



Real Estate Institute of Canada
Institut canadien de l'immeuble

EDUCATION POLICY

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The purpose of this document is to outline the policies and procedures for registering and completing courses provided by REIC.

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

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1.0 Course Registration

1.1 Course Availability

Course availability is subject to change. Refer to the website for up-to-date listings and course offerings. If you are interested in attending a course that reached full capacity, please email the Education Department at education@reic.com, and request to be added to a waiting list.

1.2 Information Required

When registering for a course, first name, last name, email address, and phone number are required. Failure to provide this required information may result in a delay in processing registrations.

A mailing address is required for all home study registrations.

Registrants should review all details for accuracy (e.g., course offering, date, format, etc.) before completing the registration process.

1.3 Course Confirmation

REIC will endeavour to confirm a course 30 days prior to the start of the course. When a course has been confirmed, an email will be sent to all registrants, providing additional information, including course details, name of instructor, and start/end times. In the event a course must be cancelled, REIC will send a cancellation notice to registrants at least seven (7) calendar days prior to the course start date.

1.4 Payment and Pricing

Payment is due prior to the commencement of the course. If a registrant has not paid by the start of the course, they will not be allowed to join the course until payment is processed by REIC National office.

Accepted payment methods can be selected upon registration. After registering for a course, a confirmation email will be sent within three (3) business days with an official receipt and important information about the course.

A registrant 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 by sending an email to membership@reic.com.

1.5 Confidentiality

REIC protects the confidentiality of all registrants.

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

1.6 Equivalencies

No course equivalencies will be granted. For fast track options, please contact the Membership Department (membership@reic.com).

2.0 Course Cancellation Policy

2.1 Requesting a Course Cancellation

The chart below outlines REIC's transfer and cancellation policy. Registrants who cannot attend a scheduled course must provide written notice by email to education@reic.com prior to the start of the course.

REIC may waive the fee in extenuating circumstances.

Time Requirement	Policy
30 + days prior to start of course	Administration fee of \$75 + applicable taxes
29 - 5 days prior to start of course	Administration fee of \$175 + applicable taxes
Less than five (5) days prior to the start of course	No Transfer or Refund Permitted
At any point - Home Study/Online courses	No Transfer or Refund Permitted

3.0 REIC Cancelling a Course

3.1 Cancellation and Rescheduling

REIC reserves the right to cancel a course. In the event of a cancellation, registrants will be notified and given an option to either request a refund or receive a credit to be used at a later date for another course.

Any courses cancelled due to instructor illness, emergency, or any other unforeseen circumstance, will be rescheduled as soon as possible, and registrants will be notified immediately.

4.0 Accommodation Policy

4.1 Accommodation Requests

REIC is committed to providing an environment that is inclusive and respectful and that is free of barriers based on race and ethnicity, gender, place of origin, religion, cultural and linguistic background, social and economic status, sexual orientation, age, marital status, physical and intellectual ability/disability, and other forms of marginalization. REIC strives to provide, whenever possible, reasonable access to courses and examination sittings to all registrants enrolled in an REIC course. Accommodation requests are assessed on a case-by-case basis to ensure equal opportunity is given to the requesting registrant.

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 appropriate to the registrant.

Please contact the Education Department with accommodation requests by email to education@reic.com at least two weeks prior to the course start date.

5.0 Course Expectations

5.1 Course Materials

Course materials, including handouts, will be sent to registrants electronically. It is the responsibility of the registrant to have the course materials readily available and accessible for the duration of the course. Registrants can access the materials directly from a laptop or tablet.

5.2 Hours

The hours of the course will be noted on the course confirmation email provided prior to course commencement. Typically, the start and end time for all courses is 9:00 am to 5:00 pm, except for IREM courses, which begin at 8:30 am and end at 5:00 pm.

5.3 Attendance

Course attendance is mandatory. Failure to participate for the duration of the courses will result in a failing grade for the course. Registrants are encouraged to send an email to education@reic.com if they will be late or are having technical difficulty joining the real-time remote class.

