



901 SMILE WAY, YORK, PA 17404 • 717.845.3487 / FAX 717.854.0720 / WWW.RAYAC.COM

## **SCHOOL POLICIES AND PROCEDURES**

### **GENERAL SCHOOL AND CONTINUING EDUCATION POLICIES**

#### **School Director and School Staff**

The School Director is the Association Executive of RAYAC. The Director of Professional Development reports to the School Director and is responsible for overall school administration and will serve as School Director in the Association Executive's absence.

#### **Instructor**

Instructor Selection: Instructors will be chosen by the Director of Professional Development in conjunction with the Education Committee. Preferred instructors will hold a broker or associate broker real estate license or similar credentials in their area of expertise and have at least five years of experience. A bio or resume must be kept on file for all School instructors.

Instructors are paid upon conclusion of each class they teach based on the contracted pay schedule.

Instructors are forbidden from recruiting or promoting their business or personal services or products.

#### **Payment and Refunds**

At the time a RAYAC member registers for a class, he assumes payment responsibility for that class. Tuition must be paid in full prior to the start of a class. Payment may be made by cash, check, money order or credit card (Visa/Mastercard/Discover/American Express).

Tuition payments are refundable if 48 hour cancellation notice is given. If a student leaves after a class begins, no portion of tuition is refunded. Exceptions due to hardship/emergency may be granted by the School Director.

#### **Attendance**

All classes begin promptly when scheduled. In compliance with Pennsylvania Real Estate Commission Regulation § 35.358(a)(3), admission to class will cease 15 minutes after the scheduled start. Students leaving the classroom except during designated breaks or for emergencies are subject to loss of educational credit. Excessive abuse of this policy may result in dismissal from class without any financial or educational credit. Partial credits are not possible and full credits are earned for attendance of the entire class day regardless of credit hours granted.

#### **Class Size**

A maximum class size is established for all courses. Class size is determined by the facility resources and course design—"over booking" is not possible. You are encouraged to register as soon as possible to assure a space in the course(s) you want. If a class is full, you may contact RAYAC to be put on a waitlist, but this does not guarantee you a space in the class. A staff member at RAYAC will contact you should a space become available.

### **Weather Cancellation Policy**

All morning, afternoon, evening and full-day classes will begin at the regularly scheduled time, unless otherwise determined by the School Director and/or the Director of Professional Development.

Cancellations will be determined by the School Director and/or Director of Professional Development, in conjunction with the class instructor.

Class cancellations will be made as early as possible, but will not be made prior to 24 hours before the start of a scheduled class. In the event that a class is cancelled, students will be notified by telephone and/or e-mail by the school staff. If you are in doubt of class being held, please check your e-mail for notification or call RAYAC to inquire.

### **RAYAC Cancellation**

It is RAYAC's general policy to not cancel classes unless unforeseeable circumstances preventing the class to be held occur. In the event a class cancellation is warranted, each student will be notified by telephone or e-mail.

If RAYAC cancels a class, the full dollar amount of any tuition payment is refunded.

### **Transcripts**

Real estate and/or appraiser transcript(s) will be issued to each student in attendance at the end of the class. The student is responsible for providing transcripts to the State Real Estate Commission and/or the State Board of Real Estate Appraisers should they be required to do so for auditing purposes.

### **Recruiting**

No recruiting for employment opportunities for any real estate brokerage firm, franchise or network is allowed in any class. Any recruiting should be promptly reported to the School.

### **Electronic Devices**

Students may use electronic devices during instructional time for the sole purpose of accessing online class materials. Failure to adhere to this policy could result in dismissal from class without financial or educational credit.

### **Harassment**

It is the policy of the School that all students, instructors and employees shall have the opportunity to learn and work in an atmosphere and environment free from any form of harassment or retaliation based on race, color, religion, gender, sex, national origin, age, or disability. Such forms of harassment or retaliation constitute discrimination under various state and federal laws and will not be tolerated by the School.

### **Disruptive Behavior**

Conduct by a student which interferes with the instructor's ability to teach or other students' ability to learn will not be tolerated and could result in dismissal from class without refund. Disruptive behavior includes actions that distract or detract from the learning environment.

### **Student Enrollment Agreement**

A student enrollment agreement will be issued to each student enrolled in a course either electronically or by written notice. The agreement will contain the following:

- (1) Itemized tuition and other fees and the services and materials to be received from the School.

- (2) Statement of the School's policy regarding the refund of tuition and fees if the student were to withdraw or be dismissed or if the School were to terminate operations before the end of the academic year.
- (3) Contain the Bureau's toll-free telephone number, (800) 822-2113, that the student may call to obtain information about filing a complaint against the real estate education provider.

### **Special Services**

Our facility is ADA compliant for those who may have special needs. If you have a disability that requires special services at these courses, please contact the school at 717-845-3487 prior to attending a course.

## **BROKER COURSE SCHOOL POLICIES**

### **Materials**

Textbook is included in the cost of the course. Each student is required to have a copy of the current textbook being used.

### **Attendance**

At least 80% attendance is required to earn broker credit.

Continuing education credit hours are granted when a student has fulfilled the CE requirement, attended full amount of course hours. CE is *not* determined by examination grade, but by attendance.

### **Course Examination**

A student must receive a 70% or better to pass the test.

All materials must be placed under chair/on the floor before the exam.

