

Policies and Guidelines

Course Registration & Payment

New Trainee

To register kindly visit www.drei.gov.ae> training registration.

- Pay electronically by debit / credit card on completion of the registration process.
- The trainees will receive a confirmation message and a digital receipt sent from the **system** to their registered e-mail.

Existing Trainee

- The existing trainees need to register via www.drei.gov.ae> trainee Page> course registration.
- Pay electronically by debit / credit card on completion of the registration process.
- The trainees will receive a confirmation message and a digital receipt sent from the system to their registered e-mail

Registration Pre-requisites

New Trainees:

- The trainees are required to provide passport copy and visa page.
- Kindly note:- The trainees whose names are mentioned on the trade license need to provide their attested degrees and trade license copy.

The trainees need to email the documents to: Certifiedtraining.drei@dubailand.gov.ae

Existing Trainee for Renewal:

- Trainees who have registered for “Continuous Education Program for more than 5 years” are required to provide minimum **5 certificates** and a **valid broker id card**.
- Trainees who have registered for “Continuous Education Program for less than 5year”, are required to provide **minimum 1 certificate and a valid Broker ID Card**.

The trainees need to email the documents to: Certifiedtraining.drei@dubailand.gov.ae

Students' Log-in details

New Trainee

- The trainees will receive the "username" which is their e-mail and "password" via SMS sent to the registered mobile number.

- The trainees are required to use their login details "User Name" and "Password" to confirm their attendance for the course and the exam.
- The trainees can reset their password by following the procedure below: www.drei.gov.ae> Trainee Page> Forgot my password.
- Dubai Real Estate Institute will not provide trainees with a "username" and "password".

Existing Trainee

- The trainees are required to use their login details "User Name" and "Password" to confirm their attendance for the course and the exam.
- The trainees can reset their password by following the procedure below: www.drei.gov.ae> Trainee Page> Forgot my password.
- Dubai Real Estate Institute will not provide trainees with a "username" and "password".

Attendance

Courses

- Attendance is to be confirmed on the attendance system at least 20 minutes before the training course commencement.
- The trainee are required to use their login details "User Name" and "Password" to confirm their attendance for their course.
- The trainees can reset their password by following the procedure below: www.drei.gov.ae> Trainee Page> Forgot my password.
- Dubai Real Estate Institute will not provide trainees with a "username" and "password".

***Kindly note- full attendance is mandatory , trainees who fail to attend full course will have to register for the full course again.**

Examination

- The examinee are required to provide valid id and sign to confirm their attendance at the customer service desk.
- The examinee are required to use their "User Name" and "Password" to access their exam.
- The examinee can reset their password by following the procedure below: www.drei.gov.ae> Trainee Page> Forgot my password.
- Dubai Real Estate Institute will not provide trainees with a "username" and "password".

Reschedule

Courses

To reschedule a course , trainee are required to login via <www.drei.gov.ae> -Click on the trainee page> -click on current courses>- select the clock icon .

- Free postponement is only applicable 10 working days prior to the course.
- Change within 10 working days of the course date, an additional fee of 20% of the total fee paid will be charged.
- In case of change or failure to attend on the day of the course , full fee will be forfeited and candidate will have to re-register and re-pay.

Examination

- To reschedule an exam , trainee is required to login via- www.drei.gov.ae> -Click on the trainee page> -click on current courses>- select the clock icon .
- The exam cannot be rescheduled on the same day.

Cancellation Policy

Certification courses:

- The Institute has the right to deduct a percentage of the fee paid in the event of a refund request as follows:
- 50 % of the fee paid in the event that the registered candidates resign from their real estate company, in this case they have to notify the Institute not less than 10 working days prior to their course commencement date and submit visa/labor card cancellation papers as evidence.
- 50% of the amount paid if the candidates are unable or unwilling to attend the course or the activity mentioned on the trade license is removed or changed (they are required to provide a written approval from RERA as evidence).
- In the event that license owner or the manager in the trade license has a university degree and was registered for the Diploma in Real Estate course, they have the right to get the full fee refunded; in this case, the candidate is required to submit the university certificate prior to the course commencement date.
- 100% forfeiture in case of failure to attend the course.

International / Executive Courses

- The Institute has the right to deduct a percentage of the fee paid in the event of a refund request as follows:
- 50% if the candidate notifies the Institute 20 working days prior to the course commencement date.
- 80% in case the candidate notifies the Institute within 19 working days prior to the course commencement date.
- 100% forfeiture in case of failure to attend the course.

Substitution policy

- If the trainee is to be substituted by another trainee, you must notify the institute 10 working days prior to the commencement of the course and the institute is entitled to deduct 20% of the value of the course.
- A visa or labor card cancellation document must be provided for the substitution.

