



## REIQ's Assessment Support

Your assessments are an important part of the training and learning process, and they allow REIQ to make sure that you are prepared for your new role in real estate. REIQ's Assessment Support is there at every stage to help you successfully navigate the process.

### Quick marking turnaround time

From 1 November 2016, all assessments will be marked in half the time:

- Online assessments will be marked in 5 business days from date of online submission
- Paper assessments will be marked in 6 business days from receipt of assessment (results available or from the REIQ team by phone and email after 6 business days, however please also allow for postage time for your assessments to get back to you)

### Get help from your trainer

At any time, contact your trainer by phone or email if you have any questions regarding the course material or assessment questions. They will respond within 24 hours.

### Assessment Mondays

Need a hand completing your assessments? Studied over the weekend and would like some clarification of what you learned? Have a resubmit that needs checking? Every Monday, one of REIQ's experienced trainers will be available from 8.30-5pm in the Coorparoo office. Feel free to phone, email [courses@reiq.com.au](mailto:courses@reiq.com.au) or just drop in during business hours (no appointment needed) for a chat with our trainer.

### Online assessment support – Technical assistance

Remember, you can now submit your assessments online and save time spent handwriting your assessments, photocopying and posting assessments. Plus, you get instant feedback on your results, with an email sent to you as soon as your assessment is marked. If you're experiencing any technical difficulties downloading and submitting your assessments through the online Student Portal, simply email [onlinesupport@reiq.com.au](mailto:onlinesupport@reiq.com.au) or phone the REIQ team on 3249 7347.

### 24 Hour Online Marking Guarantee

If you're super keen to kick start your new career and need fast marking for your online assessments, you can pay a flat fee for a 24 hour turnaround (online assessments and business days only). The fee is just \$100 for short courses (Registration, RLA, Blocks) and \$300 for the Real Estate Agent Licence course. To lock in your 24 Hour Marking Guarantee, simply fill out a Miscellaneous Payment Form and send to [courses@reiq.com.au](mailto:courses@reiq.com.au). If we fail to meet the 24 Hour Marking Guarantee, we'll refund 50% of your course fees (special terms and conditions apply – ask the REIQ team for terms and conditions applicable to the 24 Hour Online Marking Guarantee).

**The REIQ team is here to help you take the next step in your real estate career.**

**If we can help in any way, just ask.**

Email [courses@reiq.com.au](mailto:courses@reiq.com.au) Phone 3249 7347 [www.reiq.com](http://www.reiq.com)



# 24 Hour Online Marking Guarantee

## Terms and Conditions

**If you're super keen to kick start your new career and need fast assessment marking, you can pay a flat fee for a 24 hour turnaround on your online assessments on business days.**

### Fees

The fee for the 24 Hour Online Marking Guarantee is \$100 for short courses (Registration, RLA, Blocks) and \$300 for the Real Estate Agent Licence course.

### How do I book?

To lock in your 24 Hour Online Marking Guarantee, simply fill out a Miscellaneous Payment Form and send to [courses@reiq.com.au](mailto:courses@reiq.com.au). Once you lock in your 24 Hour Online Marking Guarantee, you'll receive instructions on how to activate your 24 hour marking each time you submit your assessment online.

### The Guarantee

24 Hour Online Marking Guarantee is only available to students submitting assessments online. The 24 Hour Online Marking Guarantee applies to business days (8.30-5pm Monday-Friday) only, and excludes all weekends and public holidays. Examples of the 24 hour marking timeframe include:

- If you submit an assessment at 5pm on a Monday, it will be marked by 5pm Tuesday.
- If you submit an assessment at 5pm on a Friday, it will be marked by 5pm Monday.
- If you submit an assessment at any time over a weekend and the Monday is a normal business day, your assessment will be marked by 8.30am Tuesday.
- If you submit an assessment at 3pm on Wednesday 25 January 2017, it will be marked by 3pm Friday 27 January 2017 because 26 January 2017 is a public holiday.

The 24 Hour Online Marking Guarantee is not a guarantee of a 'Competent' assessment result. It simply provides you with the result of your assessment within the 24 hours, which may be 'Not Yet Competent' or 'Competent'. We encourage you to take advantage of REIQ's Assessment Support prior to submitting each assessment to ensure that you have the best chance of a competent result.

24 Hour Online Marking Guarantee offer commences 1 November 2016 for a period of six months (until 1 May 2017), and may only be used by students in the normal timeframe of their course. Once a student has passed their course completion timeframe (six months for short courses and twelve months for the Real Estate Agent Licence course), the 24 Hour Online Marking Guarantee will not apply.

**If you have paid for a 24 Hour Online Marking Guarantee and we don't meet our obligations, we will refund the additional 24 Hour Online Marking Guarantee fee PLUS 50% of your course fees.**