



RESIDENT LETTING AGENT LICENCE



The REIQ runs all the competencies required by Fair Trading to make an application to gain a Resident Letting Agent Licence.

CHOOSE HOW YOU STUDY

The individual competencies can be undertaken by

- contact class at any of our training centres throughout the state;
- by attending a 5 DAY BLOCK course in Brisbane or Gold Coast training centres or
- self-paced online study.

Students studying in class will be issued with hard copy manuals when they attend each competency. Both contact class and online students complete their assessments online. If you prefer printed assessments an additional \$50 fee applies. Online students have the option of receiving their manuals in hard copy for an additional \$50. Students have six months from the date of enrolment to complete the course.

If you have current experience or knowledge in this area, you may like to apply for Recognition of Prior Learning (RPL). Contact us if you would like further information | 3249 7347.

COST

\$700 REIQ members (where the agency is paying)

\$800 non-members

A discounted package price is available for students enrolling in the six unit RESIDENT LETTING AGENT LICENCE BLOCK COURSE: When two students enrol together (i.e. a business partnership), the total cost if you are a REIQ member or staff of an REIQ accredited agency (when the agency is paying) is \$1,300 and \$1,500 for non-members.

RLA LICENCE - UNITS OF COMPETENCY

- CPPDSM4010A Lease property
- CPPDSM4015B Minimise agency and consumer risk
- CPPDSM4016A Monitor and manage lease or tenancy agreement
- CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work
- CPPDSM4006A Establish and manage agency trust accounts
- BSBSMB406A Manage small business finances

COMPREHENSIVE 5 DAY RLA BLOCK DATES

BRISBANE

19 - 23 February

14 - 18 May

GOLD COAST

12 - 16 March

4 - 8 June

All units of competency from
CPP40307 Certificate IV in Property Services
(Real Estate)

National Provider Code No. 5420

Get your pre-enrolment information and student handbook at REIQ.com



Short course enrolment form

Use this enrolment form for all short nationally recognised courses: Registration | RLA | Auctioneer | Individual units | Block courses (excluding Real Estate Agent Licence course).

REIQ's head office is located in Brisbane at Level 1, 50 Southgate Ave, CANNON HILL (07) 3249 7347

Regional training centres are located at the Gold Coast: Third Floor, The Connaught Centre, 26 Marine Parade, SOUTHPORT (07) 5527 1614 and Sunshine Coast: 37 Dalton Drive, MAROOCHYDORE (07) 5479 6272. Training is conducted at external venues in other regional areas

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

REIQ OFFICE USE ONLY

REIQ student ID #	<input type="text"/>
Method of payment	<input type="text"/>
ID supplied <input type="checkbox"/>	Course <input type="text"/>
Invoice # <input type="text"/>	Membership <input type="checkbox"/>

UNIQUE STUDENT IDENTIFIER | The REIQ is required to obtain a Unique Student Identifier (USI) for all students.

You can do this yourself at www.usi.gov.au and provide us with your USI number

Your USI:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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OR

if you would like the REIQ to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy notice at <https://www.usi.gov.au/training-organisations/usi-support-materials/privacy-notice-students-when-applying-usi-their-0>

YOUR DECLARATION | I authorise the Real Estate Institute of Queensland to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf. I have read and I consent to the collection, use and disclosure of my personal information pursuant to the information detailed at: <https://www.usi.gov.au/training-organisations/usi-support-materials/privacy-notice-students-when-applying-usi-their-0>

Signed

We need the following information from you:

YOUR CITY
OF BIRTH:

YOUR COUNTRY
OF BIRTH:

Student details

Mr Mrs Miss Ms

Please supply your full and correct legal name as this is the form of identification which is required for any certification.

Date of birth

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
day		month		year			

First name

Middle name (if applicable)

Last Name

Home address

Post code

Postal address

Post code

Home phone

Mobile phone

Fax

E-mail

Are you an REIQ individual member

Yes

No

If yes, Membership No.

Do you work for a REIQ Accredited agency

Yes

No

If yes, Membership No.

NOTE: To access the REIQ accredited agency member discount, the REIQ accredited agency you are employed by, or have an employment offer from must pay for the enrolment. The Principal, or authorised signatory, must complete the following section. No personal details or information relating to the student can be disclosed to the Principal without the student's consent in accordance with Privacy Act.

Organisation name

Principal name

Signature

Postal address

Post code

Phone

Fax

DECLARATION: Please complete this section when you have read and understand all the provided information and conditions. If this section is not completed the REIQ will not be able to confirm your enrolment.

- I have provided proof of identification (Drivers Licence, Passport or other valid I.D) and allow REIQ to use this information to confirm my identity.
- I have read and understood the pre-enrolment information and Student Handbook.
- I have read and understand the REIQ Cancellation / refund policy.
- I understand I have 6 months to complete my course and may incur late marking fees if I exceed this time period or in the case where there have been legislative changes there may be additional costs to have any outdated materials reissued.

Student signature



LANGUAGE, LITERACY AND NUMERACY

If you 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.

PRIVACY OF INFORMATION DISCLOSURE TO OTHER PARTIES

If the training is not funded by yourself, do you give us permission to pass on information relating to your progress and attendance to your employer/government agency should they seek this information from us.

