Program delivery

The program is delivered by a combination of recognition of prior leaning and self-study (eLearning).

Recognition of prior learning assessment

Recognition of prior learning (RPL) is a formal assessment process that recognises a student's current skills and knowledge. If a student has the necessary experience and skills they may be competent in one or more of the units even though they have not completed recognised training. Students will have a consultation with a Kaplan Professional assessor prior to submitting their RPL evidence for assessment. During this consultation the assessor will advise the student of the specific evidence needed to apply for RPL for the given unit(s). Students will then submit a portfolio of evidence to Kaplan Professional for assessment. More information on RPL can be found at http://www.kaplanprofessional.edu.au/Real_Estate/RPL.

Recognition of Prior Learning and exemption application fees apply. Kaplan's fee schedule can be downloaded via our website at http://www.kaplanprofessional.edu.au/Study_Information/Real_Estate.

Self-study (eLearning)

Students receive all learning materials and resources needed to complete the program, and must complete assessments for each of the units. Technical support from industry practitioners is available via email or telephone. Self-study can be commenced at any time. Student studying Victorian License program are provided with hard copy material all other states complete their studies via our eLearning platform.

Assessments

Assessment tasks can include multiple-choice questions, workplace scenarios and the completion of required real estate documentation. We encourage students to complete their assessments using skills learnt on the job and documents and information available to them in their workplace. Students who are not currently working in the real estate industry will be provided with scenarios and tasks that closely reflect the real estate workplace. Students must complete their assessment tasks and submit them for marking. Students should ensure that they keep a copy of their assessments prior to submission. Marking by independent assessors will take 2 weeks 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. Upon completion of the program students are issued with a Statement of Attainment showing all units successfully completed.

Advance standing (AS)

If students have completed any of the required units of competency with another Registered Training Organisation (RTO) they will be eligible for advanced standing (AS). To apply for AS students must provide Kaplan Professional with a certified copy of a Statement of Attainment issued by the RTO listing the national codes of the units completed. Students can apply for AS free of charge.

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 unit, ask for technical assistance and Undertake the assessment again.

Completion timeframes

All assessment tasks must be submitted within 12 months of enrolment for full course enrolment. All resubmitted assessment tasks must be submitted within 13 months of enrolment. If enrolling in unit bundles assessment tasks must be completed within 3 months of enrolment into bundle. Resubmitted assessment tasks must be submitted within 4 months on enrolment into bundle.

Extensions

Students who are unable to meet the above timeframes may request an extension. An extension will extend each submission date by an additional 2 months. Students must lodge their request for an extension in writing before the applicable date. If the request is not submitted within the correct timeframe program re-enrolment will be required. A limit of 1 extension per full program or unit bundle per person applies.

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 assessment. Students should send their technical questions 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. Telephone support is also available.

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.

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.

Refunds


Terms and Conditions

as at 1/3/2014
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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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