

Metro Brokers Academy of Real Estate

Distance Learning Courses School Policy

**Approved by the Georgia Real Estate Commission
School Code: 1018
This School Renews its Approval on 12/31/2019**

NOTICE!!!

This manual contains important information about the procedures for completing your online course(s). Please read this manual carefully, to avoid any delay in obtaining your credit or license.

Metro Brokers Academy of Real Estate

STATEMENT OF POLICY

BACKGROUND

Metro Brokers Academy is approved by the Georgia Real Estate Commission for the purpose of offering the distance education courses developed by Hondros Learning, Cape School Inc. (aka Barney Fletcher Schools), OnCourse Learning, and Rockwell Institute. Metro Brokers Academy is approved under school code 1018, renewing its approval on December 31, 2015.

NOTICE TO STUDENT

All questions pertaining to registration, refunds, school policy, course content, explanation of state licensing law, final exams (if applicable), and completion certificates should be addressed to Metro Brokers Academy. Metro Brokers Academy may be reached at 404.836.4040.

COURSE EXPIRATION AND REVIEW

All course lessons on the computer must be completed within 180 days from the date of enrollment (unless individual state law specifies otherwise). You have 90 days to access and review the course content after you have completed the last lesson in a course (regardless of when the course is completed within the 180 days from enrollment).

COURSE EXTENSION POLICY

If you cannot complete your course within the 180 days, then you may purchase an extension from Metro Brokers Academy (60 day extension for Pre-license, Post-license, and continuing education courses). The extension period begins from the date your course originally expires. It is your responsibility to contact the school administrator to find out about purchasing an extension. It is recommended that you purchase the extension just before the course expiration date in order to be able to have the total amount of time for the extension period.

GRADING

If a final examination is required for the course you are taking, state law requires that you score 75% or better on the exam. If you fail the first exam, you may schedule a second exam no sooner than the next business day.

CERTIFICATION

Upon completion of a course and passing your School final exam, the School will convey the student record of completion online to the Georgia Real Estate Commission no later than the day following the School examination. Students will be able to schedule a state examination within 48 hours after the online certification.

*REGISTRATION CANCELLATION POLICY – REFUNDS

Metro Brokers Academy's policy is that a student is entitled to a full tuition refund if ALL of the following conditions have been met:

1. Within 14 days of the student's registration date, a written notice is received requesting a refund; and
2. the student has not logged in to the online course

No refund request (partial or full) will be considered:

1. after the student has logged in to the online course , or
2. any later than 14 days after the student's registration date.

TECHNICAL SUPPORT

HONDROS LEARNING

Phone: 1-866-455-3278

Email: support@fastclass.com

Monday-Friday, 9:00am - 7:00pm ET

Saturday, 10:00am - 3:00pm ET

CAPE SCHOOL INC. (AKA BARNEY FLETCHER SCHOOLS)

Phone: 770-850-9090

Email: contact@barneyfletcher.com

For Technical Support with Interactive Online Courses, please visit the technical support area provided within each course.

ONCOURSE LEARNING TECHNICAL SUPPORT

Phone: 800-743-8703

Email: techsupport@mycoursepage.com.

Technical Support is available Monday – Friday from 9:00am to 11:00pm EST and on weekends from 12:00 – 4:00pm EST. (Holidays are an exception to this schedule. On holidays, the Technical Support hours may change.)

ROCKWELL TECHNICAL SUPPORT

Phone: 800-221-9347 option 5

Email: support@rockwellinstitute.com .

Technical support is available free of charge from 8:00am to 6:00pm (Pacific) Monday through Friday.

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 maintain quality of service standards.

REQUIREMENTS FOR COMPLETING THE COURSE

To complete the course, you must successfully complete the following requirements:

- Successfully complete all exercises and quizzes.
- An online Student Affidavit and Course Evaluation must be completed before you can receive credit for a distance learning course. The Student Affidavit certifies that you have personally completed each assigned lesson of instruction. You will be prompted to complete these online forms after completing all exercises.

Course Final Examination – FOR SALESPERSONS PRE-LICENSE, BROKERS PRE-LICENSE AND SALES POST-LICENSE STUDENTS ONLY, Please call Metro Brokers Academy at 404.236.7052 to schedule your final exam.

NON DISCRIMINATION

Metro Brokers Academy 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 in any course.

RECRUITING

No recruiting for employment opportunities for any real estate brokerage firm is allowed in class or on the school premises. Report promptly any effort to recruit by anyone to Metro Brokers Academy Director at 404-236-7052 or the Georgia Real Estate Commission at (404) 656-3916. Commission Rule 520-2-.15.

Thank you for choosing **Metro Brokers Academy of Real Estate** for your real estate training needs!