



Livepm Student Handbook 2023

RTO No. 52387

Welcome

Welcome to LIVEPM Pty Ltd.

Here at LIVEPM, we value our team, as it takes the committed effort to achieve our mission every day.

This Student Handbook outlines a range of processes, procedures and information designed to support, assist and guide you through your chosen course of study.

We are confident that we will provide an exciting learning experience and look forward to assisting you to learn and develop new skills and knowledge. We will also help you to achieve your learning outcomes.

LIVEPM Pty Ltd was created to provide relevant and specific professional development training for the Real Estate industry. LIVEPM Pty Ltd also operates as a Registered Training Organisation No. 52387 and is registered with the Training Accreditation Council to operate in Western Australia.

Jenny Denness, Director of LIVEPM Pty Ltd, is a licensed real estate agent with hands on experience in sales, property management, trust accounting, general compliance, but most importantly, the day to day running of a real estate business. Jenny has been a licensed agent since 1989 and has an Associate Diploma in Valuation, as well as a Certificate IV in Training and Assessment. She has lectured at TAFE for various licensee and property management subjects. She also delivered on site and classroom training for Rockend in their REST Professional software program (which has since been acquired by MRI) from 1999 to 2012. Jenny operates Realty Compliance Solutions, a company specializing in trust account compliance, including bank reconciliations. She is the “go to” trust accounting and bank reconciliation guru.

Michelle Rigg, Trainer and Assessor, is well known by Perth property managers having been on the REIWA Property Management committee for many years and having previously been awarded Property Manager of the year by REIWA. Michelle is a licensed agent with a Certificate IV in Training and Assessment and has delivered hundreds of property management and real estate courses for REIWA and, more recently, Livepm. Michelle currently works as the General Manager of the largest property management company in Perth.

Vicky Knight, Trainer and Assessor, is an award winning property manager with a passion for training and develops and delivers relevant, interesting and enjoyable courses. Vicky has been a trainer for one of the larger franchise groups and has a wealth of experience and knowledge which she loves to share. Vicky has the Diploma of Property and the Certificate IV in Training and Assessment.

LIVEPM Pty Ltd RTO adheres to:

1. Standards for Registered Training Organisation (RTOs) 2015
<https://www.legislation.gov.au/Details/F2019C00503>
2. Vocational Education and Training Act 1996
http://www.austlii.edu.au/au/legis/wa/consol_act/veata1996306/
3. Vocational Education and Training (General) Regulations 2009
http://www.austlii.edu.au/au/legis/wa/consol_reg/veatr2009470/
4. Department of Education and Training Guidelines and Requirements
<https://www.education.gov.au/>
5. Australian Qualifications Framework (AQF)
<http://www.aqf.edu.au/>
6. Training Package Requirements
<https://training.gov.au/Training/Details/CP41419>
7. Training Accreditation Council (TAC) Guidelines and Regulatory Requirements
<http://www.tac.wa.gov.au/Pages/default.aspx>
8. Full details of LIVEPM Pty Ltd RTO's Scope of Registration can be accessed on:
<http://training.gov.au/Organisation/Details/52387>

Terms and Conditions

All LIVEPM Pty Ltd RTO No. 52387 prospective and existing course participants are required to familiarise themselves with the terms and conditions set out in this Student Handbook.

LIVEPM recommends that you always refer to the online version of this document to ensure that you are receiving the most up to date information.

This Student Handbook is available from our website: <http://www.livepm.com.au/>

Enrolment Process

Prior to attending any LIVEPM Pty Ltd RTO course, all participants are required to complete an Enrolment Form (sent by email or downloaded from Livepm website). Successful course enrolment is subject to:

- Eligibility,
- USI,
- Availability of courses and trainers and

- Sufficient enrolments.

Participant Acknowledgement Declaration

LIVEPM Pty Ltd RTO is committed to:

- Providing factual and current information to prospective participants about our courses;
- Participant rights and obligations, and our obligations and responsibilities to the participant; and
- Ensuring that the course that you choose meets your needs by taking into account your:
 - Skills;
 - Workplace experience;
 - Education; and
 - Any disabilities;

This enables you to make informed decisions about which course is appropriate for you.

