could also be a transition fee payable in order for Validum to transfer your enrolment into the most current version of your course.

**The maximum allowed Deferral Period is three (3) months.**

**If you wish to reactivate your enrolment at the end of your Deferral Period, you must contact us fourteen (14) days before your Deferral Period ends. An Enrolment Re-activation fee of \$220 (inclusive of GST) is payable at the time you wish to re-activate your Course.**

After your enrolment has been re-activated, the amount of time available for you to complete the course will be the time that is remaining in your Course Duration immediately prior to the deferral taking effect. After your enrolment has been re-activated, Validum will notify you in writing of your remaining Course Duration and the new Course Expiry Date.

*For example, you are 2 months into a 12 month course. You ask for a 3 month Deferral Period. When you re-activate your course after the Deferral Period, you will have 10 months left to complete your course (12 months minus 2 months).*

If you have not requested a re-activation of your enrolment within fourteen (14) days of your Deferral Period ending, your enrolment will be terminated by Validum and we will issue you with a Statement of Attainment for any Units of Competency you have successfully completed as at the enrolment termination date.

If you have not submitted all your assessments by the new Course Expiry Date after re-activating your Course, your enrolment will be terminated by Validum and we will issue you with a Statement of Attainment for any Units of Competency you have successfully completed up to the new Course Expiry Date.

## What Happens If My Enrolment Is Terminated?

Subject to the above, if your enrolment is terminated and your course fees are paid in full, Validum will issue you with a Statement of Attainment for any Units of Competency you have successfully completed up to the date of termination.

If you wish to complete your Course after your enrolment has been terminated, you will need to re-enrol in your course and pay the course fee which is current at the time of re-enrolment.

**Please note** – Government regulators and licensing authorities may change the course syllabus and training requirements from time to time. If you are re-enrolling into a Course, Validum will enrol you into the most current version of the Course you were previously completing. This could be different from the Course you were previously completing and you may have to re-attempt certain assessments again in order to meet current training and licensing requirements.

## Downgrading Your Enrolment

If you wish to downgrade your Course enrolment, you may apply to Validum to downgrade your Course.

Downgrading a Course means switching from your current Course to a course with fewer Units of Competency.

All applications for a downgrade must be made in writing and outline the reasons why a downgrade is requested. **You must apply for a downgrade within 14 days of the day you were sent your VIP login details.**

Applications for a downgrade must be emailed to [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au)

You will **not** be able to apply for a downgrade if:

- you have already logged in to the VIP; or
- you have not logged in to the VIP but more than 14 days have passed since you were sent your VIP log in details,

whichever occurs earlier.

If Validum approves your downgrade application, you will be notified in writing and an **enrolment switch fee of \$125 (inclusive of GST) will apply**. Validum will notify you of the cost of the downgraded Course (which will be the price at which the downgraded Course is offered to the general public at the time of your downgrade – special promotional offers do not apply). We will refund to you the difference (if any) between the cost of your original Course and the downgraded Course (less the enrolment switch fee).

## Other Fees and Charges

The following additional fees and charges are payable in relation to your course if you request any of these:

- Hard copy of Statement of Attainment or Qualification - \$30 (inclusive of GST and postage and handling)
- Printing and postage fee for hard copies of all Learner Notes, Assessments and course materials - \$350 (inclusive of GST and postage and handling)
- Supply and postage of a USB containing electronic copies of all Learner Notes, Assessments and course materials - \$150 (inclusive of GST and postage and handling)
- If a learner decides to apply for RPL *after* commencing the course – a \$395 (inclusive of GST) RPL application and assessment fee is payable
- If a learner has to reschedule or cancel a one-on-one training session within 48 hours of the scheduled session start time – 10% of course fee paid (inclusive of GST)

## Unique Student Identifier (USI)

### What is a USI?

From 1 January 2015, any person undertaking a nationally recognised learning course or Units of Competency will need a USI. This is a mandatory Commonwealth Government requirement.

The USI is a number issued by the Commonwealth Government which is unique to you. Your USI will consist of a random combination of numbers and letters. Once you have your USI, it will give you access to your learning records and results (transcripts) through your online government account. A USI will be required before you can commence your course with the Validum.

**BEFORE WE CAN SEND YOU LOGIN DETAILS TO YOUR COURSE, YOU MUST PROVIDE US WITH YOUR USI.**

### What if I already have a USI?

If you already have a USI, please ensure that you include it in your ENROLMENT FORM. If you fail to supply us with your USI number, we will not be able to complete your course enrolment or send your login details to start the course.

If you can't remember your USI, simply visit the Government website (link below) and follow the simple steps to find your USI - <https://www.usi.gov.au/students/find-your-usi>

### What if I don't have a USI?

If you do not have a USI, simply create one via the government website:  
<https://www.usi.gov.au/students/create-your-usi>

If your USI application is successful, the USI Registrar will advise you directly of your USI number.

***If you do not have a USI or cannot provide Validum with your USI, your course enrolment will remain incomplete and we will not be able to send you your course login details to start the course. Under no circumstances can you start a course with Validum or be issued with a Statement of Attainment without a valid USI.***

## Validum AI policy

### Background

Validum acknowledges that with the increased usage of AI in a variety of situations, it is important to draw on the benefits of AI while considering and minimising the potential risks and/or costs.

The purpose of this Policy is to outline the way in which AI may be used by Validum learners.