Examination

Duration

The duration of the exam duration is one hour and is conducted according to the agreed schedule.

The exam contains multiple-choice questions.

Certification Course Examination

- In case of failure in the certified training course for RE Brokers exam, the trainee is required to pay 3000 AED and register for the Advanced Course for RE Brokers, the duration of the Advance Training is 2 days [12 training hours] and taking the exam is mandatory. In case of failure the trainee must register and pay 3000 AED for the full “Certified Training for RE Brokers course”, the duration is 4 days and taking the exam is mandatory.
- In case of failure in executive and international courses exams, the trainee shall be required to pay and register for the full course again.
- If you pass the test, you will receive your certificate through your trainee page.

Continuous Education Course Examination

- Professionals who have less than 5 years of experience in the real estate market shall take the examination on completion of their course. The exam will consist of 25 MCQ's .
- The examinee who fails the continuous education course examination is required to register and pay 3000 AED for the “Certified Training Course for RE Brokers”.

Note:

- **[license holder and manager in the license] are exempted from renewal process.**

Examination Grading System:

- 85% is the passing grade for all types of real estate professionals for the basic course and renewal course examination (real estate brokers and time-sharing brokers)
- 75% is the passing grade for both the real estate diploma program, the Certified Property Managers' training (CPM); the Certified Mortgage Brokers course (CMB) and the escrow account training.
- The passing grade for Owners Association is 70%, and in case of failure in any of these courses, a fee of 220 AED will be charged for a re-exam, in case of failure in the re-exam, the candidate shall re-registration and pay the full fee for the course.

60% is the passing grade for owners and managers mentioned on the trade license.

International Courses:

- The passing grade is 70%, and in case of failure, the candidate is required to re-registration and re-pay the full fee course.

General Exam Instructions:

- Please place your possessions; the course material, notes, military or APPLE watches, telephone / mobile phones in the lockers located outside the exam hall.
- If you start the exam, you may only leave the room after asking for permission from the examiner.
- Upon completion of the test, the results will appear on your trainee page. Inquiries related to the results of the exam, shall not be answered via phone or at the Institute's premises for maintaining complete confidentiality.
- Any suspicious behavior during exam will be portrayed as an act of cheating and the suspected examinee will be given a zero.
- On passing the examination, electronic certificates will be made available on trainee page.

Fees

VAT and government fees

- Value Added Tax (VAT) of 5% applies to all Dubai Real Estate Institute fees.
- Knowledge fee is AED 10.
- The cost of innovation is AED 10

Fees for special services

- AED 100 will be charged for a hard copy of the certificate issued at the Institute's premises
- AED 200 will be charged for an oral/verbal examination of trainees with learning disabilities.
- AED 200 will be charged for the reschedule of the exam for a trainee who is more than 20 minutes late for the test.

AED 100 shall be charged for printed copy of course material.

Payment method:

Your fees will be valid for only 6 months from the date of payment.

Payments are accepted in one of the following forms:

Important Note - You can pay directly online while you are enrolled in the course and a copy of your payment receipt will be sent to your email

Payments are accepted only online.

We accept electronic payment using Visa (Debit) and MasterCard (Credit) cards in UAE Dirhams.

Privacy policy:

"All credit and debit card data and information will not be stored, sold, shared with any third party."

Electronic payment policies, terms, and conditions will sometimes be changed or updated to meet standards and requirements. Customers shall be notified of these changes made to the "Payment Gateway Provider".

Digital Certificates

- Dubai Real Estate Institute will provide electronic certificates on passing the course / exam.
- Trainees will have to download their certificates through their trainee page.
- In case of issuing and printing certificates at the Dubai Institute of Real Estate, the Institute shall charge a fee of AED 100.

Facility Policy

- Smoking: Smoking is prohibited in Dubai Real Estate Institute premises.
- Mobile phones: Please put mobile phones on silent mode or switch them off during the training session and the exam.
- Dubai Real Estate Institute will not be liable for lost or damaged possessions.

Disciplinary Act

DREI expects all its registrants and participants to represent themselves in, well-mannered and respectful conduct.

1. Dubai Real Estate Institute reserves the right to dismiss any student from class for disruptive or inappropriate behavior.
2. Women and Men should be respectful of local customs and can be dressed in formal or smart casuals.
3. Students are required to keep their mobile phones on **silent mode** during sessions.
4. Proctors: Instructions given by exam proctors must be strictly obeyed. Failure to do so may result in the students considered as failing the exam.
5. Cheating: Examinees, suspected of being cheating, or attempted cheating shall be considered as failures.
6. Smoking is prohibited anywhere on DREI premises.

