

RE/MAX REGENCY SCHOOL OF REAL ESTATE

Student Policies & Procedures Manual

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SCHOOL OBJECTIVE

The objective of RE/MAX Regency's School of Real Estate is to effectively train and prepare future and current real estate agents.

- Successfully pass the Virginia state exam.
- Establish a firm foundation for earning in the real estate field.
- Receive their Real Estate License.

COURSES

Licensing Instruction

The Principles and Practices of Real Estate Course can be taken in a classroom setting or online. Though you may take the classroom and the online course simultaneously, they are NOT interchangeable. You must fulfill the requirements of one of the other to be eligible to take the Virginia State exam.

The Classroom Course includes the following:

- classroom instruction with licensed and experienced instructors
- applicable course handouts/downloads,
- textbooks,
- coordination with state entities for state exam

Additional Classroom Course Guidelines

- Students have access to the course for one (1) year.
- Students must pass final exam with a minimum of 86%.

- A total of sixty (60) hours of attendance time is required in the program before the student is eligible to take the final exam. Additional hours are built into our course to give ample time for exam and math review.

The Online Course includes the following:

- online instruction with access to licensed and experienced instructors
- coordination with state entities for state exam

Post-Licensing Instruction

Section 54.1-2105.01 of the Code of Virginia requires all active new salesperson licensees to complete a Board-approved 30-hour post-license education (PLE) curriculum within one calendar year of obtaining their salesperson licenses in order to remain on active status. For example, if your salesperson license was issued on January 1, 2014, you must complete all 30 hours no later than December 31, 2014.

Failure to complete these 30 hours of PLE within one calendar year of your license issue date will result in automatic placement of your license on inactive status.

The 30-hour PLE program consists of eight courses:

- Fair Housing, ADA and Civil Rights (two hours)
- Real Estate Law and Regulations (eight hours)
- Ethics and Standards of Conduct (three hours)
- Current Industry Issues and Trends (two hours)
- Agency Law (three hours)
- Contract Writing (six hours)
- Risk Management (three hours)
- Escrow Requirements (three hours)

ENROLLMENT & ENTRANCE

In order to meet enrollment eligibility for licensing courses, all applicants must be 17 years of age or older and provide evidence of possessing a high school diploma, G.E.D., or its equivalent, prior to the start of the program. SOR does not accept credit for previous training.

Students may apply online at <http://sor.teamregency.com/>. Enrollment is subject to space availability and granted on a first come – first served basis to students meeting the stated criteria.

Payment for in-class or online instruction must be received by start date unless other arrangement are made with the school coordinator or instructor.

GRADUATION REQUIREMENTS

A Certificate of Completion will be awarded upon successful completion the following:

- All required course hours
- Satisfied financial obligations to RE/MAX Regency School of Real Estate for tuition and fees.
- Achieved an overall course grade of 86% or higher.

ATTENDANCE POLICY

Licensing Classroom Instruction

The Virginia Real Estate Board requires a minimum of 60 instructional hours to take the Virginia real estate licensing exam. Therefore, students must attempt to attend every class.

Students are expected to be on time and ready for class at the scheduled times. Students who arrive more than 10 minutes late, or leave more than 5 minutes early, unless previously coordinated with the instructor, will be counted as absent for that hour of class.

Students who miss more than 8 hours of instruction are not eligible for graduation from the RE/MAX Regency School of Real Estate and subsequently ineligible to take the Virginia real estate licensing exam. Students will be required to re-enroll into a subsequent class with a partial tuition cost.

Online Course Instruction

Attendance to verify completion of required course hours is monitored and maintained through the course web portal.

MAKE UP PROCEDURES

Licensing Classroom Instruction

If a student misses a class, it is their responsibility to make up all materials covered. The student needs to refer to the syllabus for chapters covered, complete the associated assignments, and give the assignments to the instructor at the next session. The missed instruction hours, not to exceed 8, will need to be made up within three months after the scheduled completion date of the class in which the student was originally enrolled. Once all hours are made up, a Certificate of Completion will be awarded. If the hours missed exceed 8 hours, the student will be terminated from the program, immediately.