For the purposes of this Policy, **AI** means artificial intelligence and machine learning software or applications, including but not limited to ChatGPT, Jasper, Synthesia (videos, eLearning), Murf (artificially generated voiceovers for content), Canva (image generation, text to image), GTP3, GPT4 and Claude, or any later or similar versions of such software or applications.

The focus of the Policy is directed at ChatGPT, however this policy applies equally to any other AI used for the same purpose, including those which were not yet created at the time the Policy was written.

Validum understands and acknowledges that AI:

- can be a useful resource for the purposes of research and drafting;
- uses information gained from data that has been fed into it, together with data mined from the internet;
- allows users to feed data into it to generate content; and
- in many cases, is not to be treated as a private or trusted platform, as AI may retain information entered, and which may be accessed by third parties.

### Policy

Any use of AI will be permitted for research, assistive, idea generation, information gathering and brainstorming purposes only.

All learners, prior to submitting each assessment, currently sign a declaration that the answers in the assessment are produced by the learner and are the learner's own work.

In line with the current declaration, Validum expects that all assessment answers submitted by learners in the course of undertaking studies with Validum will be the learner's own original work.

Learners are **NOT** to use AI to:

1. cheat;
2. create substantive answers to assessment questions which are copied and pasted directly into assessment questions and passed off as the learner's original work (this is plagiarism); or
3. answer questions beyond the learner's apparent ability or skill.

Learners are responsible for proof-reading, fact-checking and editing any content created by AI, and to request sources wherever possible and relevant.

It is also the learner's responsibility to ensure that any content generated by AI does not breach any copyright or other intellectual property laws.

**PLEASE NOTE** – if a Validum Trainer and Assessor determines that a learner has blatantly and repeatedly used AI to complete their Assessment(s) in a manner which breaches this Policy, the Trainer and Assessor may (in their sole and absolute discretion) refuse to mark the learner's Assessment(s) and require the learner to re-attempt the Assessment(s) in their own words.

### Risks in using AI

Validum notes that there are potential risks and/or detrimental effects associated with the use of AI in a work and study context. These may include but are not limited to the following:

- privacy;
- confidentiality;
- commercially sensitive information; and
- currency and accuracy.

As AI relies upon information that it is fed, it is entirely possible that collectively a large portion of incorrect and unreliable information could be used to generate false content.

**NEVER** enter personal or confidential information. What you enter into an AI prompt is stored for future use. It may be recalled or used at any time without your consent.

The learner acknowledges that Validum will not be liable for any loss, cost, expense, claim, damage or adverse impact suffered by the learner caused by, or as a result of, using AI, entering personal or confidential information into AI, or relying on content generated by AI.

## Compliance information

### Service quality commitment

Validum is responsible for the quality of learning and assessments in compliance with the 2025 Standards for RTOs, and for the issuance of the AQF certification documentation.

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced trainers and assessors, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

#### Our service commitment

- Your questions and concerns are important to us. Please be aware that our trainers and assessors are working with other learners as well as yourself. We are committed to returning your calls and emails as soon as possible, but we ask that you allow us 24 hours to respond.
- Statements of Attainment / Qualifications are issued within seven (7) calendar days of the successful completion of your course.

### Entry requirements: Language, literacy, numeracy and digital skills

Learners require skills that are typically expected at a Year 10 (or equivalent) level. These include:

- **Read documents written in English** such as policies and procedures, legislation, workplace documents, and forms.
- **Spoken English** to participate in group discussions, role plays, and workplace scenarios.
- **Numeracy skills** to use a calculator to perform basic calculations such as percentages and an ability to read and interpret financial data.
- **Digital skills** to navigate the internet, send emails, create word documents, create videos, upload and download documents and complete online forms.

In some circumstances, a learner may be required to complete a literacy, language, numeracy and digital literacy (LLND) test. The LLND test provides an opportunity to identify any learner support needs before formal learning commences. Any learners who advise Validum personnel of any special learning needs will be provided with the appropriate support and guidance with the aim of assisting the learner to obtain competency in their course.

This assistance provided by Validum personnel will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner.

### Expected standard of Learner conduct

The Enrolment Terms and Conditions set out Validum's rules for acceptable academic and general conduct.

Learners who are unruly, offensive or conduct themselves in a disrespectful, abusive or threatening manner toward Validum personnel or fellow learners will have their enrolment cancelled (without refund).

Plagiarism will not be tolerated and if detected, may result in a learner's enrolment being cancelled and assessment result being revoked.

### Learner support

All learners deserve the opportunity to learn in a supportive, respectful, and inclusive environment. Validum is dedicated to upholding principles of equity and providing accessible education for all, in particular supporting First Nations clients, learners with disabilities, and learners requiring additional support.



## Learner Support

Validum is dedicated to providing a high standard of service to learners. You can contact our trainers and assessors by phone or email during office hours. We endeavour to respond to learners as quickly as possible but please note that our trainers and assessors do have other learners and classes to attend to.

Should you require further support, Validum can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid directly to the service provider. Such fees are the responsibility of the learner.

Should you or your trainer and assessor identify that you require any additional support to be provided by Validum, we will work with you to develop an individual support plan to ensure that we can provide the required support required.

## Respecting and supporting First Nations clients

We acknowledge and celebrate the rich cultural heritage of Australia's First Nations peoples. Validum is committed to fostering an environment where First Nations learners feel welcomed, respected, and valued. We aim to understand each individual's unique needs and cultural perspectives, and we strive to remove barriers to participation and achievement.

