

School Policy

NOTICE TO STUDENTS

Should you have any questions or difficulty regarding the course content, our approved instructor will be glad to assist you, and can be reached at 1-800-532-7649.

REGISTRATION CANCELLATION POLICY

You have the right to cancel your registration for any reason up to seven (7) calendar days from the date of purchase. Requests for cancellation of a registration must be made by contacting OnCourse Learning Real Estate by phone, fax, or e-mail. The request must be received by OnCourse Learning Real Estate before midnight of the seventh calendar day from the date of purchase. A cancellation fee will be charged to the student to cancel a registration. The amount of the cancellation fee is **15%** of the total purchase amount.

COURSE EXPIRATION AND REVIEW

All course lessons on the computer must be completed within 180 days from the date of enrollment. Access to the computer lessons will expire at midnight on the 180th day after enrollment. Each student has 90 days to access and review the course content after they have completed the last lesson in a course.

COURSE EXTENSION POLICY

If you are unable to complete your course within the initial 180 days, you will be allowed three 60-day extensions thereafter. The first extension is free of charge and the second and third may be purchased at \$50 each. The 60-day extension period begins from the date your course originally expires. It is your responsibility to contact your OnCourse Learning Real Estate school coordinator to purchase an extension. It is recommended that you purchase the extension immediately after the course has expired in order to be able to have the full 60 days of the extension.

END OF COURSE EXAMINATIONS AND GRADING POLICY

Scheduling End of Course Examination: For students taking courses that require an end of course exam, you must call (1-800-532-7649) or email OnCourse Learning Real Estate (re@oncourselearning.com) to schedule your end of course exam.

You must pass the exam with a minimum score that is set by the Commission Rules in your state. All final exams are proctored. If you fail the first exam you may schedule a second exam no sooner than the next day. Should you fail both exams, you must re-register and repeat the course from the beginning before taking the final exam again. A discounted re-enrollment fee of \$50 will be charged. **Please contact OnCourse Learning Real Estate for additional details.**

REQUIREMENTS FOR COMPLETING THE COURSE

Please refer to the directions on your course home page for specific instructions regarding the completion of your course and the "Introduction" lesson located at the beginning of each course. To complete the course and receive your Completion Certificate, you must successfully complete the following requirements:

- Complete ALL instructional lessons in the course by answering each question correctly at least twice. The questions are timed and need to be answered within the prescribed time for credit.
- Return a signed and dated Student Affidavit to OnCourse Learning Real Estate when the course is complete. The Student Affidavit is a signed document from you certifying that you have personally completed each assigned lesson of instruction. This student affidavit must be returned to the school before you can receive credit for a distance education course. (A "Student Affidavit" link will appear on your course home page upon completion of the course. Click on that link to obtain a copy of the Student Affidavit.)

CERTIFICATE OF COURSE COMPLETION

Upon completion of course, you will receive a Completion Certificate. In the event the certificate is lost, a duplicate may be obtained from the OnCourse Learning Real Estate offices by written request. An administrative fee of \$10 will be charged for the duplicate and must be included with the written request.

PROCESSING TIMES

After you have completed all the lessons on the computer, you must allow the following times for processing to receive your Course Completion Certificate (**Please note: these times are all estimates**):

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|---|--------------------|
| • Scheduling the proctored final exam | 3 business days |
| • Mailing of exam from proctor to OnCourse Learning Real Estate | 3 days (estimated) |
| • Grading of Exam and issuing Course Completion Certificate | 3 business days |
| • Receipt of the Course Completion Certificate by U.S. Mail | 3 days (estimated) |

IMPORTANT NOTES:

- "Issuing" a Course Completion Certificate means that we will place the Certificate in the U.S. Mail.
- The processing times above may vary, please plan your schedule accordingly.
- The proctor cannot fax or email exams, answer sheets, or scores to OnCourse Learning Real Estate and we cannot fax or email course completion certificates to the student.
- We must receive your signed "Student Affidavit" before we can issue a Course Completion Certificate. (Click on the "Course Info" link on the menu to the left for more information on the "Student Affidavit.")

RECORD RETENTION

The records are maintained in-house and are available for at least a period of five (5) years, and in some cases longer dependent upon state law.

TECHNICAL SUPPORT

For technical assistance, please call Technical Support at 1-800-743-8703 or email them at techsupport@oncourselearning.com. Technical Support is available Monday – Thursday from 7:30am - 7:00pm (CST), Friday from 7:30am-6:00pm (CST), and Saturday from 9:00am-1:00pm (CST). Holidays are an exception to this schedule and times may vary.

If you call Technical Support, please be prepared to explain your problem in detail and have access to your computer. In order to effectively troubleshoot your issue, our technicians begin the call by asking you a series of questions regarding your operating environment. We will need to know what type of computer you are using, the operating system you are using, the version number of your software, etc. Your call may be documented or monitored to help us maintain quality of service standards.

SYSTEM REQUIREMENTS

Minimum System Requirements

Internet connection (minimum 56Kbps required, although we highly recommend a high-speed connection such as DSL, cable, or T1)

Printer (for course documentation and student affidavit)

For Windows PC

Intel® Pentium® III 1GHz or faster processor, Intel® Pentium® 4 2GHz or faster

Microsoft® Windows® XP, Windows® Vista®, or Windows® 7

512MB of RAM (1GB recommended)

For Mac OS

Intel Core™ Duo 1.83GHz or faster processor

Mac OS X v10.5 or v10.6

512MB of RAM (1GB recommended)

FINANCIAL AID

No financial aid is available for any courses offered by OnCourse Learning Real Estate.

HOURS OF OPERATION

Monday thru Friday, 8:00am to 5:00pm (CST)

HOLIDAYS (School closed for business)

OnCourse Learning Real Estate will be closed for business the following holidays:

- New Years Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving Day
- Christmas Day

STUDENT BEHAVIOR / DISCIPLINARY POLICIES

When taking our educational courses, you are expected to comply with all policies as stated within this school catalog. If you fail to adhere to these policies, it may invalidate your eligibility for course credit. (These situations will be handled on a case by case basis.)

NON-DISCRIMINATION POLICY

OnCourse Learning Real Estate will not discriminate on the basis of race, color, sex, religion, national origin, handicap, or familial status in the establishment of fees, entrance qualifications or standards for successful completion of any course.