

TRAINER CODE OF CONDUCT

AIM AND PURPOSE

High standards of professional conduct are central to the role of training and assessment and in this Code of Conduct REIWA Training is making explicit the commitment of its trainer and assessors, and its external training providers, to these standards.

The purpose of the Code is to assist REIWA Training to establish and promote the maintenance and improvement of standards of professional conduct of trainers.

PRINCIPLES

A REIWA trainer or contracted trainer will:

- take care of learners under their supervision with the aim of ensuring their safety and welfare insofar as is reasonably practicable
- respect confidential information relating to learners gained in the course of professional practice, unless the wellbeing of an individual or a legal imperative requires disclosure
- uphold the reputation and standing of the profession; act with honesty and integrity in all aspects of their work; and avoid direct conflict between their private interests and their professional work
- respect learners, colleagues and co-professionals; and interact with them in a way that respects individual differences and cultural or ethnic diversity
- appreciate the unique and privileged relationships that exist between trainers and learners; and conduct these relationships in a way that is professional, respectful and appropriate
- provide complete and accurate information and authentic documents with respect to their professional status, qualifications and experience
- ensure professional development opportunities are identified and sought.

A REIWA trainer or contracted trainer will not:

- practice the profession while under the influence of any substance which impairs their ability or medical fitness
- act in any way that would prejudice or bring into disrepute the reputation of the Real Estate Institute of Western Australia
- misrepresent their relationship with REIWA Training as a trainer to promote or influence private transactions or relationships
- comment on the services provided by the profession's regulators, other training providers or other real estate services available to practitioners in Western Australia
- use language, scenarios and examples that may be offensive to learners particularly with respect to race, ethnicity, national origin, colour, sex, sexual orientation, age, marital status, political believe, religion and mental or physical ability.

ASSESSMENT

A REIWA trainer will ensure:

- the differing needs and requirements of the candidates, employers or industry are identified and handled with sensitivity
- potential forms of conflict of interest in the assessment process and / or outcomes are identified, and appropriate referrals are made, if necessary
- all forms of harassment are avoided throughout the assessment process and in the review and reporting of assessment outcomes
- the rights of candidates are protected during and after the assessment process and that candidates are made aware of their rights and processes of appeal
- personal or interpersonal factors that are irrelevant to the assessment of competence must not influence the assessment outcomes
- evidence is verified against the rules of evidence and that assessment decisions are based on available evidence that can be produced and verified by another assessor
- assessments are conducted within the boundaries of the assessment system policies and procedures
- assessment systems and tools are consistent with equal opportunity legislation
- candidates are informed of all assessment reporting processes prior to the assessment
- candidates are informed of all known potential consequences of assessment decisions prior to the assessment
- confidentiality is maintained regarding assessment decisions / outcomes and records of individual assessment outcomes which identify personal details are only released with the written permission of the candidate/s
- opportunities for networking amongst assessors are created and maintained
- opportunities are created for technical assistance in planning, conducting and reviewing assessment practice and participating in validation.