## Supporting learners with disabilities

Validum is committed to ensuring learners with disabilities have equitable access to our programs and services. We recognise the diverse needs of learners and provide practical support through reasonable adjustments.

In consultation with the learner, forms of support may include:

- assistance with enrolment and orientation for learners requiring support
- access to assistive equipment or technology
- flexible delivery and assessment options
- modified learning materials and assessment methods and conditions;
- modified physical environments;
- one-on-one learning and assessment support;
- referral to external disability support services;
- supply of training and/or assessment material in an alternative mode; or
- additional time to complete their course.

We encourage learners to disclose their needs early so we can work together to provide the most effective support.

## Identifying individual needs and providing reasonable adjustment

Prior to enrolment, we endeavour to determine individual support needs and establish how we can assist learners through reasonable adjustment.

We respond to individual needs, whether they relate to cultural background, disability, language, literacy, or personal circumstances.

We will make changes wherever possible—without compromising the integrity of the training or assessment—to help every learner succeed. All information shared with us is treated confidentially and respectfully.

## Support for learners under 18

Validum is committed to providing a safe, inclusive, and supportive environment for learners under 18, in line with the national principles for child safe organisations.

We assess individual needs prior to enrolment and offer reasonable adjustments and practical support—such as flexible learning options, access to assistive equipment, and one-on-one assistance—ensuring equitable access to all programs and services.

We encourage early disclosure of support needs so we can work collaboratively with learners and their families. All information is handled confidentially and respectfully.

Our commitment includes clear communication, ongoing support, and a welcoming environment where every young learner is treated fairly and empowered to succeed.

## Contact and Feedback

If you have any questions about access, inclusion, or require assistance, please contact us. We welcome feedback to help us continue improving the inclusivity of our learning environment.

## Access and equity

Validum is committed to providing learning and assessment services to all learners regardless of race, religion, gender, socio-economic status, disability, language, literacy or numeracy.

We believe in the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Validum reserves the right to suspend from its training courses any learners who are:

- unable to actively participate in the course activities as a result of injury;
- disruptive; or
- affected by drugs or alcohol.

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

## Disability access and inclusion

We are committed to providing an inclusive learning environment that complies with the Disability Discrimination Act 1992 (Cth) and the Disability Standards for Education 2005.

Our obligations include:

- making reasonable adjustments to learning materials, assessments, and delivery methods;
- ensuring equal access to facilities, services, and learning opportunities;
- maintaining the confidentiality and respecting the dignity of learners with disabilities; and
- providing accessible formats (e.g. large print, screen reader-compatible documents) upon request.

Our staff undertake professional development activities to inform the reasonable adjustments that can be made to training and assessment. We are committed to participating in training and other professional development activities that will improve our service and ability to meet the needs of clients.

If you have a disability or medical condition, we encourage you to disclose this (confidentially) prior to enrolment so we can work with you to plan and support your success.

### **First Nations learner support**

We acknowledge the Traditional Custodians of the lands on which we operate and are committed to culturally safe and respectful learning environments for Aboriginal and Torres Strait Islander learners.

We aim to:

- embed cultural awareness and respect into our training and assessment practices;
- provide flexible learning options that accommodate community and cultural obligations;
- recognise and value Indigenous knowledge systems and learning styles; and
- provide our staff with access to relevant cultural safety training, cultural awareness training and participation in other activities that inform and improve the service provided

### **Individual support and equity**

We understand that every learner has unique needs. Our commitment to access and equity ensures that all learners are supported to achieve their goals, regardless of background or circumstance.

We work with you to determine how and what support services we can provide and where necessary make recommendations to services outside of Validum.

Support services may include:

- Language, Literacy & Numeracy (LLN) referrals to assistance
- Mental health and wellbeing referrals
- Academic coaching or mentoring
- Community service referrals (e.g. housing, financial aid)

### **How to access support**

- Speak with your trainer and assessor or our Student Services team
- Contact Validum at any time

### **Commitment to learners under 18**

As an RTO, we are committed to providing a safe, supportive, and age-appropriate learning environment for all learners, including those under the age of 18. This section outlines our responsibilities and the support available to ensure the wellbeing and success of younger learners.

#### **Duty of Care**

We have a legal and ethical obligation to protect the safety and welfare of learners under 18. This includes:

- ensuring all staff working with minors hold a valid Working with Children Check (WWCC) or equivalent clearance
- providing appropriate supervision during training, breaks, and excursions (as applicable); and
- maintaining clear boundaries and professional conduct at all times.

## Parental / Guardian Involvement

Enrolment of learners under 18 requires written consent from a parent or legal guardian

We may communicate with parents/guardians regarding:

- attendance and academic progress
- behavioural concerns or wellbeing issues
- emergency situations or health matters

## Age-Appropriate Support

We recognise that learners under 18 may have different needs and expectations. We provide:

- access to appropriate Validum staff for guidance and assistance;
- flexible learning options to accommodate other commitments; and
- mentoring and wellbeing check-ins where appropriate.

## Reporting Concerns

If a learner under 18 feels unsafe, uncomfortable, or needs help, they are encouraged to:

- speak with their trainer and assessor or a trusted staff member;
- contact our Student Services team; or
- follow our confidential complaints and feedback process.

