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## 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, and are forbidden from recruiting or promoting their business or personal services or products.

#### **Payment and Refunds – Classroom Courses**

At the time a student registers for a class, the student 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).

*Classroom Continuing Education, Broker, and Designation Courses Refund:* 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.

*Classroom Pre-licensing Courses Refund:* Payment for the course(s) is non-refundable within 48 hours of the first class date and no refunds are given after the start of the class. Students may transfer the payment to another pre-licensing course prior to the start of the course.

*Online Courses:* Tuition must be paid in full at the time of registration. Only credit card payments are accepted for online courses (Visa/Mastercard/American Express). The student has access to the course immediately after payment is successfully processed. You have the right to cancel your registration for any reason up to seven business days from the date of purchase, after which no refunds will be granted.

#### **Class Size**

A maximum class size is established for all courses, based upon the facility resources and course design. You are encouraged to register as soon as possible to secure your spot. If a class is full, you may be put on a waiting list. You will be notified should a space become available.

#### **Weather Cancellation Policy**

Cancellations due to weather 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 not 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 email by the school staff. Please check your email for notification or call RAYAC to inquire.

### **RAYAC Class Cancellation**

It is RAYAC's general policy to not cancel classes unless unforeseeable circumstances prevent the class from being held. In the event that a class cancellation is warranted, each student will be notified by telephone or email. If RAYAC cancels a class, the tuition paid will be refunded in full, or transferred to another class.

### **Transcripts**

Transcripts will be issued to each student in attendance via email after the successful completion of the class. The student is responsible for providing transcripts to the PA State Real Estate Commission and/or the State Board of Real Estate Appraisers upon request.

### **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 environment that is 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 or credit. 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 fees, and the services and materials to be received from the School.
- (2) Statement of the School's policy regarding refunds if the student were to withdraw or be dismissed or if the School were to terminate operations.
- (3) Contain the Bureau's toll-free telephone number, (800) 822-2113, which may be used 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.

### **Non-discrimination**

Real Estate School of York & Adams Counties does not discriminate on the basis of race, color, religion, national origin, sex, age, disability, or any other status protected by law or regulation.

### **Course Materials**

*Classroom* – Materials will be distributed the day of class, and are included in the price of the course.

*Online* – Textbooks are not required for online courses. All necessary materials for successful completion of the course are provided within the online course.

### **Attendance**

In compliance with Pennsylvania Real Estate Commission Regulation § 35.358(a)(3), admission to class will cease 15 minutes after the scheduled start time of the class. 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 only earned for attending the entire class day.

According to PA State Real Estate Commission Rules and Regulations, students must attend 80% of the course to receive course credit. Should a student not fulfill the attendance requirement, the student will not receive credit (a transcript), or a refund.

Continuing education credit hours are granted when a student has fulfilled the CE requirement. CE is determined primarily by attendance, rather than by an examination grade.

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

### **Course Completion**

According to PA State Real Estate Commission Rules and Regulations, students must attend 80% of the course to receive credit. If a student fails to meet this requirement, credit for the class will not be awarded. In addition, refunds will not be given.

### **Course Examinations**

The exam will be administered on the last day of class. A student must receive 70% to pass the test. All personal items will be placed under the chair before the exam. Students may only have a calculator, pen or pencil, and blank paper. Purses, backpacks, and cell phones are not permitted.

Students who fail the final exam may arrange to retake it two additional times at no additional 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 up to 30 minutes. All exams and answers must be returned to the instructor or RAYAC staff and may not leave the building.

## **CONTINUING EDUCATION ONLINE SCHOOL POLICIES**

### **Course Completion**

Students have six months from the time of enrollment to complete the online course. Within the last 30 days of an online course, students may request a course extension directly through the online course portal.

### **Transcripts**

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

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

The Appraisal Foundation requires that every student enrolled in the National USPAP course has their own copy of the current National USPAP Manual, in paper or electronic form. The course instructor must verify that each student has their own copy, or they will not receive credit for the course.

### **CODE OF ETHICS POLICIES**

#### **REALTOR® Members:**

In order to maintain REALTOR® status, Association members must complete Code of Ethics training every three years, as mandated by the National Association of REALTORS®. Exempt from this requirement are REALTOR® members granted REALTOR® Emeritus status by NAR.

REALTOR® members can complete the Code of Ethics training through any Association-based school (RAYAC, another local association school, a state association of REALTORS® school, or the National Association of REALTORS® online courses). 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 to be properly documented.

Failure to satisfy this mandatory training shall be considered a violation of a membership requirement. Per NAR guidelines, this failure will result in the suspension of your membership for the first two months of the year following the end the cycle, or until the requirement is met, whichever occurs sooner. On March 1<sup>st</sup> of that year, the membership of an agent who is still suspended will be terminated.