You will be required to complete a Participant Acknowledgement Declaration on enrolment confirming you have read and fully understood information on:

- Full Course Code and Titles;
- Mode of online delivery and assessment;
- Pre-enrolment and Enrolment requirements;
- Education and Support Services;
- Course Fees and Cancellations;
- Complaints and Appeals Procedure;
- Participant Rights and Obligations; and
- Third Party Providers.

This information and the declaration are available on the LIVEPM Pty Ltd RTO's website: <http://www.livepm.com.au/>

Course Fees

Course fees are available on the LIVEPM website <http://www.livepm.com.au/> or on application of enrolment through LIVEPM Pty Ltd RTO Office.

LIVEPM Pty Ltd reserves the right to determine the course fees payable.

Course fees are payable via Cash; Credit card; EFT; and Invoice or Purchase Order.

Any cheques are made payable to LIVEPM Pty Ltd and must clear prior to course commencement. Payments via invoice or Purchase Orders are available only by prior arrangement with LIVEPM Pty Ltd.

Cancellations and Course Transfers

LIVEPM Pty Ltd has processes in place in the event of the participant wishing to cancel or transfer their enrolment, or if the scheduled course is cancelled.

Current information on cancellations can be found on the LIVEPM Pty Ltd website: <http://www.livepm.com.au/> or by phoning LIVEPM Pty Ltd on 1300 302 634.

Unique Student Identifier (USI)

From the 1st January 2015, any participant undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) in Australia will need to have a Unique Student Identifier (USI).

This will give access to an online USI account which maintains a record of all your nationally recognised training results from the 1st January 2015 onwards.

Once you have created a USI, you will need to provide this at enrolment for each RTO you study with so that your training outcomes can be linked. You will be able to:

- View and update your details;
- Give permission for an RTO to view and update your account;
- View and download your training records and results in the form of a transcript; and
- This will assist you with job applications and enrolment in further training.

How to Obtain a USI

It is free and easy to create your own USI.

Step 1 Have at least one (1) or preferably two (2) forms of ID ready from the list below:

- Driver's Licence;
- Medicare Card;
- Australian Passport;
- Visa (with Non-Australian Passport) for international students;
- Birth Certificate (Australian);
- Certificate of Registration by Descent;
- Citizenship Certificate; and
- Immi Card.

Important: To ensure we keep your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID (e.g., Passport).

Step 2 Have your personal contact details ready (e.g., email address, mobile number or address).

Step 3 Visit the USI website at: www.usi.gov.au

Step 4 Select the 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7 You should then write down the USI and keep it somewhere handy and safe.

It is important that you complete this process at enrolment. If you have any questions or require assistance you can either:

1. Visit the website www.usi.gov.au to find more information; or
2. Contact the USI here: <https://www.usi.gov.au/contact-us-students>

Entry Requirements

Student entry requirements for this course are that people must:

- Be at least 18 years old;
- Produce a valid USI;
- Produce a valid photo ID;
- Demonstrate Numeracy, Literacy and Language skills sufficient to participate in this course;
- Have access to a computer, internet and Microsoft Word;
- Be a resident of Western Australia;
- Be a permanent resident or citizen of Australia; and
- Provide full payment for the first cluster prior to commencing.

Real estate and business agents licensing, registration and code of conduct

Completion of the CPP41419 [Certificate IV in Real Estate Practice](#) is the first step in obtaining your registration. The [Department of Mines, Industry Regulation and Safety](#) manage the registration of all Real Estate and Business Agents. The [Real Estate and](#)

[Business Agents Act 1978](#) requires people wanting to work in Western Australia as a real estate and business sales representative to be registered.

A sales representative must work under the supervision of a [Western Australian licensed Real Estate and Business Agent](#).

There are three qualification pathways to register as a sales representative in 2022:

- unrestricted (can complete sales and property management transactions)
- restricted to sales transactions
- restricted to property management transactions

To be registered as a real estate and business sales representative you must:

- be at least 18 years old;
- be a person of good character and repute and a fit and proper person to hold a certificate of registration (see below);
- understand fully the duties and obligations imposed by the Act on persons involved in negotiating real estate transactions and business transactions.

In order to satisfy the Commissioner for Consumer Protection (the Commissioner) that you are a person of good character and repute and a fit and proper person to hold a certificate of registration, you must provide an [Australian Police Check](#) from an approved provider issued no more than three months prior to the date of lodging the application.