All concerns are taken seriously and handled in accordance with our Child Protection Policy and relevant legislation.

## Feedback

We appreciate your feedback to help us continuously improve our service, courses and learner experience. If you have any feedback on how we can improve our offering, please email us at [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au)

## Feedback surveys

We issue an annual student survey which we use to collect data from our past and present students to use for improving our business and learner experience.

You may sometimes be asked to provide feedback directly to the Australian Skills Quality Authority (ASQA) as a student of Validum.

## Legislative compliance

As a Registered Training Organisation, Validum is regulated by the *National Vocational Education and Training Regulator Act 2011* (NVR Act).

As a consumer, learners have certain consumer rights under the Commonwealth *Competition and Consumer Act 2010*, and the Victorian *Australian Consumer Law and Fair Trading Act 2012*.

As a company, Validum is also required to comply with various legislation, such as:

## Commonwealth and Victorian Occupational Health and Safety Acts

In general terms, the Commonwealth *Work Health and Safety Act 2011* and the Victorian *Occupational Health and Safety Act 2004* provides a framework for managing health and safety risks in Australian workplaces.

The objectives of the Acts are to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with these Acts, regardless of the types of services and/or products they provide or sell.

### Fair Work Act 2009 (Cth)

The *Fair Work Act 2009* (Cth) regulates the employment relationship between most private sector employers and employees within Australia.

The Act provides a safety net of minimum entitlements, such as a national minimum wage and the National Employment Standards (NES), with further employment conditions and entitlements set out in Modern Awards or enterprise or other registered agreements.

The Act enables flexible working arrangements, provides protection from unfair dismissal and contains general protections provisions which ensure employees are treated fairly and protected from discrimination.

### Privacy Act 1988 (Cth)

The *Privacy Act 1988* (Cth) makes provisions to protect the privacy of personal information belonging to individuals, and for related purposes. It should be noted, however, that the Privacy Act does not regulate state or territory agencies (except for the ACT).

For information on privacy regulations in other states and territories, visit the <https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act>

### Copyright Act 1968 (Cth)

Copyright provides legal protection for people who express original ideas and information in certain forms. The *Copyright Act 1968* (Cth) protects the rights of the original owners of written material, visual images, music and moving images.

In 2017, amendments were made to the Copyright Act to improve access to copyright material by people with disabilities.

### National Vocational Education and Training Regulator Act 2011 (Cth)

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards.

### Disability Discrimination Act 1992 (Cth) and the Disability Standards for Education 2005

These are the primary Commonwealth legislation and Standards in Australia that protects individuals from discrimination based on disability. It applies across all sectors, including education and training, and requires RTOs to ensure learners with disability are treated equitably and have access to the same opportunities as others.

RTOs must make reasonable adjustments to accommodate learners with disability—such as modifying training and assessment, providing assistive technology, or offering flexible delivery methods. The Act also prohibits both direct and indirect discrimination, meaning RTOs cannot implement policies or practices that unfairly disadvantage learners with disability, even unintentionally.

## Disability Standards for Education 2005

The Disability Standards for Education 2005 details the obligations of RTOs to ensure that learners with disability have the same rights and opportunities as other learners. RTOs must take reasonable steps to consult with learners, make reasonable adjustments to support learning, and eliminate discrimination—ensuring equal access to education, participation, and assessment for people with disability.

For more information, visit - <https://www.education.gov.au/disability-standards-education-2005>

## Equal Opportunity legislation

- Queensland - *Anti-Discrimination Act 1991*
- New South Wales - *Anti-Discrimination Act 1977*
- Victoria - *Equal Opportunity Act 2010*

The objectives of equal opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality.

## Competition and Consumer Act 2010 (Cth)

The object of the *Competition and Consumer Act 2010* (Cth) is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

For more information visit - <https://www.accc.gov.au/about-us/accc-role-and-structure/legislation-we-enforce>

## Australian Consumer Law (ACL)

The Australian Consumer Law (ACL) aims to provide an equitable, competitive, informed and safe marketplace. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services.

For more information visit - <https://consumer.gov.au/australian-consumer-law>

## National Principles for Child Safe Organisations

Australian RTOs have a legal and ethical duty to ensure the safety, wellbeing, and inclusion of learners under the age of 18. All enrolments of learners under 18 require signed consent from a parent or legal guardian.

The National Principles for Child Safe Organisations are designed to protect learners under 18 years old and require RTOs to provide:

- a safe, respectful, and inclusive learning environment;
- clear information on how to raise concerns or complaints;
- support from trained staff who hold a valid working with children check (WWCC); and
- protection from harm, discrimination, and exploitation.

For more information, visit - <https://www.childsafety.gov.au/resources/national-principles-child-safe-organisations>

Your chosen course will cover in detail any legislative requirements relevant to the Units of Competency covered in that course.

If you wish to know how you can get access to this legislation, obtain further information from various Government bodies about this legislation, or obtain a copy of relevant Validum policies and procedures, please contact our Administration Team at [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au) or call us on 1800 848 911.

## Changes at Validum

Validum will advise learners of any changes at Validum during their enrolment via email at least 14 days before such changes take effect.

These changes may relate to any matter that affects Validum, your course or enrolment, or our policies (including but not limited to changes to Validum's ownership structure or third party arrangements).