Registrants who are scheduled to attend a course via real-time remote (RTR) on Zoom will receive an email seven (7) days prior to their course with instructions on how to join the scheduled course.

Courses start on time. We recommend registrants join the course at least **20 minutes** prior to the start time to ensure that their equipment is working properly, and problem solve any issues ahead of time. If your equipment does not function properly on the day of the course, you may not be able to complete the course.

5.4 Electronics

Cellphones, 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 participant should alert the instructor at the start of class.

During an exam, electronic devices beyond the laptop or computer that is being used are not permitted unless said otherwise by the instructor.

6.0 Course Exams and Re-Writes

6.1 REIC Exams

To successfully complete a course, you must pass the end of course exam and/or assignment. For all course exams and assignments, a pass or fail will be assigned, no numerical grade will be provided. All registrants will be notified by email of a pass or fail grade. The pass mark for each course is 70%.

All registrants who successfully complete a course will receive a digital certificate of completion. A hard copy will not be provided, unless requested.

Registrants who do not achieve a pass grade will be allowed to re-write the exam/assignment. A re-write fee of \$225 + applicable taxes will be applied and must be paid before receiving access to the exam/assignment. Details of a due date will be communicated by email.

If the registrant does not achieve a pass grade after a second attempt, they must retake the course and pay the full registration fee before attempting the exam/assignment again.

6.2 IREM Exams

For all IREM online exams, with the exception of the Certification exams, Management Plan Skills Assessment (MPSAXM) and the Traditional Management Plan (MPIND) exam, if a registrant receives a fail grade, they will have unlimited attempts to retake the end of course exam at no cost within 30 days.

If a registrant receives a fail grade on the Management Plan Skills Assessment (MPSAXM) exam or the Traditional Management Plan (MPIND) exam, they must register for the course again and pay the registration fee in full each time.

6.3 IREM Certification Exams

For the CPM[®], ARM[®], and AcoM certification exams, it may be attempted again as many times as the registrant prefers, however, the exam fee is required in full each time.

7.0 Home Study

7.1 Courses

Home study course material can be accessed online. Information on how to access the course materials will be included in the confirmation email.

7.2 Exams

The exams for all home study courses are facilitated online by IREM. Within one (1) week of registration, registrants will receive an email from IREM with log-in information.

Registrants have one hundred and eighty (180) days to complete the course and exam, and there are no extensions. Home Study exams are open book and must be completed within two (2) hours in one (1) sitting. The exam questions will only be available after the completion of the end-of-course evaluation.

If a registrant receives a fail grade, they will have unlimited attempts to retake the end of course exam at no cost within the one hundred and eighty (180) days.

8.0 Online Courses

8.1 Online Course Information

REIC has partnered with the University of Fredericton (UFRED) to offer the following courses online: (1) REIC 2600: Ethics in Business Practice course; and (2) REIC2270 - Consumer Behaviour and Negotiation.

Specific information about each course can be found on the REIC website.

9.0 Plagiarism

9.1 Consequences for Plagiarizing

Unless otherwise specified, registrants 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 cite and give credit to, where necessary, the sources and authors of information. Plagiarism will not be tolerated. Upon discovery of plagiarism, the instructor grading the exam/assignment may assign a fail grade.

10.0 Course Grading

10.1 Grading Timelines

Exams will be completed online or electronically. All take-home assignments must be submitted to the REIC 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 + applicable tax, and for any duration longer, the fee is \$150 + applicable tax.

Upon receipt of an exam or take-home assignment, the instructor or a designee will grade the exam/assignment within thirty (30) days.

11.0 Instructors

11.1 Providing Support

Instructors are available for questions and support throughout the duration of the course. 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, arrangements may be made between the instructor for additional support.

12.0 Complaints

12.1 Filing a Complaint

Any complaints regarding an instructor, another participant, or a course must be in writing and sent to the Education Department at education@reic.com.

Any instructor under investigation of a complaint will be investigated according to provincial legislation and depending on the nature of the complaint may be asked not to facilitate a course until the investigation is completed. The instructor will be notified in writing of this action and advised of the nature of complaint under investigation.