The application form requests you disclose, among other things, previous convictions, pending proceedings, reprimands and fines. If you answer 'yes' to any of the character questions in the application form, further information must be provided regarding the circumstances. Where necessary, the Commissioner for Consumer Protection may request that an applicant attend an interview to determine whether he or she satisfies the requirements of the Act.

A person who gives false or misleading information to the Commissioner or chief executive officer under the *Real Estate and Business Agents Act 1978* commits an offence and is liable for a penalty of up to \$20,000.

Change of Details

If you move or change your name, you will need to notify LIVEPM Pty Ltd of the changes. It is important that you provide up-to-date contact details so that course related notifications can reach them.

In the case of a name change, a certified copy of for example a Marriage Certificate issued by the Registry of Births, Deaths and Marriages must be provided.

Privacy and Access to Training Records

LIVEPM Pty Ltd respects your privacy. Personal information provided to us will be used for the purposes of:

- The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting;
- Training Accreditation Council (TAC) audits and reporting; and
- General training administration: identification, communication, state and, program monitoring, moderation, validation, evaluation and surveys.

Your personal information will not be used for any purpose outside the Privacy Act guidelines by LIVEPM Pty Ltd.

RTO Pledge

LIVEPM Pty Ltd is committed to providing the training, assessment and access to support services in the accredited course that we offer.

This pledge applies to all participants who enrol into our courses, have paid their fees and have commenced training.

Our pledge is that you will receive training, assessment and access to support services that you require to complete your chosen course.

A Statement of Attainment will be issued on successful completion of one the Unit of Competency, on demonstration of competency, plus when you have paid course fees and have supplied LIVEPM Pty Ltd with their Unique Student Identifier (USI).

National Recognition and Recognition of Prior Learning

Credit and Credit Transfer

National Recognition comes into place when you provide suitable evidence that they have successfully completed a Unit of Competency or an AQF Qualification at any RTO or University.

National Recognition means that LIVEPM Pty Ltd will provide credit to the Unit of Competency or an AQF Qualification that you have already been assessed as competent by other RTOs or Universities.

LIVEPM Pty Ltd will provide a credit transfer for matching Units of Competency or credit, in the form of equivalency for non-matching Units of Competency.

Please Note: Credit Transfer and Credit are a recognition process and, as such, they DO NOT involve assessment.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a form of an assessment of competence of a person.

RPL allows you to forego training and move directly to having their competencies assessed, thus avoiding the need for unnecessary training and costs associated with it.

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses:

- a. Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or Statement of Attainment (for example, a certificate, diploma or university degree);
- b. Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or Statement of Attainment (for example, in-house professional development programs conducted by a business); and
- c. Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Applying for National Recognition and RPL

LIVEPM Pty Ltd RTO will assist you in seeking National Recognition and Recognition of Prior Learning for formal recognition of their experience, skills and knowledge obtained through either:

- Formal;
- Informal; or
- Non-formal learning.

For LIVEPM Pty Ltd to formally recognise your competencies and award recognition, you will need to demonstrate that you have the skills and knowledge as outlined in the Unit of Competency.

Should you wish to apply for Credit, Credit Transfer or Recognition of Prior Learning (RPL) you will need to:

- Request the relevant RPL Kits;
- Pay fees; and

- Submit your application.

Course Delivery Arrangements

LIVEPM Pty Ltd offers flexible delivery options in order to meet your learning needs:

- Online training and assessment; with assessment of required performance criteria and skills and knowledge for the Unit of Competency; and
- Recognition of Prior Learning.

Recognition of Prior Learning Option

LIVEPM Pty Ltd provides Recognition of Prior Learning (RPL) for this course. If you believe you have the skills and knowledge to meet the outcomes of the Unit of Competency offered you are invited to apply for RPL.

If a gap is identified after a formal RPL assessment, you will have an option to join a student learning management system (LMS) to meet the requirements of the Unit of Competency.

Assessment Arrangements

Participant Identification Check

Prior to undertaking any assessments, you will have to be formally identified.

You will be required to identify yourself on at least two different occasions:

- Upon course enrolment; and
- When attending online learning sessions, but prior to undertaking any assessment activity.