Yes No Your signature

SECURITY OF INFORMATION AND IDENTIFICATION

Due to privacy legislation, we are unable to assess you over the phone for your verbal assessment, or provide information to you on your results or course progress unless we can verify your identity. To assist us in this, please supply a security password and question. We will ask you your nominated question should you forget your password. We may also ask you about some of the other information you have provided to us in order to verify your identity.

Your nominated password question (e.g. What is my mother's maiden name?)

Password (This should be the answer to your question)

EMERGENCY CONTACT DETAILS

Please provide the name and contact details of the person you wish us to contact on your behalf should an emergency arise whilst you are attending training (only applies to contact class students).

Name

Relationship to that person Contact phone

CANCELLATION / REFUND POLICY

1. Cancellations for contact course enrolments must be made in writing (letter/fax or email) at least 7 days prior to commencement of training. In all cases a \$100 administration fee will be retained. Failure to give notice as per the above, will result in the full course fee being charged. However, students will have the option of transferring to the next available course by paying the \$100 administration fee. Please note that should a student who has transferred under these conditions subsequently cancel their course, no refund will be made. REIQ may cancel or reschedule sessions depending on course attendance numbers. Course attendees are solely responsible for any travel and accommodation costs. Attendees are advised to contact REIQ if they have any concerns or questions.
2. Cancellations for any online course enrolment must be made in writing or by email prior to materials or access login and password details being dispatched. A \$100 administration fee will apply. Refer to the Student Handbook for more information on partial refunds that may apply to contact students.
3. Refunds will not be made once a student has attended all or part of a course or where any or all materials have been dispatched or online login and password issued. All students must supply a valid USI prior to any refund being made.
4. In all instances where materials need to be re-issued to any student a \$50 per unit fee will apply.

PRIVACY POLICY

The personal information you have provided on this form may be used to contact you with information on new products, services and industry events, or simply to participate in member surveys. The vast majority of our members and non-member clients welcome this communication. However, in full recognition and respect of your privacy rights, we would like to confirm this with you. You can withdraw this permission at any time by making contact with us. Please note: Our primary forms of communication with students are email (for course confirmation) and phone (for clarification of course details). We also post your Certificate or Statement of Attainment upon course completion. Please tick the following boxes to indicate how you would like us to contact you. To view our full Privacy Policy | reiq.com | (07) 3249 7347

Please contact be by mail Please contact me by fax / phone Please contact me by email

HOW DID YOU FIND OUT ABOUT REIQ TRAINING?

Google OFT Referral Agency/employer booked me in REIQ promotional email Friend, family or colleague referral
 Visit by REIQ staff member (their name): PMSS newsletter
 Promotional phone call by REIQ (their name): Facebook
 Other

ARE YOU AN OVERSEAS STUDENT VISA HOLDER? (Note: REIQ is not a CRICOS provider).

Yes No

STUDENT HANDBOOK The REIQ Student Handbook containing detailed information for students on policies, procedures and student rights and responsibilities can be found on our website | reiq.com or phone for a copy | (07) 3249 7349



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 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

The following information is collected on behalf of the Federal Government for statistical purposes. This information is not disclosed to any other party by the REIQ.

LANGUAGE AND CULTURAL DIVERSITY

Gender: Male Female

In which country were you born? Australia Other (please specify)

Do you speak a language other than English at home? No, English only Yes, other (please specify)

How well do you speak English? Very well Well Not well Not at all (please refer to Language, Literacy and Numeracy information on prior page)

Are you of Aboriginal or Torres Strait Islander origin? (for persons of both Aboriginal AND Torres Strait Islander origin, mark both 'Yes' boxes)

No Yes, Aboriginal Yes, Torres Strait Islander

DISABILITY

Do you consider yourself to have a disability, impairment or long-term condition? Yes (you may indicate more than one area) No

Acquired brain impairment Vision Medical condition Other

Hearing/deaf Physical Intellectual Learning Mental illness

SCHOOLING

Never attended school

What is your highest COMPLETED school level (tick one box) Year 12 Year 11 Year 10 Year 9 Year 8 or lower

In which year did you complete that school level? Are you still attending secondary school? Yes No

PREVIOUS QUALIFICATIONS ACHIEVED

Have you SUCCESSFULLY completed any of the following qualifications? Yes No

Bachelor Degree or Higher Degree Certificate I Certificate IV (or Advanced Certificate/Technician)

Diploma (or Associate Diploma) Certificate II Certificates other than the above

Certificate III (or Trade Certificate) Advanced diploma or Associate Degree

EMPLOYMENT

Of the following categories, which BEST describes your current employment status?

Full-time employee Part - time employee Employer

Self-employed - not employing others Unemployed - seeking full - time work Employed - unpaid worker in a family business

Not employed - not seeking employment Unemployed - seeking part - time work

STUDY REASONS

Of the following categories, which BEST describes your main reason for undertaking this course? (tick ONE box only)

To get a job To get a better job or promotion To get into another course of study

To develop my existing business It was a requirement of my job For personal interest or self-development

To try for a different career I wanted extra skills for my job Other reasons





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 charge 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.
- The REIQ is a member of the Australian Council for Private Education and Training (ACPET), and is a member of ACPET's Australian Student Tuition Assurance Scheme, which ensures student fees paid in advance are protected. More information can be found in the Student Handbook.
- 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.