When taking an exam, students may only have a calculator, pen or pencil, and blank paper. No purses, backpacks, or cell phones are permitted.

Students who failed the course examination may arrange to retake the exam one additional time at no further cost by contacting RAYAC's Director of Professional Development to arrange a convenient time. All examination retakes must be completed within two weeks of completion of the course.

After retaking the exam, students may review their questions and answers for no longer than 30 minutes. All exams and answers must be returned to the instructor or RAYAC staff and may not leave the building.

### **Transcripts**

Upon successful completion of the course and passing of the course examination, each student will receive an official paper broker transcript.

If the student did not pass the course exam, a real estate continuing education transcript will be issued.

## **PRE-LICENSING COURSE SCHOOL POLICIES**

The Real Estate School of York & Adams Counties provides the State required pre-licensing courses online.

### **Course Completion**

Students have six months (180 days) from the time of enrollment to complete the online course.

Under special circumstances and at the School Director's discretion, students can contact RAYAC's Director of Professional Development to request a two month extension to complete the online course.

### **Class Cancellation and Refund**

No refunds will be given once a student has registered or purchased an online course.

### **Course Examinations**

Each pre-licensing online course requires the student to take a course examination at the Real Estate School of York & Adams Counties and will be administered by a RAYAC staff member. After completion of the course material, a student must submit the course affidavit, signing that they have officially completed the course and then contact RAYAC's Director of Professional Development to schedule the course exam at RAYAC.

A student must receive a score of 70% or higher to pass the test.

All materials must be placed under chair/on the floor before the exam.

When taking an exam, students may only have a calculator, pen or pencil, and blank paper. No purses, backpacks, or cell phones are permitted.

Students who failed the course examination may arrange to retake the exam two additional times at no further cost by contacting RAYAC's Director of Professional Development to arrange a convenient time. All examination retakes must be completed within a month of completion of the course.

After retaking the exam, students may review their questions and answers for no longer than 30 minutes. All exams and answers must be returned to the instructor or RAYAC staff and may not leave the building.

### **Transcript**

A pre-license transcript will be issued to the student after completing both required courses and passing the two course examinations.

### **ONLINE COURSE SCHOOL POLICIES**

The Real Estate School of York & Adams Counties provides residential and commercial real estate agent continuing education courses online.

### **Course Completion**

Students have six months (180 days) from the time of enrollment to complete the online course.

Under special circumstances and at the School Director's discretion, students can contact RAYAC's Director of Professional Development to request a two month extension to complete the online course.

### **Class Cancellation and Refund**

No refunds will be given once a student has registered or purchased an online course.

### **Transcript**

A real estate continuing education transcript will be issued to the student after completing the course. The student must submit the course affidavit as proof of completion. A transcript will then be mailed to the student.

### **APPRAISER REQUIRED NATIONAL USPAP COURSE POLICIES**

The Appraisal Foundation requires every student enrolled in a National USPAP course to bring the current version of the National USPAP textbook and student manual. The textbook and student manual must be brought to class and can be a paper or electronic version. The course instructor must verify and sign-off that the students have the appropriate materials and the School must submit that to the Appraisal Foundation. If a student does not come prepared to class with those materials, he/she will not be able to complete the course and are not subject to a refund.

### **CODE OF ETHICS POLICIES**

#### **REALTOR® Members:**

Effective January 1, 2016, through December 31, 2018, and for successive two year periods thereafter, each REALTOR® member of RAYAC (*with the exception of REALTOR® members granted REALTOR® Emeritus status by the National Association*) shall be required to complete biennial ethics training of at least two hours and thirty minutes of instructional time.

REALTOR® members can complete the Code of Ethics training with RAYAC, another local association, a state association of REALTORS®, the National Association of REALTORS®, or any other RAYAC approved instructional provider. It is the responsibility of the REALTOR® member to ensure the course provider is RAYAC approved and to provide accurate documentation of course completion to RAYAC in a timely manner in order for it to be properly documented with RAYAC and the National Association of REALTORS®.

Failure to satisfy the required periodic ethics training shall be considered a violation of a membership duty. Failure to meet the requirement will result in suspension of membership for the first two months (January and February) of the year following the end of any two (2)-year cycle or until the requirement is met, whichever occurs sooner. On March 1<sup>st</sup> of that year, the membership of a member who is still suspended as of that date will be automatically terminated.

#### **Non-Association Instructional Providers:**

Non-association instructional providers who wish to conduct Code of Ethics training must have the curriculum, which consists of a timed outline and any class materials, approved by the RAYAC Ethics Committee. Code of Ethics curriculum must closely follow the National Association of REALTORS® criteria and be submitted to RAYAC by August 31<sup>st</sup> of the new Code of Ethics cycle and every August 31<sup>st</sup> of the new cycle thereafter. After August 31<sup>st</sup> of the new cycle year, no new Code of Ethics courses will be accepted until the start of a new cycle.

The Ethics Committee will determine if the curriculum meets RAYAC and the National Association of REALTOR® standards. The non-association instructional provider will be notified of approval. If the course is denied, the provider will be notified of the changes that need to be made and allowed to resubmit one time for review. The revised curriculum must be submitted by October 31<sup>st</sup> of the new cycle year. Final decisions will be made by November 30<sup>th</sup> of the new cycle year.