For classroom assessment arrangements, the identification usually takes place first thing in the morning when you need to produce preferably photo evidence (such as: driver's licence) or another acceptable form of identification to their Trainer and Assessor.

Failure to produce an acceptable form of identification will result in re-scheduling of the assessment.

Assessment Pathways

LIVEPM Pty Ltd RTO offers flexible assessment pathways in order to meet your different learning needs:

- **Pathway 1:** Training and Assessment Pathway;
- **Pathway 2:** Up front Assessment or Recognition of Prior Learning and Challenge Testing; and
- **Pathway 3:** Combination of Pathway 1 and Pathway 2.

The assessment tasks in each course will vary however both knowledge and skills will need to be demonstrated to meet the Unit of Competency requirements.

Depending on the requirements of the Unit of Competency, you may be assessed using a selection of the following methods:

- Written Assessment:
 - Classroom based;
 - Case Studies; or
 - Projects.
- Practical Assessment:
 - Observation of Skills Demonstration;
 - Case Studies;
 - Projects; or
 - Verbal Questioning.
- Recognition of Prior Learning:
 - Work and life experience gathered evidence; and
 - Challenge testing.

Assessment Plan

An Assessment Plan is the “what, when and how” of your assessments. It prepares you for the assessment activities. Furthermore, an Assessment Plan outlines any additional assistance you may require in order to undertake your assessment tasks.

The Assessment Plan outlines detail such as:

- Unit of Competency;
- Assessment methods;
- Assessment evidence;
- Dates of assessment; and
- Reasonable Adjustment (additional) assistance (if required).

Assessment or Achieving Competency

Benchmark in assessing your competence is a Unit of Competency.

Units of Competency can be found on: www.training.gov.au website.

Units of Competency have several requirements:

- Elements of competency;
- Performance criteria;
- Performance evidence;
- Knowledge evidence; and
- Assessment conditions.

Competency based training is based on the concept that people can learn transferable skills and most training is transferable.

Competency based assessment is a process where an Assessor works with a participant to collect evidence of competence, using the benchmarks provided in the Training Packages in the form of Units of Competency or Qualifications.

For you to be assessed as competent, you need to demonstrate the ability to perform tasks and duties to the standard expected in the workplace.

For each skill and/or assessment, you can either:

- Meet All Requirements (RM); or
- Not Meet Requirements (RNM) for their demonstrated skills or knowledge.

To meet the skills and knowledge requirements, you will:

- Be assessed against the entire unit of competency;
- Be assessed over a period of time (during the course) and/or range of scenarios;
- Demonstrate each skill and knowledge successfully; and
- Achieve full competency.

The final outcome for achieving competency for a Unit of Competency is marked as Competent (C).

The final outcome for NOT achieving competency is marked as Not Yet Competent (NYC).

Re-assessment

If you are deemed Not Yet Competent (NYC) after your second assessment attempt the assessor will provide information on how to arrange re-assessment.

Foundation Skills

Foundation skills are core or essential skills we all need to engage successfully in work and life.

The term 'Foundation Skills' include:

- Core skills such as:
 - Reading;
 - Writing;
 - Oral communication;
 - Numeracy; and
 - Learning.
- Employability skills critical for effective performance in the workplace such as:
 - Communication;
 - Team work;
 - Problem solving;
 - Initiative and enterprise;
 - Planning and organising;
 - Self-management; and
 - Learning and technology.

Foundation skills underpin vocational learning and skills development of each participant. Foundations skills are imbedded in the Units of Competency.

Reasonable Adjustment

Reasonable adjustment refers to actions taken to provide a participant with a disability the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for LIVEPM Pty Ltd and must be allowable within rules defined in the Training Package.

A person with a disability has the same right to study at any educational institution as any other person. It is unlawful for an education service provider to discriminate against someone because of their disability.

If a person with a disability meets the necessary course entry requirements, they should have just as much chance to study there as anyone else.

The determination of “reasonable” requires judgement that must take into account the impact on the organisation, and the need to maintain the integrity of the unit of competency.

Provision of Language, Literacy and Numeracy (LLN)

Language, literacy and numeracy (LLN) skills underpin almost all areas of work and influence the performance of workplace tasks.

