

Real Estate Terms & Conditions

Kaplan Education Pty Ltd



Program delivery

Students receive all materials and resources needed to complete the program. The programs in each State and Territory are delivered by self-study via our eLearning platform.

Assessment completion timeframes

Registration:

All assessment tasks must be submitted within six (6) months from enrolment. Students studying the South Australian program have twelve (12) months from enrolment date to submit their assessments.

Licensing:

All assessment tasks must be submitted within twelve (12) months of enrolment for full course enrolment.

CPD:

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

Extensions

Registration and Licensing:

Students who are unable to meet the above timeframes may request an extension. An extension will extend each submission date by an additional two (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 one (1) extension per full program applies.

CPD:

Students who are unable to meet their timeframe may request an extension. An extension will extend the submission date by an additional thirty (30) days. 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 one (1) extension per full program applies.

Extension application fees apply.

Kaplan's fee schedule can be downloaded via our website at <http://www.kaplanprofessional.edu.au/faqs/real-estate-fees/>

Results

Markers' decisions are final. If you wish to challenge a marker's decision, refer to the assessment appeals policy section below.

Upon completion of the Registration or Licensing program students are issued with a Statement of Attainment showing all units successfully completed. Students are sent, by mail, upon successful completion of their CPD a Certificate of Completion. This certificate should be kept in a safe place for audit purposes.

Assignment

Results can be expected within two (2) weeks of receipt for an Assignment. Assignments will be graded as 'competent' or 'not yet competent'. Note: a single mistake in an important area can result in a requirement for resubmission, and therefore an Assignment will not be graded as Competent unless all key competencies have been demonstrated.

Assignments that are graded as 'not yet competent' will be returned to you for the necessary sections to be completed or corrected. Payment for first-submission of an Assignment is included in the cost of a subject.

Exam

Upon completion of an online exam, results will be available immediately via the eLearning platform.

Assignment resubmission

Kaplan will accept only one (1) resubmission of an Assignment. Two (2) failures to produce a 'competent' Assignment will result in failure of the subject and resubmission will be required. It is recommended you make a copy before submitting your Assignment for grading. Additional assignment resubmission fees apply. Kaplan's fee schedule can be downloaded via our website at <http://www.kaplanprofessional.edu.au/faqs/real-estate-fees/>

Exam resit

Kaplan will accept only one (1) resit of an Exam. Two (2) failures to produce a 'competent' Exam will result in failure of the subject and resit will be required. Payment for first attempt exam is included in the cost of a subject. Kaplan's fee schedule can be downloaded via our website at <http://www.kaplanprofessional.edu.au/faqs/real-estate-fees/>

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.

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 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/faqs/real-estate-fees/>

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/faqs/real-estate-fees/>

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/faqs/real-estate-fees/>

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.

Real Estate Registration or Licence

Individuals looking to obtain their registration or licence should refer to the requirements prescribed by the administering department or agency in their state or territory.

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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