Prior to commencement—should Validum cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled) or alternative means to complete your course (if you are completing your course online). If the training is not rescheduled or the dates offered do not suit you, or alternative means of completion are not suitable, you will be refunded in full all fees paid by you within 10 days of the training being cancelled.

For training that has commenced—in the unlikely event that Validum is unable to deliver the training, you will be offered the option to enrol with another RTO and Validum will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by Validum and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

In the event of learners receiving any such notifications, learners may request further information and clarification by emailing [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au)

## Information collection, use and disclosure by Validum

As a Registered Training Organisation, Validum has obligations to provide certain information it has collected about you or your enrolment to the Australian Government through the National VET Provider Collection system, managed by the National Centre for Vocational Education Research. This information informs the Government and its agencies about Validum's participation in the vocational education sector.

Validum will take reasonable steps to ensure the accuracy and security of the information collected (please refer to our Privacy Policy in this Learner Handbook).

## Learner records and access to the VIP

Learners are entitled to request access to the records of their learning at Validum. Subject to the retention periods below, copies of your assessments can be arranged for a small administration fee. (Refer to **Additional Enrolment Information**).

We retain your assessments for a period of 2 years from when we issue you your Statement of Attainment.

After this 2 year period has expired, we will dispose of your assessments and the relevant parts of your learner file via secure means.

We retain your results for a period of 30 years from when we issue you your Statement of Attainment.

Learners wishing to gain access to their learning records should contact our Administration Team at [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au) or call us on 1800 848 911. We may ask that you submit your request for access in writing.



# Enrolment Terms and Conditions



## Enrolment Terms and Conditions

The Enrolment Terms and Conditions set out the terms of the relationship between the Learner (you) and Validum Group Pty Limited trading as Validum Real Estate Training (Validum).

You agree that:

1. It is a condition of enrolment that you achieve satisfactory academic progress throughout your selected course (**Course**) at a rate that will enable you to complete the Course in the allocated timeframe.
2. You are required to use your best endeavours to meet the requirements of the Course and to comply with any rules and regulations established from time to time and as notified to you by Validum.
3. Any breach of Validum's rules and regulations or display of behaviour (online or in person) which in Validum's reasonable opinion is unacceptable and/or abusive could result in your enrolment being cancelled without any entitlement to a refund of any Course fees or charges paid.
4. You will be responsible for your own books, equipment, software, personal items and property that you may choose to use to complete the Course or bring to any in-person training. You release, indemnify and hold harmless Validum against all liability and claims for any loss or damage to such items, howsoever caused except where liability is expressly imposed by law.
5. All lessons and any related material supplied by Validum are copyright and remain the property of Validum. You acknowledge that any unauthorised copying may constitute a breach of Validum's copyright in such lessons and materials.
6. Unless otherwise advised by Validum, Course fees do not include the cost of text books or other materials (which are not contained in the VIP).
7. In the event that a new version of the National Qualification is endorsed and released by the relevant VET regulator or government body, Validum will manage the transition of its learners to the new version in accordance with the 2025 Standards for RTOs, and that this circumstance does not constitute provider default.
8. Validum reserves the right to change the particulars of the services, including changes to fees and prices, Courses, facilities, online portals and dates of courses where circumstances beyond Validum's reasonable control require such changes or (in the case of face to face classroom Courses) where the level of enrolments does not reach the minimum numbers required to run a face to face classroom Course viably.
9. If you are attending Validum's offices, you authorise Validum to obtain emergency medical treatment for you in the event that Validum considers such steps necessary. You agree to indemnify and hold harmless Validum and its personnel for any expense, loss, damage or liability of whatsoever nature or howsoever caused as a result of authorising and arranging such emergency medical treatment.
10. You will advise Validum of any change to your personal information and circumstances (including but not limited to changes to your name, address and/or contact details) which will affect your enrolment or Validum's delivery of the Course to you.
11. Notwithstanding any other provision in this Learner Handbook, if a third party (including but not limited to a parent or guardian, potential or current employer or government support agency etc.) has paid the Course fees on your behalf, you authorise Validum to act on any instructions issued by the third party payer in relation to your Course enrolment (including but not limited to any instructions to downgrade your enrolment, close your enrolment, withdraw you from your Course and/or transfer your Course to another person).
12. You authorise Validum to release administrative information about your performance at Validum (including academic progress and attendance information) to any person who may lawfully require that information, as well as any parents/guardians, agents and potential and current employers. Any revocation of this authority must be advised to Validum in writing.

## Course fees

13. You have read and understood the information about the Course as set out in this LEARNER HANDBOOK, including but not limited to the arrangements for the payment of Course fees, any additional fees and Validum's policy on refunds.
14. You will pay the Course fees and any additional fees as and when they become due and payable as referred to in the LEARNER HANDBOOK.

### *Payment plans*

15. If you are paying your Course fees in instalments under a payment plan, Validum will advise you before you enrol into your Course:
  - (a) the number of instalments you have to pay
  - (b) the amount of each instalment, and the total amount of the instalments
  - (c) the date on which each instalment becomes due and payable.
16. Further information about payment plans and the terms and conditions governing payment plans are found in the Additional Enrolment Information section of this Learner Handbook.