You will be screened for your LLN skills while completing your Student Enrolment Form. If issues are flagged during the completion of this form, you may be advised not to continue with this enrolment.

Special Considerations

Short Courses Extension Requests

Special consideration is only given in serious and exceptional circumstances that are beyond your control and when these circumstances prevent you from performing an assessment.

You are required to submit a request for special consideration in writing to LIVEPM Pty Ltd in sufficient time prior to your assessment date for a decision to be made. Applications without this supporting documentation will not be considered (for example; medical certificate, statutory declaration, and so on).

Certification

A Certificate of Qualification and Record of Results or a Statement of Attainment will be issued within thirty (30) days upon:

- Successful course completion;
- Receipt of validated USI number; and
- Full payment of course fees.

Successful completion of the Unit of Competency will result in the issuance of a Statement of Attainment only.

Replacement Certification

Any request for additional hard copies of certification documentation will attract a fee. Please contact the LIVEPM Pty Ltd for more details.

Complaint and Appeals Process

Should you be deemed Not Yet Competent (NYC), or you wish to lodge a complaint or appeal, you will have an opportunity to discuss the decision with your Trainer and Assessor. More detailed information on our Complaints and Appeals Process can be found on the Livepm website.

Complaints relates to:

- Training delivery;
- Course conduct;
- Conflicts: and
- General complaints.

Failing satisfactory resolution, you will be able to lodge a written complaint, via the LIVEPM Pty Ltd website: <http://www.livepm.com.au/>

Complaint System

- Within five (5) working days you will be sent an acknowledgement of your complaint. The issue will be investigated and you will be advised in writing of the outcome; and
- The complaint will be dealt with within thirty (30) working days of receipt of a written complaint or appeal.

If the matter is not resolved satisfactorily, you may contact the National Training Complaints Hotline on 13 38 73 or email: NTCH@education.gov.au for an independent review.

Participant Services and Support

LIVEPM Pty Ltd RTO will identify the need, offer access and information about Education and Support Services to its course participants.

LIVEPM Pty Ltd RTO will identify your education and support needs by:

- Requesting that you complete a declaration that you have received sufficient information to make a judgement about a course that meets your individual needs;
- Informing LIVEPM Pty Ltd Trainers and Assessors of your needs prior to course Commencement;
- Identifying your needs when negotiating an Assessment Plan; and
- Discuss the need for support in consultation with a LIVEPM Pty Ltd Trainer and Assessor.

LIVEPM Pty Ltd will provide following in-house support services free of charge:

- Pre-enrolment materials;
- Mentoring sessions;
- Limited IT Support;
- Learning materials in large print on request;
- Contextualised skills practice and assessment scenarios to meet your individual needs;
- Consultation with LIVEPM Pty Ltd Trainers and Assessors on request;
- Reasonable adjustment during assessment; and
- Limited language, literacy and numeracy support.

LIVEPM Pty Ltd will provide information of external support services which may have eligibility. Some services may also incur a fee:

- ACA - Australian Counselling Association;
- Australian Dyslexia Association;
- Australian Government Indigenous Incentives;
- Beyond Blue;
- Broadband for Seniors;
- Central Institute of Technology;
- Disability Services Australia;
- Life without Barriers;
- Lifeline
- Mission Australia;
- Multicultural Services Centre of WA Inc.;
- National Disability Services;
- National Relay Service;
- Polytechnic West;
- Read Write Now;
- Reading, Writing Hotline;
- Senses;
- Skills for Education and Employment;
- TIS Translation and Interpreting Service
- VISIBILITY (formally Association for the Blind WA); and
- WA Deaf Society Inc.

Participant Rights and Responsibilities

To ensure you receive equal opportunities and gain the maximum benefit from your time with us, these rules apply when you attend our training courses.

Participant Guides and Course Equipment

You will need to use your own laptop / computer to complete the course. You will need access to Wifi for the online training and assessment.

All the materials that you will need to complete the course will be supplied.

You need to remember that all LIVEPM Pty Ltd learning materials, documents, information and resources are fully protected by copyright and relevant registrations. All LIVEPM Pty Ltd material is prepared by qualified and experienced professionals.

