# Frequently asked questions

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# Frequently asked questions

**FAQ01** **How do the courses work?**

**Answer:** Click link to How do our courses work – Tutorial V2.0.

Related questions:

- FAQ02 – How do I upload my completed task?
- FAQ03 – What computer skills do I need to complete one of your on-line courses?
- FAQ04 - What computer/software requirements do I need to be able to complete a course?

**FAQ02** **How do I upload my completed assessment task?**

**Answer:** Click link to How to upload your completed Assessment Tasks document – Tutorial V2.0.

Related questions:

- FAQ01 – How do the courses work?
- FAQ03 – What computer skills do I need to complete one of your on-line courses?
- FAQ04 - What computer/software requirements do I need to be able to complete a course?

**FAQ03** **What computer skills do I need to complete one of your on-line courses?**

**Answer:** You do need some basic computer skills, like the ability to:

- search the internet.
- navigate to, and copy and paste files on your computer.

- create word documents, amend and save them to your computer.
- Ability to read and reply to emails and attach documents.

Click on this link Basic Computer Skills on how to use your mouse, copy and paste, save, move and delete files and information on your computer.

Related questions:

- FAQ01 – How do the courses work?
- FAQ02 – How do I upload my completed task?
- FAQ04 - What computer/software requirements do I need to be able to complete a course?

**FAQ04 What computer/software requirements do I need to be able to complete a course?**

**Answer:** Just a run of the mill desktop, notebook or laptop computer with:

- Windows or Apple operating system (most versions of Windows, most versions of Apple and Mac OS).
- Internet browsers such as Windows Explorer, Google Chrome, Mozilla Firefox or Apple Safari.
- Word document creation software like Microsoft Word, OpenOffice Writer, Apple and Mac Pages or iWord. Pages documents can't be displayed by our systems. Please save these files as a .pdf before uploading. This is usually an option in your print menu (i.e. when this option is selected, you can save the file as a .pdf on your computer). Here is a link to download a reader for .pdf files for your computer Adobe reader - download here
- Email capabilities

Related questions:

- FAQ01 – How do the courses work?
- FAQ02 – How do I upload my completed task?
- FAQ03 – What computer skills do I need to complete one of your on-line courses?

**FAQ05 How long do I have to complete the training?**

**Answer:** There is no restriction from the college's point of view. You can take as much or as little time as you need once you are enrolled. Even after you have completed your training you will continue to have access to the course's up to date learner resources for your ongoing reference.

Be aware that the Regulatory body will change the qualification requirements from time to time. You would be advised of this and any changes to qualification requirements together with transition periods if required.

Related Questions:

- FAQ06 – How long does each module/course take to complete?

**FAQ06 How long does each module/course take to complete?**

**Answer:** Each module takes approximately 6-8 hours of work including completing the required assessment tasks.

You can work out how long a course will take by multiplying the number of modules in the course by 6 or 8 hours (e.g. NSW Registration Certificate is 4 modules X 6 hours = 24 hours of work

to complete). Don't forget to take into account how much time you have in your schedule to complete the calculated hours of work. If you have 2 hours a day, 5 days a week, and 8 hours on the weekend to devote to your course, the above example would take you approximately 8 or 9 days to complete.

Related Questions:

- FAQ05 – How long do I have to complete the training?

**FAQ07 What is "Competency" based training?**

**Answer:** All our courses are competency based. This means that you are assessed largely on activity based and practical assessment. However, competency also implies that an individual demonstrates an understanding of the knowledge that is the basis of the practical task being carried out.

Students are assessed according to whether or not they have achieved the performance criteria for each element specified in the units of competency they are undertaking. This method of assessment judges performance against a prescribed standard, not against other students. Students are assessed as **Competent** or **Not yet Competent**.

Related Questions:

- FAQ08 – Are there exams?
- FAQ09 – Is there student help available?
- FAQ10 - How long does it take to mark my submitted assignment?
- FAQ11 – How can I see what result I got for my assignment?
- FAQ12 – What if I'm marked **Not yet Competent**?
- FAQ13 – Can I copy and paste material?