## Course expiry date and extensions

17. You must successfully complete your Course before the Course expiry date for your Course as set out in this LEARNER HANDBOOK.
18. If you fail to complete your Course before the Course expiry date, your enrolment will expire and you will not be entitled to any refund of your Course fees.
19. If you require more time to complete your Course, you may apply to Validum for an extension to your Course expiry date.
20. All applications for an extension must be made in writing and outline the reasons why an extension is needed. You must apply for an extension before your Course expiry date.
21. Validum will grant you an extension to your Course if:
  - (a) you are not otherwise in breach of this Agreement;
  - (b) your Course fees are paid up to date; and
  - (c) you have paid the Course extension application fee.
22. If Validum approves your application for a Course extension, your Course expiry date will be extended by the relevant extension period.
23. If you fail to complete your Course by the extended Course expiry date, your enrolment will expire and you will not be entitled to any refund of your Course fees.
24. If you wish to complete your Course after your enrolment has expired, you will need to re-enrol in the Course and pay the Course fee for the Course which is current at the time of re-enrolment.

## Publicity

You (or where applicable, your parent or guardian):

25. Agree that any information, documents, photographs, images, testimonials of (or created by) you or created by Validum which feature you (Learner Images), may be used by Validum for publicity or promotional purposes (including in any printed and online marketing materials or channels, or on any social media network) without the need for Validum to obtain further consent or authorisation from you.
26. Authorise and consent to Validum collecting, holding, using or disclosing the Learner Images for such purposes.
27. Agree to notify Validum in writing of any revocation of your consent, agreement or authorisation (as the case may be) for Validum to collect, hold, use or disclose the Learner Images.

## Alumni Opt In

You (or where applicable, your parent or guardian):

28. Agree to opt in to receive Validum Alumni newsletters, promotions, invitations and any other marketing and Alumni emails from Validum.

29. Acknowledge at any time you can opt out by unsubscribing or contacting Validum direct to notify them of your decision to opt out from the Alumni program.

### **Promotional offers**

30. If you have enrolled in a Course as a result of any Validum promotional offer existing at the time of your enrolment, you agree that you will also be bound by the terms and conditions of that promotional offer. Should any part of the Enrolment Terms and Conditions or the LEARNER HANDBOOK be inconsistent with the promotional offer terms and conditions, the latter will prevail to the extent of the inconsistency.

### **Use of IT facilities or network**

In consideration of Validum granting you access to its computer and IT network or facilities (IT facilities), you acknowledge and agree that you will:

31. Use the IT facilities only for genuine research and academic related activities, and for such reasonable personal use as allowed by Validum.
32. Not use the IT facilities in any way that is illegal or in breach of Australian law.
33. Not use the IT facilities in any way that may constitute bullying, sexual or racial harassment or vilification.
34. Comply with any reasonable directions or conditions of use that Validum may establish from time to time in connection with the use of the IT facilities.

## Privacy Policy

Validum Group Pty Limited, trading as Validum Real Estate Training (*Validum, we, us, our*) respects the privacy of any personal information you may provide to us when we deal with you.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

This Privacy Policy explains how we manage the personal information we hold about you. Please note that this Privacy Policy is to be read subject to any overriding provisions of law or contract.

### Your Acknowledgement and Consent

By continuing to correspond with us, using our website, by providing us with personal information, you are taken to have read and understood this Privacy Policy and you have consented to us managing your personal information in the way described in this Privacy Policy.

### Users 18 and Under

If you are aged 18 or under, you must obtain your parent's or guardian's permission before you provide any personal information to us. Users without this consent are not allowed to provide us with personal information.

### What is Personal Information?

For the purposes of this Privacy Policy, "personal information" has the meaning given to it in the Privacy Act, being information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether the information or opinion is recorded in a material form or not.

Examples of personal information include an individual's name, address, telephone number and date of birth.

### Collecting Personal Information

#### What kinds of personal information do we collect and hold?

The types of personal information we may collect include, but are not limited to:

- (a) contact details and other details including:
  - your full name and date of birth, and personal contact details (including your address, landline or mobile telephone numbers, fax number and e-mail address);
  - any information contained in any proof of identity document you provide to us;
- (b) identification details of any third party that you have authorised to negotiate or provide your personal information on your behalf (including your employer);
- (c) banking and payment details including credit card information, and any other information required for us to issue invoices to you or process your payment;
- (d) where relevant, your employer's details;
- (e) corporate details including your company name, job title and business sector, and any other information required for us to engage in a business relationship with you or your company;
- (f) any correspondence between you and Validum; and
- (g) any other personal information provided to us when you make an inquiry, request information (including our information packs and information about our products and services), respond to marketing or lodge a complaint.

We may also collect sensitive information from you. For the purposes of this Privacy Policy, sensitive information is defined by the Privacy Act to be certain kinds of personal information.

Examples of sensitive information that we may collect from you through providing information and other services to you include health and medical information.

Sensitive information is subject to stricter controls. We will only collect sensitive information about you with your consent. If we receive any sensitive information about you, we will handle it in accordance with this Privacy Policy

## How Do We Collect Personal Information?

Where possible, we will always try to collect personal information directly from you – for example when you:

- request information, contact or deal with us through our website, social media or you contact us by telephone;
- correspond with us in writing (such as letters and emails); or
- meet with us in person.

We may also obtain your personal information from third parties we deal with, such as:

- any person you authorise to deal with us on your behalf; and
- any other organisation with whom we deal.

Where we collect personal information from third parties you refer to us, we will assume, and you should ensure, that you have made that third party aware of the referral and the purposes of collection, use and disclosure of the relevant personal information.

