

Before enrolling, all students should read the Student Handbook and ensure they understand some key points. A summary can be found below:

- REIQ (The Real Estate Institute of Queensland Limited) is a Registered Training Organisation (RTO), with the national provider code of 5420. No third party arrangements exist, meaning all enrolments are directly with REIQ, and no other RTOs are contracted to provide training on REIQ's behalf.
- The REIQ is responsible for the quality of quality training and assessment services to all students, in accordance with the requirements of the Standards for Registered Training Organisations 2015, regulated by ASQA. Please refer to the Student Handbook for more details and for information on REIQ's complaints and appeals process.
- The REIQ adheres to all relevant State and Federal legislation. Please refer to the Student Handbook for details of REIQ's Privacy Policy and other relevant policies and procedures.
- All nationally recognised units of competency are offered under the CPP40307 Certificate IV in Property Services (Real Estate) Qualification from the Property Services Training Package (CPP07). The course information flyers specify which nationally recognised units of competency are included in each course. If you are unsure, please contact REIQ Professional Development.
- All students studying nationally recognised training in Australia from 1 January 2015 will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow students online access to their training records and results through their online USI account. No student will be issued a statement of attainment, certificate or refund without a USI.
- All enrolling students must provide Photo Identification at the time of enrolment (this could be a drivers licence, passport or other form of photographic identification).
- The Cancellation & Refund Policy for each course can be found in the Student Handbook and each enrolment form.
- There are non-refundable administration fees for all courses at REIQ. Please ensure you read the Cancellation and Refund Policy on the enrolment form or in the Student Handbook for information on the fees that apply to the course you are enrolling in.
- Timeframes for each course REIQ offers can be found in the Student Handbook, and on the course information brochures. Late marking fees and online access fees may apply to any assessments submitted after the allocated timeframe for the course, along with fees for the reissue of any materials that have become outdated due to legislative change. Refer to the Student Handbook for more information.
- The durations listed on the course calendar (for example, four days for the Registration course) consist of the contact class component only. Students complete further study and the assessment process after attendance at classes at their own pace. Full information on Volume of Learning (consisting of learning content, independent learning, practising skills and assessment time) can be found in the Student Handbook.
- Training is offered in contact classes throughout Queensland, and prospective students can find locations and calendars of scheduled courses on www.reiq.com. All students will need to select a location and date for their course if they choose to attend contact classes.
- Training is offered also by online learning. Students studying by online learning will have access to tutors for each unit of competency, and may be assessed either in person or verbally by telephone, in addition to their written assessment component.
- If you are thinking about enrolling and aren't sure if your English Language, Literacy and Numeracy skills are at the standard required to achieve competence in the course, please contact the REIQ Professional Development team before you enrol. We can provide you with a short Literacy and Numeracy exercise to complete which will help you to know if you will need some additional literacy and numeracy assistance before you enrol with REIQ in the course, and refer you to some providers that can assist you. It is important that you do this before you enrol, as the legal documentation and legislation that forms part of the course requires you to have a working knowledge of the English language.
- Do you have previous experience in real estate? If so, consider applying for Recognition of Prior Learning. Information on Recognition of Prior Learning and Credit Transfer can be found in the Student Handbook, and on the REIQ website on the 'RPL' page.

- Assessment for each unit of competency take the form of a structured assessment process, incorporating both comprehensive written assessments testing skills, understanding and knowledge, and consisting of case studies which replicate 'real life' real estate situations, along with activities that are assessed verbally or in classroom settings. Competence is, in this way, determined progressively with your trainer or assessor ensuring that you are genuinely competent in each unit of competency before you are issued your Statement of Attainment.
- Assessments are completed and submitted electronically. These electronic assessments are in Acrobat editable PDF format, meaning students will need to access a computer, laptop or device able to edit and save these documents. Alternatively students may choose to complete paper assessments (fees apply).
- The REIQ does not offer VET-Fee Help, and does not offer courses of study to students on overseas study visas for the purposes of visa applications.
- Students enrolling from 1 January 2017 may opt to pay by the month for their Registration or Licensing course. Full information on this finance product may be obtained by contacting the REIQ Professional Development team. Interest charges apply.
- There is no direct State or Federal Government training funding available to individual students studying with REIQ. Federal Government incentives apply to employers of eligible trainees when undertaking a traineeship registered with the Queensland Government.
- Under the Standards for Registered Training Organisations 2015, REIQ protects student fees paid in advance by holding an unconditional financial guarantee with the Commonwealth Bank of Australia, held by REIQ's lawyers Carter Newell Lawyers. This guarantee safeguards students fees paid in excess of \$1500 if the REIQ is no longer able to deliver training and assessment services.
- At all times REIQ is here to assist students in achieving competence, and we encourage you to make contact with any of the Professional Development team as you work your way through your course if we can assist in any way.
- Upon successful completion of all units of competency in the enrolled course, students are issued with a Statement of Attainment, Transcript or Certificate (depending on which course of study is undertaken). Refer to the Student Handbook for a full list of the completion documentation issued for each course.

Miscellaneous Fees	
Item	Fee
Reissue of Statement of Attainment or Certificate	\$25 per instance
Late marking fee (For submission of all original attempts and resubmits out of course timeframe)	\$30 per submission
Reissue of new materials (for students out of course timeframe when the material has changed due to legislation or documentation changes, or when originally issued material has been lost by student)	\$50 per unit
Reissue of written assessments only	No charge (3 attempts)
Fourth attempt and further of a single assessment (inclusive in course price is the submission of three attempts per unit – further attempts are charged at cost price only)	\$30 per submission
Out of timeframe monthly online access	\$50 per month
RPL – application fee	\$100 per application
RPL – per unit fee	\$50 per unit
RPL unit not granted – student	Enrolments in required units or blocks at Individual unit or block price
Provision of hardcopy manuals (rather than CDs) per course at the time of enrolment (Registration, RLA, Shopping Centre Manager, Auctioneer)	\$50 per course
Provision of paper assessments (Registration, RLA, Shopping Centre Manager, Auctioneer)	\$50 per course
Provision of hardcopy manuals (rather than CDs) per course at the time of enrolment (Real Estate Agent Licence, Certificate IV)	\$150
Provision of paper assessments (Real Estate Agent Licence, Certificate IV)	\$150
Administration Fee – When course is cancelled or transferred (Registration, RLA, Shopping Centre Manager, Auctioneer Short courses)	\$100
Administration Fee – When course is cancelled or transferred (Real Estate Agent Licence, Certificate IV)	\$300
24 hour online marking guarantee (Registration, RLA, Shopping Centre Manager, Auctioneer)	\$200
24 hour online marking guarantee (Real Estate Agent Licence, Certificate IV)	\$500

Contact: courses@reiq.com.au for more information or to clarify any information prior to enrolment.