



Real Estate Institute of Canada
Institut canadien de l'immeuble

EDUCATION POLICY

January 2018 Edition

The purpose of this document is to outline the policies and procedures to be expected when enrolled with REIC for educational purposes.

For all questions and requests, please contact the Education Department (education@reic.com) or 1-800-542-7342.

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Registration

Course Availability

Course availability is subject to change. Please refer to the website for the most recent listings and offerings. If you do not see a course in your preferred city available, please email the Education department and request to be added to a waiting list.

Information required

When registering for a course, your first name, last name, email address, and phone number are required. Failure to provide these will result in not being registered for a course. If you are registering for a home study, we will require your mailing address. Please ensure you are registering for the appropriate type of course (i.e. course offering and/or format) before completing your registration.

Confidentiality

Protecting personal information in student/member records from unauthorized disclosures is important and required by law.

In choosing to pursue professional development education at REIC, students/members have consented to REIC's right to collect, use, and evaluate records of their academic performance and other pertinent information.

Payment and Pricing

Payment is due prior to the commencement of the course. If you have not paid by the start of the course, you will not be allowed into the classroom until payment has been processed by REIC National office. If you are paying by cheque, you are not considered registered until the payment has been processed – we do suggest that payment by cheque occur at minimum three (3) days prior to the course start date to allow for time to process. All applicable taxes must be paid as indicated on the registration.

You must be a member of REIC in order to take advantage of member pricing. To find out more about membership pricing, please contact the membership department (membership@reic.com).

Equivalencies

No course equivalencies will be granted. For Fast Track options, please contact the membership department (membership@reic.com).

In-Class Course confirmation

REIC will endeavor to confirm a course 30 days prior to the start of the course. When a course has been confirmed, a confirmation letter will be sent to all registrants, providing additional information, including the location, instructor, start/end times, and suggested hotels in the area. In the event there are not enough registrations to confirm a course, REIC have until 14 calendar days prior to the course start date to determine if the course will be cancelled. Therefore, until a confirmation letter has been received, REIC does not recommend making any travel arrangements.

Refunds and Transfers

Please refer to the chart below with respect to any refunds or transfers. All requests must be received in writing via email at education@reic.com.

Time Frame	Transfer/Refund
30 + days prior to start of course	Administration fee \$50 + GST/HST
29 - 3 days prior to start of course	Administration fee \$150 + GST/HST
Less than three days prior to the start of course	No Transfer or Refund Permitted
At any point - Home Study/Online courses	No Transfer or Refund Permitted
At any point - Course Material Fees	No Transfer or Refund Permitted

Travel expenses are not included in course costs therefore any additional expense will be incurred by the registrant.

Course Cancellations & Rescheduling

If a course has been cancelled due to low enrollment, all students will be notified and given the option to either request a refund, or transfer funds to another course. When possible, there will be a rescheduled offering available, and students will be informed at this time. If no answer is received indicating an option, within seven (7) calendar days, a refund is automatically processed to the method originally used for payment. This will show up in 5 – 10 business days.

Any courses cancelled due to instructor illness, emergency or inclement weather will be rescheduled as soon as possible, and students will be notified immediately.

Accommodation Policy

REIC is committed to providing an environment that is inclusive and that is free of barriers based on age, race, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, marital status, family status and disability. REIC strives to provide, whenever possible, reasonable access to classroom courses and examination sittings to all students/members enrolled in a REIC course. Accommodation requests are assessed on a case-by-case basis to ensure equal opportunity for members to fully demonstrate their qualifications without altering the nature or level of the qualification being assessed, and without adding undue hardship to the institution providing accommodation.

The purpose of accommodations is to provide equity, not advantage. Any requested modification that would substantially alter essential elements of the classroom activities or examination will not be granted. As a general principle, it is desirable to retain as much of the original course and examination materials and testing environment as possible, and make the accommodations specific to the disability or disabilities in question.

We consider each case after carefully reviewing the submitted documentation; however, submitting a request does not guarantee receiving accommodation. Accommodations are provided to ensure that all students are treated fairly on all evaluations. All accommodation requests will be taken seriously; no student will be penalized for making a request.

Please contact the Education Department with your accommodation request via email (education@reic.com) at least two weeks prior to the course start date.

In-Class Course Expectations

Dress code

Business casual is the expected dress code for all students in the course.

Hours

The hours of the course will be noted on the course confirmation letter, provided prior to course commencement. Typically, it will be 9:00am to 5:00pm for all courses, except for IREM courses which commence at 8:30am – 5:00pm. Please refer to the course confirmation letter to confirm.

Attendance

Attendance is mandatory. Failure to show will result in a failing grade for the course. Please call the REIC office if you will be late for a course so we may inform the instructor.

Location

The location for all courses is provided on the individual course registration page. If there is no location listed, then the location has not been determined yet, and it will be posted once confirmed. You will receive a confirmation letter with the confirmed location.

