

New River Valley School of Real Estate

Sponsored by

The New River Valley Association of REALTORS®

School Policy Manual For Taking CompuTaught Online Courses

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Approved by

The Virginia Department of Professional & Occupational Regulation

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

New River Valley Association of Realtors

STATEMENT OF POLICY

BACKGROUND

New River Valley Association of Realtors is approved by the Virginia Department of State, Division of Licensing for the purpose of offering the distance education courses developed by Thomson CompuTaught.

NOTICE TO STUDENTS

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 New River Valley Association of Realtors. New River Valley Association of Realtors may be reached at 540-381-9354.

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). Access to the computer lessons will expire at midnight on the 180th day after enrollment. 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 a 60 day extension from New River Valley Association of Realtors. The 60 day extension period begins from the date your course originally expires. You may purchase up to three extensions per course. It is your responsibility to contact your school coordinator to find out about purchasing 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.

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 New River Valley Association of Realtors offices by request. An administrative fee may be charged for the duplicate.

REGISTRATION CANCELLATION POLICY

You have the right to cancel your registration for any reason up to five (5) business days from the date of purchase. Requests for cancellation of a registration must be made by contacting New River Valley Association of Realtors by phone, FAX, or e-mail. The request must be received by New River Valley Association of Realtors before midnight of the fifth business day from the date of purchase.

A cancellation fee will be charged to cancel a registration. The amount of the cancellation fee is 15% of the total purchase amount. If the course includes one or more textbooks, the books must be returned at the student's expense. The request for cancellation will not be processed until any book(s) are returned to the school in reusable condition

Technical Issues: Outside of the five business day refund policy, you will be eligible for a refund only if Tech Support determines that your problem is not correctable. After a technician determines that your technical problem is not correctable, then you will be instructed to contact New River Valley Association of Realtors to initiate a refund. Please note: Tech Support can not issue a refund to you under any circumstances.

TECHNICAL SUPPORT

Technical Support is available at 1-800-743-8703 or email questions to techsupport@mycoursepage.com

From March 1st 2007 Technical Support Hours have changed.
The new hours are

- Monday - Thursday: 9:00am to 9:00pm EST
- Friday: 9:00am to 6:00pm EST
- Saturday: 12:00pm to 4:00pm EST (on call)
- Sunday: 2:00pm to 8:00pm EST

Holiday hours are subject to change.

The best and quickest way to address tech support issues is to go to <http://www.mycoursepage.com/support>. 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

In order to take this distance education course, your computer must meet the following system requirements:

- IBM PC Compatible Computer (minimum 450 MHz processor with 256 MB RAM)
- SVGA (800x600) video card, driver, and monitor
- Microsoft Windows XP* or higher
- Adobe Acrobat Reader 6.0 or greater (free download available with course)
- Internet connection (minimum 56Kbps required, although we highly recommend a high speed connection such as DSL, cable or TI)
- Microsoft Internet Explorer version 5.5 or greater (free download available with course) (CompuTaught courses do not support any “Beta” versions of Internet Explorer)
- Printer (for course documentation and Student Affidavit)
- Flash Player plug-in (free download available with course)

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.
- Return a signed and dated Student Affidavit to New River Valley Association of Realtors 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 New River Valley Association of Realtors before you can receive credit for a distance learning 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).

IMPORTANT NOTES

For course assistance or questions about your online course, please contact the New River Valley School of Real Estate at 540-381-9354 or email mls@nrvar.com

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

New River Valley Association of Realtors 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.