## Why Do We Collect, Hold, Use and Disclose Personal Information?

We collect, use and disclose your personal information to enable us to deliver VET courses to you, provide related services, products and information to you, carry out our functions and activities, and to otherwise comply with our obligations as an RTO.

For example, we may collect, use and disclose your personal information in order to:

- respond to your requests or inquiries;
- provide you with the services, products and information you requested;
- providing you with information, upcoming event information, promotions or newsletters;
- enable you to become a Validum employee, contractor, corporate partner, or engage in a business or other commercial relationship with us;
- process your enrolment for any training and/or VET courses we provide;
- communicate with you during the course of your relationship with us;
- notify you about important changes or developments to our functions, activities, services or our website and improving our customer services (for example, using customer feedback to improve our website's ease of use and efficiency);
- administer, support, improve and develop our organisation and services;
- update and maintain our records;
- verify your qualifications and the results of your previous studies with relevant educational institutions;

- if you lodge a complaint or appeal with us – process and respond to your complaint or appeal;
- any other purpose which relates to or arises out of requests made by you;
- do anything which you authorise or consent to us doing (including but not limited to applying for a Unique Student Identifier (USI) on your behalf or verifying your USI; and
- take any action we are required or authorised by law to take.

## Disclosing Your Personal Information

In carrying out our functions and activities set out above, we may disclose your personal information to the following:

- our business partners, stakeholder and service providers (such as contractors who may provide website, IT, marketing, administration and other services to support Validum);
- our professional advisers (for example, our insurers, auditors, lawyers and consultants);
- third parties we engage to carry out promotions or other activities you have requested, or for direct marketing purposes (unless you have opted-out of direct marketing communications);
- any entity to whom we are required or authorised by law to disclose your personal information (for example, law enforcement agencies and government and regulatory authorities such as Federal and State consumer affairs departments, and vocational education and training authorities); and
- other entities with your consent (express or implied).

The above entities may in turn disclose your personal information to other entities as described in their respective privacy policies or notices.

## Direct Marketing

If you consent to your personal information being used for direct marketing, we may use your personal information to provide you with information about our products, services and promotions.

If you do not wish to receive such information, you can opt-out at any stage. If you decide to opt-out, you will be removed from our marketing database to ensure that you do not receive future direct marketing material.

There may be times, however, when the law requires us to provide certain information to you. We will continue to send this information to you.

### **SMS messages**

The following terms and conditions apply to any SMS messages you have agreed to receive from us:

- *Consent to receive SMS messages* - by opting in through our designated form(s), you explicitly consent to receive SMS messages from Validum for purposes including but not limited to appointment reminders, service updates, and occasional promotional offers. The specific nature of the communications will be detailed at the point of opting in.
- *Frequency of messages* - the frequency of SMS messages may vary depending on user interaction and the services utilized. Where possible, the estimated frequency (e.g., monthly, weekly, as necessary) will be communicated during the subscription process.
- *Cost of SMS messages* - standard message and data rates may apply to each SMS message sent or received in connection with Validum, as determined by your mobile phone carrier.
- *Opting out* - you may opt out of receiving SMS messages at any time by replying "STOP" to any message you receive from us. After opting out, you will receive one final SMS confirming that you have been unsubscribed. After this, you will no longer receive SMS messages from us.

- *Help information* - for help or more information about our SMS communications, you can reply with the word "HELP" in response to any message you receive or contact our customer support at 1800 848 911.
- *Privacy Policy* - all personal information collected through our SMS service will be handled in accordance with this Privacy Policy, which outlines our practices concerning the collection, use, and disclosure of your information.
- *Amendments* - Validum reserves the right to modify these provisions regarding SMS communications at any time. Any changes will be effective immediately upon posting the revised provisions on our website. Your continued consent to receive SMS messages will indicate your acceptance of any such changes.

## Dealing With Us Online

This Privacy Policy applies to your use of the Validum websites referred to in our Website Terms and Conditions, and any related websites / mobile apps that we may create from time to time and any personal information that you may provide to us via these sources.

When you visit our website, we and/or our contractors may collect certain information about your visit. Examples of such information may include:

## Cookies

Cookies are small amounts of information which we may store on your computer (after you register on our website) to enable our server to collect certain information from your web browser. Cookies do not identify the individual user, just the computer used. Cookies and other similar technology make it easier for you to log on to and use the website during future visits (for example, they may maintain a shopping basket for your orders or remember your user name when you login to the Validum Portal).

They also allow us to monitor website traffic, to identify you when you visit our website, personalise website content for you, enable you to both carry out transactions and have access to information about your account. Cookies themselves only record which areas of the site have been visited by the computer in question, and for how long.

Allowing us to create a cookie does not give us access to the rest of your computer and we do not use cookies to track your online activity once you leave our site. Cookies are read only by the server that placed them and are unable to execute any code or virus.

## Site Visit Information

We also collect general information about your visit to our websites. The information we collect is not used to personally identify you, but instead may include your server address, the date and time of your visit, the pages you accessed and the type of internet browser you use.

This information is aggregated and used for the purposes of system administration, to prepare statistics on the use of our website and to improve our website's content.

## Login Information

Some functions of our websites and other online tools are subject to specific login credentials before access is granted. This may include forums and the Validum Portal (our online learning portal).