If the location is moved, due to class size or unforeseen circumstances, all students will be notified immediately.

Electronics

Cellphones, pagers, smart phones, personal music players, and other such electronic devices should be on silent during class. If, for extenuating circumstances having a phone out with the sound on is required, the student should alert the faculty at the start of class. Laptops and tablets are allowed in the classroom for the purpose of accessing information relative to the course, as well as for taking notes.

In the event of an in-class exam, electronic devices are not permitted unless said otherwise by the faculty instructing that course.

Home Study Courses

Home study course material is sent via Canada Post. No material can be sent until payment is processed. If choosing the digital option, a letter will be sent confirming your registration, instructions on how to

access the online exam, and a USB with the course information. If choosing the printed material option, a \$50 + tax fee will be billed in addition to the course registration. Home study registrations are processed and shipped within two business days of completed registration.

Exams

The exams for all home study courses are facilitated online by IREM. Within one (1) week of your registration, you will receive an email from IREM with your log-in information. You have six (6) months to complete the exam, please note there are no extensions. Home Study exams are open book, and must be completed within two (2) hours in one (1) sitting. Your exam questions will only be available after you complete the end of course evaluation.

Online Courses

Currently, the courses available for online learning are the REIC2600: Ethics in Business Practice and REIC2270: Consumer Behaviour and Negotiating. Both are available through the University of Fredericton, and any questions regarding their platform or need for tech support should be sent to techsupport@ufred.ca or 877-454-6232 (option 3).

REIC2600: Ethics in Business Practice

The REIC2600 online is done over the course of 9 weeks, with a set term and start date. Students will receive their log-in information and have access to the materials once the registration for the course has closed, which is typically one (1) week prior to the start date. There are three (3) “live” classes, which are live streamed, and will be approximately 1-2 hours long. They are scheduled in advance and confirmed with registrants. The first live class will be an orientation. Students may pose questions to the faculty member during the live sessions. Any other questions may be answered via email or messaging through UFred.

Students are encouraged to participate in the online discussions, and marks will be assigned based on participation in live classes, assignments, and the final examination.

REIC2270: Consumer Behaviour and Negotiating

The REIC2270 course can be taken at any time and is self-paced. Upon registering, UFred will set up your log in information and relay it to you within two (2) business days. At this point, you will have access to the course materials. You will have six (6) months to complete the course, with three (3) assignments and a final exam. A faculty member is available to answer questions.

Course Exams

For all course exams and assignments, unless done online, you will only receive a pass or fail – there is no numerical grade provided. All students will be notified by e-mail if they passed or failed a course; all students who successfully complete a course will receive a digital certificate of completion. A hard copy will not be provided unless requested. The pass mark for each course is 70%.

Re-writes/failing

Students who do not achieve a passing grade will be allowed to repeat the exam/assignment, after paying a re-write fee of \$200 + tax. If the student does not achieve a pass after the second attempt, they must retake the course before attempting the exam/assignment again. They must pay half of the current course fee to retake the course. A proctor may be assigned for all exam re-writes.

For all IREM online exams, if a student fails, they will be granted a second attempt to complete it at no cost within 30 days. Failing that, they will need to retake the course.

Plagiarism

Unless otherwise specified, students are expected to complete all assignments and examinations independently and without assistance from others. Students are required to generate their own written and oral work and to cite and to give credit to, where necessary, the sources and authors of information. Plagiarism will not be tolerated, and upon discovery of plagiarism, the instructor grading the exam/assignment may opt for a failing grade.

Grading timelines

Exams are to be handed in prior to leaving the course. All take home assignments are due to the Education department 30 days following the completion of the course. There is the option to pay for an extension, but that request must be submitted before the assignment due date. For a 30 day assignment extension, the fee is \$50 + tax, and for any duration longer, the fee is \$150 + tax.

Upon receipt of an exam or take home assignment, the faculty member or their designee will arrange to grade the exam/assignment within 30 days. Any requests for a grade in less than 30 days may be made to the Education department, and faculty will be notified, however REIC cannot guarantee that your request will be fulfilled.

Certification Exams

For the CPM, ARM, and AcoM certification exams, it may be attempted again as many times as the student likes, however they must pay the exam fee in full each time.

Faculty

Faculty members are available for questions and support throughout the duration of any in-class session. Breaks, before and after class and during the lunch period may be used for one on one support. If a longer period of time is required, or if help is required outside of the scheduled class days, arrangements can be made between the faculty member and student for assistance. Faculty members may set limits on the amount of time and their availability for additional support.

We ask that you respect the faculty at all times.

Complaints

Any complaints regarding a faculty member, a fellow student, or a course can be sent to the Education department.

Any REIC faculty member under investigation of a complaint put forward, in writing, by a student/member, shall be placed under review. The faculty member will be notified in writing of this action and will be advised of the nature of the issues under consideration. The faculty member shall be advised as to the process and given options as to how they can be removed from the review process.