About Kaplan Professional
Kaplan Professional is the leading national provider of professional education and training for the real estate industry in Australia. What does this mean for students? High quality, flexible programs all developed and delivered by trainers with extensive real estate expertise.

We create and deliver a diverse range of quality real estate training programs and qualifications, as well as continuing professional development. Our programs are recognised by state and territory registering authorities and provide students with the educational requirements to apply for their real estate certificate of registration or real estate agent’s licence.

Program overview
Kaplan Professional’s continuing professional development (CPD) program gives students all 12 of their required CPD points. For full details of the NSW Office of Fair Trading’s (OFT) conditions visit www.fairtrading.nsw.gov.au.

Program delivery
Students can complete their CPD by completing our eLearning program. This flexible distance learning option allows students to study at their own pace — wherever they are — and adjust their study load to meet their needs. Students will receive all the materials and resources needed to complete the program, and must complete a small assessment. Technical support from industry practitioners is available via email. eLearning can be commenced at any time. Once enrolled, each student is given up to 90 days to successfully complete the required assessments.

Attaining CPD points
Upon completion of their CPD students will receive a certificate of completion containing the following information, as per OFT conditions:

- participant’s name
- title of the program which also identifies the broad learning area covered
- program code (if applicable)
- date of training
- name of the training provider
- points earned
- learning category.

To meet OFT CPD requirements students must attain all 12 CPD points and receive their certificate of completion in the 12 months following the granting or annual renewal of their certificate or licence.

Students can attain all 12 CPD points by completing our eLearning program. Students will be required to complete assessments in their own time and submitted online for marking. Marking by independent assessors will take 2 business days from receipt of the assessment.

eLearning assessments

Deadlines
Students must complete their assessments and receive their certificate of completion prior to their renewal date.

Results
Assessments are marked as either ‘competent’ or ‘not yet competent’. Assessments that are deemed ‘not yet competent’ will be returned to the student for the necessary sections to be corrected.

Resubmissions
Resubmitted assessments must be completed within the allocated deadlines and will be re-marked without further charge. A limit of 1 resubmission per unit per person applies. If the resubmitted assessment is deemed ‘not yet competent’ the student will be required to re-enrol in the self-study program to undertake the assessment again.

Technical support
Industry professionals, trainers and assessors are available via email so students can access technical support and get answers to all their questions about program materials and assessments. The email address is nswequestions@kaplan.edu.au. Please note that whilst students can send an email at any time, responses will only be provided during business hours.
Assessment Appeals Policy
If a student wishes to appeal against an assessment decision they must do so in writing, stating their reasons for the appeal. Students must lodge their written appeal with Kaplan Professional within 10 working days of receiving their assessment result. We will form a panel if required to review the appeal; students may be asked to attend an interview or make a personal submission about their appeal. The appeals process may involve reassessment. Kaplan Professional does not charge a fee for an assessment appeal.

Real Estate Study Policies
Students should read the Real Estate Study Policies prior to enrolment. All policies are available to download at www.kp.edu.au/re. Alternatively, students may request a hard-copy.

How to enrol
Students can enrol by calling 1300 798 006, downloading an enrolment form or online at www.kp.edu.au/re.

Student support
Administrative support is available to students throughout their studies. To access support students can call 1300 798 006 during business hours or email realestate@kaplan.edu.au.

Appeals and complaints
Kaplan Professional seeks to resolve student complaints quickly and fairly. All complaints will be taken seriously and as such Kaplan Professional determines to act on any complaint found to be substantiated. The resolution of complaints will be through a three-tiered resolution structure.

1. Kaplan Professional will provide a response to the student within 48 hours of receiving their complaint.
2. If the student is unhappy with the resolution they can submit the matter in writing for further investigation. The original decision will either be upheld or reversed, or we will suggest a compromise. We will advise the student of the outcome and any further action required within 72 hours of receiving the written complaint.
3. The student will then be granted the right of appeal to a person who is independent of the initial complaint. If the student feels the person appointed to investigate the complaint is not independent they can ask for an alternative senior Kaplan Professional staff member to be appointed to the matter. If the student wishes to submit an appeal they must do so in writing within 30 days of receiving Kaplan Professional’s initial response.

All correspondence from Kaplan Professional will be provided in writing.

Privacy Policy
Kaplan Professional deals with personal information in accordance with our Privacy Policy, which can be found at www.kp.edu.au/re.

We require certain personal information to provide students with educational products and services. Without this information we may be unable to accept a student’s application or provide them with the requested products or services. We may also use this information to advise students of other Kaplan Professional products, services and promotions, or disclose it to third parties who help us to provide our products and services. No training information will be disclosed to other third parties without written authority from the student.

Student feedback
Kaplan Professional welcomes student feedback at all stages of the learning, training and assessment process. To make a comment or suggestion students should fill out the online feedback form on our website.

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More information
For more information students can call us on 1300 798 006, email realestate@kaplan.edu.au or visit www.kp.edu.au/re.