We may also collect personal information (including financial details) to facilitate future visits or use of our website.

We seek to keep current with available security encryption technology so as to maintain the effectiveness of our security systems.

However, no transmission over the internet can be guaranteed as totally secure and accordingly, we cannot warrant or ensure the security of any information you provide to us over the internet. Please note that you transmit information at your own risk.

Our website may also contain links to other websites which are outside our control and are not covered by this Privacy Policy. If you access other websites using the links provided, the operators of these websites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

## **Social Media**

We collect personal information from our followers/subscribers on social media channels including Facebook, Instagram and LinkedIn. The information is used for the purposes of developing and displaying our promotion materials, providing updates on our activities, as well as to send notifications via mobile applications regarding event notifications such as education and seminar times.

We have procedures in place to ensure your personal information is collected from social media channels in accordance with this Privacy Policy.

## **Personal Information Storage and Security Arrangements**

We take reasonable steps to protect your personal information from interference, loss, misuse, unauthorised access, modification or disclosure.

We may store your personal information in different forms, including in hardcopy and electronic form. We have established policies, procedures and systems to keep your personal information secure – including but not limited to password protection and securing physical storage arrangements.

When we no longer require your personal information, we will take reasonable steps to destroy, delete or de-identify your personal information in a secure manner. However, we may sometimes be required by law to retain certain personal information.

## **Accessing and Correcting Your Personal Information**

### **Correcting Your Personal Information**

So that we can carry out our activities and functions, it is important that the personal information we hold about you is complete, accurate and up to date. At any time while we hold your personal information, we may request that you inform us of any changes to your personal information.

Alternatively, if you believe that any of the personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading or needs to be corrected or updated, please contact us using our Contact Details below. We will respond to a request to correct your personal information within a reasonable time.

### **Accessing Your Personal Information**

You may also request access to the personal information we hold about you by contacting us using our Contact Details provided below. We will respond to a request for access within a reasonable time – either by giving you access to the personal information requested, or by notifying you of our refusal to give access.

### **Access and Correction Arrangements Generally**

We may require you to submit your requests in writing and require that you verify your identity before we respond to any request.

However, in certain circumstances we may charge you a fee for providing you with access to your personal information, for example if you make multiple request for information, the information requested is voluminous or we incur third party costs in providing you with access to your personal information.

If we cannot respond to you within a reasonable time, we will contact you and provide a reason for the delay and an expected timeframe for finalising your request.



Please note that in certain circumstances, we are permitted by law to refuse to provide you with access to your personal information.

If we decide not to provide you with access to or correct your personal information, we will provide you with written reasons for our decision and advise you of the further complaint mechanisms available to you.

### Lodging a Query or Complaint

If you have a query or complaint about how we handled your personal information or about any decision to refuse access or correction of your personal information, please contact us using the Contact Details below. We will request that you lodge your complaint in writing.

We will acknowledge receipt of your complaint as soon as possible after receiving your written complaint.

We will then investigate the circumstances of your complaint and provide you with a response within a reasonable timeframe.

### Our Contact Details

If you wish to contact us regarding our handling of your personal information or any of the matters covered in this Privacy Policy, you may do so in a number of ways.

**Phone:** 1800 848 911 (Monday to Friday, 9 am to 5 pm (AEST))

**Post:** PO Box 278, BRISBANE MARKETS QLD 4106

**Email:** [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au)

### Changes to our Privacy Policy

We reserve the right to revise or supplement this Privacy Policy from time to time.

Any updated version of this Privacy Policy will be posted on our websites and will be effective from the date of posting. You should bookmark and periodically review this page to ensure that you are familiar with the most current version of this Privacy Policy so that you remain aware of the way we handle your personal information.

## Disclosure of Personal Information to Government Agencies

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you 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.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your 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 your personal information to any overseas recipients.

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](http://www.ncver.edu.au/privacy)

If you would like to seek access to or correct your information, in the first instance, please contact Validum using the contact details in this Privacy Policy.

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/national-vet-data/vet-privacy-notice>

### Surveys

You may receive a student 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 Validum to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

## Student Identifiers Registrar

### Privacy Notice for students

The information you provide through the USI application process:

- is collected by the Student Identifiers Registrar for a number of purposes;
- may be disclosed to a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- will not otherwise be disclosed without their consent unless authorised or required by or under law.

Detailed information on the use of your information can be found in the *Student Identifiers Act 2014*, Part 2 Division 5 - Collection, use or disclosure of protected information.

### Further information for students

Students can find out more about how the Student Identifiers Registrar collects, uses and discloses their personal information:

- in the Student Identifiers Registrar's Privacy Policy
- by emailing the Registrar
- by calling 1300 857 536 or +61 2 6218 0994 for international enquiries

The Student Identifiers Registrar's Privacy Policy contains information about:

- how students can access and seek correction of the personal information held about them
- how to make a complaint about a breach of privacy by the Registrar in connection with the USI
- how complaints are handled

The student can also make a complaint to the Office of the Australian Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988*. This includes the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

**Validum Real Estate Training (RTO No. 41224)**

**T: 1800 848 911 or (07) 3193 5270 | E: [admin@validumgroup.com.au](mailto:admin@validumgroup.com.au)**

**Level One, Unit 9**

**The Fresh Centre, Brisbane Markets Precinct**

**385 Sherwood Road**

**Rocklea Queensland 4103**



**RTO NO. 41224**