**FAQ08** **Are there exams?**

**Answer:** No. There are a series of assessment tasks set for each module. These might typically consist of multiple choice and short answer questions, and one to three longer answer workplace project, case study or written demonstration submission/s. All the information you require to answer the questions are available in the learner resources in the form of links to documents and websites.

Related Questions:

- FAQ07 – What is **Competency** based training?
- FAQ09 – Is there student help available?
- FAQ10 - How long does it take to mark my submitted assignment?
- FAQ11 – How can I see what result I got for my assignment?
- FAQ12 – What if I'm marked **Not yet Competent**?
- FAQ13 – Can I copy and paste material?

**FAQ09** **Is there student help available?**

**Answer:** Student help is available 24/7 on (02) 9987 2322. After hours, the calls are diverted to an assessor's mobile. If the assessor is not in a position to answer your call, please leave a message with your contact details so that your call can be returned at an appropriate time.

You can also use email to qld.train@realestatetraining.com.au, or fax to (02) 9479 9720 to ask the assessors questions.

Related Questions:

- FAQ07 – What is **Competency** based training?
- FAQ08 – Are there exams?
- FAQ10 - How long does it take to mark my submitted assignment?
- FAQ11 – How can I see what result I got for my assignment?
- FAQ12 – What if I'm marked **Not yet Competent**?
- FAQ13 – Can I copy and paste material?


**FAQ10** **How long does it take to mark my submitted assignment/s?**

**Answer:** The college assessors endeavour to mark all assignments within 48 hours of uploading to the website. Emailed submissions take a little longer as they are uploaded to the website by our administration staff first.

Related Questions:

- FAQ07 – What is **Competency** based training?
- FAQ08 – Are there exams?
- FAQ09 – Is there student help available?
- FAQ11 – How can I see what result I got for my assignment?
- FAQ12 – What if I'm marked **Not yet Competent**?
- FAQ13 – Can I copy and paste material?

**FAQ11** **How can I see what result I got for my assignment?**

**Answer:** All our courses are competency based. That means that you are marked either **Competent** or **Not yet Competent**. Your results and assessor feedback can be viewed in several ways:

Method 1:

- Click on your course in the main menu
- Click on "grades" under the "Administration" heading on the left hand side of the screen
- Scroll your mouse over the Result – Competent or Not Competent – to see your assessor's feedback

Method 2:

- Click on your course in the main menu
- Click on the "Assignments" under the "Activities" heading on the left hand side of the screen
- Click on the "Assessment tasks" you wish to see the results for
- Scroll to the bottom of the questions to see the results and assessors comments

Method 3:

- ✓ Click on your course in the main menu
- ✓ Scroll down to the assessment tasks of the module you want to see the results to
- ✓ Click on the assessment tasks questions link
- ✓ Scroll to the bottom of the questions to see the grade and assessors comments

Click this link for the How to check my results on the website – Tutorial V2.0 for a demonstration.

Related Questions:

- FAQ07 – What is **Competency** based training?
- FAQ08 – Are there exams?
- FAQ09 – Is there student help available?
- FAQ10 - How long does it take to mark my submitted assignment?
- FAQ12 – What if I'm marked **Not yet Competent**?

- FAQ13 – Can I copy and paste material?

**FAQ12 What if I'm marked "Not yet Competent" on a module's assessment tasks?**

**Answer**: Don't panic! The assessor will have left you feedback on where you have made errors and what you need to do to be marked competent. You can also call our student support 24/7 on (02) 9987 2322 for further assistance from our assessors if you need. You have 3 attempts per module before the college might ask you to pay a re-submission fee (click on this Student Handbook link for details).

Related Questions:

- FAQ07 – What is **Competency** based training?
- FAQ08 – Are there exams?
- FAQ09 – Is there student help available?
- FAQ10 - How long does it take to mark my submitted assignment?
- FAQ11 – How can I see what result I got for my assignment?
- FAQ13 – Can I copy and paste material?

**FAQ13 Can I copy and paste material from the learner resources for my answers to the assessment tasks?**

**Answer:** By submitting your tasks, you agree to the condition that all work submitted is your own. This means that, in general, you should not copy and paste material unless you are required to quote from a legislation, regulation or act (i.e. changing the wording might change the intended meaning). To answer the

assessment task questions you should read all the learner material and formulate your answers from your reading.