The student can request to be re-admitted into a subsequent program offered by RE/MAX Regency School of Real Estate. The school will not grant credit hours for previous instruction, training or experience. The student will be charged a partial tuition price upon re-enrollment and must meet all the graduation requirements to qualify for a Certificate of Completion from the school.

SATISFACTORY ACADEMIC PROGRESS

Licensing Classroom Instruction

Students who receive a final grade below 86% will be given the opportunity to retake the final exam as many times as needed, up to 6 months after the last day of class. If the student is unable to obtain a final grade of 86% or higher on the final exam after their subsequent attempts, the student will be required to repeat the program at a partial tuition price. This does not include textbooks if editions have changed. Re-enrollment is subject to space availability. The program must be completed within a 6-month period of the original date of enrollment and may only be repeated once.

TRANSFER POLICY

Licensing Classroom Instruction

If a student is unable to attend the class for which they have enrolled and notification is made to the School no later than one business day after the first day of class, students are eligible to transfer into a subsequent class for a one-time transfer fee of \$25.

Students will need to contact the school at 540-341-1000 or school@teamregency.com to facilitate a transfer.

There is no transfer eligibility for online instruction.

REFUND POLICY

Licensing Classroom Instruction

If a student withdraws *prior* to the second period of instruction AND if textbooks are returned in unused, unmarked condition, the School Director, at his discretion, may refund all or part of the school tuition.

If a student withdraws on or after the second day of instruction, the student is not eligible for any form of refund and the textbooks are the property of the student.

If a student is terminated from the course, they are not eligible for a refund.

If RE/MAX Regency School of Real Estate cancels the course, the school will refund students all monies paid by the student or the student can be placed in another class, when available.

All refunds due will be paid within 30 days of the student's last day of attendance. Please contact the School at 540-341-1000 or school@teamregency.com to request a refund.

Online Course Instruction

Courses that are 50% or more complete are not eligible for refunds or course hour credits. Refund requests made within 30 days of purchase that are less than 50% completed are eligible for a full refund. Refund requests made after 30 days of purchase that are 50% or more complete are eligible for a credit in the form of course hour credits equal to those purchased.

STUDENT SERVICES

As a courtesy, RE/MAX Regency offers a free coaching and career counseling session upon completion of the final exam with RE/MAX Regency's Business Development Manager. Students' names will be provided to the Business Development Manager for recruiting purposes, in accordance with the Student Privacy Policy.

RE/MAX Regency also offers free wi-fi and limited refreshments during course hours of instruction. Please keep in mind that the classroom is also a working office. Be mindful of agents working late at night and make sure your cell phone is on mute for the entire class time.

In addition, upon request only, the Broker/Owner will meet with each Pre-Licensing student one-on-one after the 5th week of instruction. Students may make these appointments through the School Coordinator.

Disclaimer: The School does not guarantee that students will find employment as real estate agents, nor guarantee salary levels. Enrolling in RE/MAX Regency's School of Real Estate does not obligate or ensure the student's employment with RE/MAX Regency; nor with any other real estate organization.

PRIVACY POLICY

The trust of our students is of the utmost importance and as such, protecting your privacy and safeguarding your personal and financial information is one of our highest priorities. We strive to make sure that we only ask for and retain the information that is necessary for enrolling you into our school. We also request, on a voluntary basis, that you provide us with the source from which you came to learn about our school. RE/MAX Regency's School of Real Estate is a division of CHC, Inc. DBA RE/MAX Regency and does not share the name and contact information of students or graduates, unless otherwise instructed by the student. Such instruction is to be given in writing via email to school@teamregency.com.

RE/MAX Regency School of Real Estate reserves the right to disclose your personal information to third parties, where permitted by law or where required by law to regulatory, law enforcement or other government authorities. We may also disclose your information as necessary to credit reporting or collection agencies, or when necessary to protect our rights or property.

RE/MAX Regency School of Real Estate is committed to keeping your personal information confidential and therefore, except as noted earlier, we do not sell, license, lease, or otherwise disclose your personal information to any third party for any reason.