The information in the handbook has been developed for participants to use as part of their Vocational Education Training (VET) program and we strongly recommend that you read and strive to develop an understanding of the content before the commencement of the course.

Plagiarism

Plagiarism is the copying of another person's ideas or expressions without appropriate acknowledgement and presenting these ideas or forms of expression as their own. It includes not only written works such as books or journals, but data or images that may be presented in tables, diagrams, designs, plans, photographs, film, music, formulae, websites and computer programs.

Plagiarism also includes the use of (or passing off) the work of another author as their own. LIVEPM Pty Ltd regards plagiarism as an extremely serious offence. The penalties associated with plagiarism are severe, and the fines imposed are cancellation of your enrolment and loss of course fees. Therefore, whenever you are including a reference to another person's research or ideas (whether by direct quotation or by paraphrasing), you must appropriately cite the source of that reference. If you are ever in doubt about the most appropriate form of referencing, please consult your Trainer and Assessor.

You should also be aware that there are laws in place to protect the ideas and expressions (that is, the intellectual property) of individuals and/or groups and their right to be attributed as the authors of their work. These are known as 'copyright' and 'moral rights' and are included in the Copyright Act.

Plagiarism offences may also be breaches of the Copyright Act and you may be subject to penalties independent of LIVEPM Pty Ltd regulations and procedures.

Participant Welfare

If you are experiencing any problems, personal or training related, that could preclude you from achieving your potential in this course, you are encouraged to contact your Trainer and Assessor for assistance.

Where appropriate, the Trainer and Assessor will arrange external support. Confidentiality is assured.

Should you identify yourself as having a disability; the Trainer and Assessor will liaise with you and relevant disability support agencies/workers to address the delivery and assessment requirements through customisation of the program.

Course Evaluation and Quality Improvements

LIVEPM Pty Ltd regularly collects statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our participants, employers and staff concerning educational and service improvements or changes that would improve our existing training and client services provided by LIVEPM Pty Ltd.

This LIVEPM Pty Ltd course is interactive, and you are encouraged to provide your feedback throughout the course you are attending. If you wish to provide additional feedback on any issues or areas for improvement you are encouraged to do so.

Summary of Key Policies

LIVEPM Pty Ltd is committed to ensuring that everyone has the opportunity to successfully gain knowledge and skills and experience thorough training. We encourage all people to participate and benefit to the same level.

LIVEPM Pty Ltd has Policies and Procedures in place to support its RTO.

Legislation

These legislations govern our obligations as a Registered Training Organisation, our obligations to you as the participant and relate to the industry that we are conducting training for.

Commonwealth Legislation includes but is not limited to:

- Fair Work Act 2009;
- Copyright Act 1968;
- Sex Discrimination Act 1984;
- Privacy Act 1988;
- National Vocational Education and Training Regulator Act 2011;
- Australian Human Rights and Equal Opportunity Commission Act 1986;
- Disability Standards for Education 2005;
- Disability Discrimination Act 1992;

- Racial Hatred Act 1975;
- Racial Discrimination Act 1975;
- Skilling Australia's Workforce Act 2005;
- Work, Health and Safety Act 2011;
- Student Identifier Act 2014; and
- Standards for Registered Training Organisations (RTO's) 2015.

State Legislation includes but is not limited to:

- Vocational Education and Training Act (WA) 1996;
- Vocational Education and Training (General) Regulations 2009;
- Equal Opportunity Act (WA) 1984;
- Workers Compensation and Injury Management Act (WA) 1981;
- Occupational Safety and Health Act 1984;
- Freedom of Information Act 1992;
- Real Estate and Business Agents Act 1978
- Residential Tenancy Act 1987

Course Information

Detailed information relating to all LIVEPM Pty Ltd courses is available on our website:
<http://www.livepm.com.au/>

If you do not have access to the internet, please contact the LIVEPM Pty Ltd office on 1300 302 634 and we will arrange for the relevant information to be posted to you.

Refund Policy

Livepm reserves the right to cancel courses at their discretion up to 3 days prior to the event date. We will contact you as soon as possible to tell you about the cancellation.

We will refund the price of the training course following written advice of your withdrawal up to 7 days prior to the date of the event.

We regret that no refund can be made for cancellations received less than 7 days before and event, however we are happy to issue a credit note for the price of the training course.