Related Questions:

- FAQ09 – Is there student help available?
- FAQ10 - How long does it take to mark my submitted assignment?
- FAQ11 – How can I see what result I got for my assignment?
- FAQ12 – What if I'm marked **Not yet Competent**?

**FAQ14 Are you registered to offer training?**

**Answer:** Macdonald Education, trading as the NSW Real Estate Training College is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA). This Australian Government authority endeavours to ensure the quality in Australia's training and qualifications.

Our RTO provider code is 91003. Our qualifications are recognised by the various state government regulatory bodies (e.g. Fair Trading, Consumer Affairs, Commerce etc.) around Australia who administer registration and licencing for the Real Estate industry.

Related Questions:

- FAQ15 – Are your courses accepted by the government regulatory bodies for the Real Estate industry in each state?

**FAQ15** **Are your courses accepted by the government regulatory bodies for the Real Estate industry in each state?**

**Answer:** Our qualifications are recognised by the various government regulatory bodies (e.g. Fair Trading, Consumer Affairs, Commerce etc.) in each state around Australia who administer registration and licencing for the Real Estate industry. Our Registered Training Organisation (RTO) provider code is 91003.

Related Questions:

- FAQ14 – Are you registered to offer training?

**FAQ16** **How long before I receive my qualification once I've completed my course?**

**Answer:** Once you are marked competent for the final module of your course, and providing you have emailed us your enrolment form with your up to date details and legal name, the qualifications are usually sent out on the same day.

Related Questions:

- FAQ17 – Once I've completed my course, what now?

**FAQ17** **Once I've completed my course, what now?**

**Answer:** Once you have completed your course you can apply to the regulatory body in your state for the relevant Certificate of Registration or Licence. We will send you your qualification upon completion, together with an application for your state. Just let us know if you want us to also email you a copy of your qualification.

Related Questions:

- FAQ16 – How long before I receive my qualification once I've finished my course?

**FAQ18** **What is the difference between a Registration Certificate and Licence?**

**Answer:** This varies from state to state. However, in general, Registration courses allow the holder to work in the Industry under the supervision of a Licensee. The Licence allows the holder to work for themselves and/or supervise Registration Certificate holders.

**FAQ19** **You're called the NSW Real Estate Training College – but I'm in another state.**

**Answer:** The trading name of the college is NSW Real Estate Training College (where we first started). However, our courses are recognised nationally and we have websites or are currently introducing websites for each state. NSW, Queensland, ACT and WA are currently live. NT, Tasmania and SA are in progress.

**FAQ20** **Do you conduct face to face training?**

**Answer:** We only conduct face to face training for large groups under contractual agreement. We do not conduct "classes" or have a public schedule of training. This is another way of keeping our on-line training costs to a minimum. No need to pay trainers.

**FAQ21** **Why are your courses less expensive than the others?**

**Answer:** The NSW Real Estate Training College endeavours to provide the best possible learning for best possible price. We do this by focussing on the important aspects of on-line learning, like efficient and friendly student support and excellent on-line resources, to ensure we keep our costs down. Assessors are experts with our learner material and able to quickly direct students to where information can be found.

**FAQ22** **Are your courses government funded?**

**Answer:** There is some government funding available for NSW Traineeships and Strategic Skills program for existing employees. For eligible participants: This training is funded by the NSW Government in partnership with the Commonwealth government. This funding does not cover all the costs of the training courses. Please contact us for further information or assistance on (02) 9987 2322 or email train@realestatetraining.com.au .

**FAQ23** **How do I see the course information and enrol/pay?**

**Answer:** Enrolment is prompted by payment. You can pay using one of the following methods:

- Online using the Macdonald Education Website link –
  - Click on Go to Real Estate Courses.
  - Click on your state.
    - If you don't have a logon: click on the icon beside the course to display the course

description and objectives. You will need to create a logon id to be able to pay for your course.

  - If you have created a logon: click on the link for the course you wish to display the information for, or pay for.

- Scroll to the bottom of the screen and click on the Send payment via PayMate button to pay by Visa or MasterCard and follow the on screen instructions.

- Over the phone using your Visa or MasterCard. Just call (02) 9987 2322.
- Direct deposit to our bank account. Just call (02) 9987 2322 for our banking details.