STUDENT CONDUCT POLICY

Students are required to act in an ethical and professional manner. RE/MAX Regency School of Real Estate has the right to dismiss any student who fails to adhere to school policy. Although no list advocating ethical behavior and cautioning against misconduct, no matter how carefully crafted, could cover every circumstance, the following is our Student Code of Conduct that has been designed to protect both RE/MAX Regency School of Real Estate instructors and fellow students. Under this code, both instructors and students shall:

- Conduct themselves in an honest, ethical, and legal manner and obey the laws of the United States and of the Commonwealth of Virginia.
- Keep all cell phones either turned off or muted during all class sessions.
- Engage in the educational process with the highest standards of honesty, integrity, and fairness.
- Be responsible for his/her actions and their consequences. No one will be excused from misconduct because another person ordered or asked the student to participate in misconduct.
- Alert his/her instructor or School Director whenever he/she observes, learns of or suspects any dishonest, destructive or illegal act.
- Respect the rights of all students and instructors to fair treatment and equal opportunity without illegal discrimination or harassment of any type.
- Recognize that even the appearance of misconduct or improper behavior can be very damaging to our reputation; students are expected to act accordingly to prevent such appearances.
- Cooperate fully in any investigation of misconduct.

- Students should also be aware that criminal convictions on their record may affect a student's ability to be licensed.
- Understand that there are consequences for violating this Code, which may include suspension and/or dismissal from the RE/MAX Regency School of Real Estate program.

NON-DISCRIMINATION POLICY

RE/MAX Regency School of Real Estate welcomes qualified students of any race, religion, sex, physical or mental disability, sexual orientation or genetic information, color, national or ethnic origin, or any other legally protected characteristic. The School does not discriminate based on any of the aforementioned in the administration of its educational or admission policies.

The School will do whatever is necessary to effectively implement and observe the policies of non-discrimination. The School will also make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of its program, including admission, education, grading, discipline, termination/dismissal, and access to training and benefits.

DISCRIMINATION, HARASSMENT, & SEXUAL HARASSMENT POLICY

RE/MAX Regency School of Real Estate is committed to providing a learning environment free from discrimination and harassment. Consistent with this commitment and with applicable federal, state and local laws, it is the policy of the School not to tolerate discrimination or harassment in any form. Any student engaging in prohibited discriminatory or harassment actions will be subject to disciplinary action, including dismissal from the program.

Harassment, a form of discrimination, based on an individual's race, religion, sex, physical or mental disability, sexual orientation or genetic information, color, national or ethnic origin, or

any other legally protected characteristic will not be tolerated. *Sexual harassment* is a form of illegal discrimination that involves unwelcome sexual advances, requests for sexual favors, and/or other unwanted verbal or physical conduct of a sexual nature. Harassment, sexual or otherwise, whether overt or subtle, can serve to create an offensive environment and is thus prohibited.

STUDENTS' RIGHTS, PRIVILEGES, & RESPONSIBILITIES

Faculty, staff, and students of the RE/MAX Regency School of Real Estate have the shared responsibility to conduct themselves in a manner that upholds the law and respects the rights of others.

Students have the right of inquiry and expression without prejudice or bias. In addition, students have the right to be evaluated fairly and equitably in a manner appropriate to the program and its objectives.

Students of the RE/MAX Regency School of Real Estate have the following privileges available to them for classroom instruction:

- Free Wi-Fi in our building
- On-line access to course materials
- Textbooks/related course materials
- Free counseling session with our Business Development Manager

HOLIDAY POLICY

Classes will not be scheduled on the following holidays:

- New Year's Eve,
- New Year's Day,
- President's Day,
- Memorial Day,
- Independence Day,
- Labor Day,
- Thanksgiving Day,
- Christmas Eve,
- and Christmas Day

In the event that holiday falls during a scheduled course day, the class will resume on the following course day.

INCLEMENT WEATHER POLICY

In the event of severe weather, students will be notified of the class cancellation via e-mail and it will be posted on the Classroom Forum online (sor.teamregency.com). All cancelled classes will be rescheduled. The instructor will announce the make-up days.