Terms and Conditions

Program delivery
Students can complete and gain their CPD points by self-study using our eLearning platform.

Self-study (eLearning)
Students receive all materials and resources needed to complete the program, the assessment must be completed and submitted for marking. Technical support from industry practitioners is available via email. eLearning can be commenced at any time.

Attaining CPD points
Upon completion of their CPD students will receive a certificate of completion containing the following information, as per NSW Office Fair Trading, Office of Regulatory Services (ACT), WA Department of Commerce or Tasmanian Property Board requirements:
- 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.

Completion timeframes
Students completing the eLearning program will be required to complete assessments in their own time and submit them for marking within their 90 day enrolment period. Marking by independent assessors will take 5 working days from receipt of the assessment.

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. Students are sent, by mail, upon successful completion of their studies a Certificate of Completion. This certificate should be kept in a safe place for audit purposes.

Resubmissions
Resubmitted assessments must be completed within the allocated timeframes 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, ask for technical support and undertake the assessment again.

Extensions
Students who are unable to meet the above timeframes may request an extension. An extension will extend each submission date for 30 days at a cost of $30.

Subject re-enrolments
You are required to re-enrol into a subject if you do not successfully complete an assessment item or your assessment completion timeframes are not met. When you re-enrol into a subject and the subject version is the current version.

Re-enrolment fees apply. Kaplan’s fee schedule can be downloaded via our website at http://www.kaplanprofessional.edu.au/Study_Information/Real_Estate

Technical support
Industry professionals, trainers and assessors are available via email. Students can access technical support and get answers to all their questions about program materials and assessments. These questions should be emailed to realestate@kaplan.edu.au. Please note that whilst students can send an email at any time, responses will only be provided during business hours.

Assessment appeal policy
Appeals against an assessment decision must be submitted in writing including reasons for the appeal.

Kaplan must receive the appeal within ten (10) working days post release of the assessment result. Kaplan will form a panel (if required) to review the appeal. You may be requested to attend an interview or submit further information to support your appeal. The appeal process may involve a reassessment. There is no charge for the appeal policy.

Refunds
Kaplan’s ‘Refund Policy’ can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Policies. Administration fees apply. Kaplan’s fee schedule can be downloaded via our website at http://www.kaplanprofessional.edu.au/Study_Information/Real_Estate

Special consideration and reasonable adjustment
If you require special consideration regarding the completion of any subject or assessment for reasons including difficulties with the English language or disadvantage due to a medical condition you must make Kaplan aware of the circumstances during your enrolment. Special consideration applications will not be processed once an enrolment has expired. If you have an existing condition or special learning need which impacts on your ability to study or to complete assessment, please refer to the ‘Assessment Policy’ available on the Kaplan website at www.kaplanprofessional.edu.au/Study_Information/Policies.

Appeals and complaints
All complaints are taken seriously and, as such, Kaplan determines to act on any complaint found to be substantiated. You should refer to the Student Grievance Policy with regards to resolutions of complaints or appeals (including, but not limited to assessment disputes).

Kaplan’s ‘Student Grievance Policy’ can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Policies.

Feedback
Kaplan welcomes feedback at all stages of the learning, training and assessment process. We appreciate comments and suggestions which may enhance your future experience. Please send all feedback to realestate@kaplan.edu.au.

Privacy Notice
To provide applicants with educational products and services Kaplan requires accurate information which is requested in the enrolment form. Incomplete forms may result in non-accepted applications. The use of any personal information provided is in accordance with Kaplan’s privacy policy.

Kaplan’s ‘Privacy Policy’ can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Policies.

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