



START
School of Real Estate

Administrative Office: 202 S. Fifth Street, Mebane, NC 27302
888-216-6036
www.StartSchoolNC.com

Policies and Procedures

Publication Date: August 1, 2022
Legal Name of School: Start School of Real Estate, LLC
Legal Name of School Owner: Start School of Real Estate, LLC
Name of Education Director: Everett V. Knight
Name of Full-Time School Officials & Instructors: John B. Walker
Everett V. Knight
Name & Title: Everett V. Knight - Education Director
John B. Walker - General Manager

Purpose of START School of Real Estate:

The purpose of the Start School of Real Estate, LLC is:

Founded on the Socratic teachings focused on student success through active participation, and applied knowledge; the purpose of the START School of Real Estate is:

- to present courses of instruction that will provide students the basic knowledge and skills necessary to act as real estate brokers and to satisfy the requirements for retaining their real estate license.
- to offer postlicensing courses needed for provisional brokers to remove the “provisional” status from their license.

COURSE DESCRIPTIONS

Broker Postlicensing Education Program

The primary objective of Postlicensing Education Program is to provide instruction at a level beyond that provided in the Broker Prelicensing Course on topics deemed to be of special importance to licensees.

Per Commission Rule 58A .1902: Provisional Brokers must complete, within 18 months following initial licensure “a postlicensing education program consisting of ninety (90) hours of classroom instruction in subjects determined by the Commission” [G.S.93A-4(a)1]. The program consists of three 30-hour courses, which must be completed within 18 months following initial licensure in order to retain eligibility to actively engage in real estate brokerage. When a provisional broker has timely completed all three (3) courses, the provisional status of the broker’s license will be automatically terminated by the NC Real Estate Commission.

301 – Broker Relationships and Responsibilities – 30 Hours

Topics addressed in this course include a review of references to commercial application, agency relationships in real estate sales transactions and a real estate broker’s legal duties to clients and customers, a step-by-step review and discussion of the functions and responsibilities of a real estate broker when working with buyers and sellers, a review of issues associated with transactions in progress when an broker leaves a firm, and a review of license education and status.

302 -Contracts and Closing - 30 Hours

Topics addressed in this course include selected basic contract law concepts, real estate sales contract preparation, sales contract procedures, buyer’s due diligence, closing procedures, Real Estate Settlement Procedures Act, closing statement preparation, contracts for deed, options, and real estate license status and education issues.

303 – NC Law, Rules & Legal Concepts - 30 Hours

Topics addressed in this course include general North Carolina licensing requirements, brokerage compensation issues, the disciplinary process, specialized types of real estate, property management, and other miscellaneous NC laws and legal concepts.

POST-Licensing Course Materials:

Each student is required to use and have immediate access to the ***current*** edition of the *NC Real Estate Manual* and *North Carolina License Law and Commission Rules* booklet during each *Postlicensing* course session (Students are allowed to utilize the NCREC’s online versions).

DISTRIBUTION OF COURSE MATERIALS

Broker Postlicensing:

Course Materials – North Carolina Real Estate Manual,

Books and materials will **not** be shipped to your home. All materials are available digitally. Every student must have either a digital or physical copy of the *North Carolina Real Estate Manual*. You can find the link to purchase the manual from the NC Real Estate Commission at www.NCREC.gov. The student workbook, and all essential forms are available at <https://www.STARTSchoolNC/downloadable-pdfs/#post>. No other physical materials are needed.

ENTRANCE REQUIREMENTS

NO STUDENT SHALL BE DENIED ADMISSION OR DISCRIMINATED AGAINST ON THE BASIS OF AGE, SEX, RACE, COLOR, NATIONAL ORIGIN, FAMILIAL STATUS, HANDICAP STATUS OR RELIGION.

Broker Postlicensing Courses

All students must have either a digital or physical pocket card issued by the NC Real Estate Commission available for registration on the first day of class.

Start School of Real Estate, LLC will not knowingly enroll any student in a postlicensing course if they do not have a real estate license. It is the student's responsibility to ensure they possess a valid NC real estate broker license before enrolling and paying for a postlicensing course.

NOTE: Each student is required to use the most current edition of *North Carolina Real Estate Manual* in each Postlicensing course and the *Commission's License Law & Rule Booklet* which is a required text for postlicensing course 303. For onsite classes, Start School of Real Estate, LLC recommends students taking onsite courses to have a physical printed copy of these materials. While it is possible for a student to access the online version of the *North Carolina Real Estate Manual*, Start School of Real Estate, LLC cannot guarantee internet access is sufficiently adequate for bandwidth connections for any student at their location. The printed or online version of the *NC Real Estate Manual* may be purchased from the North Carolina Real Estate Commission (www.ncrec.gov).

To complete an online course (virtual/livestream online), students must use online exam proctoring and must have two internet-connected devices with cameras. One device will be used to take the exam. The second is used to monitor the testing area. For example, you can take your exam on a tablet or laptop/desktop and use your smartphone for the second device.

REGISTRATION REQUIREMENTS & SCHOOL POLICIES

Broker Postlicensing Requirements:

Students must possess a valid North Carolina Real Estate Commission issued Real Estate License to be able to sign up for and attend a Postlicense course. Proof of license is required in advance of signing up for or attending a Postlicense course.

Special Accommodations:

Start School of Real Estate, LLC complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability as defined by the ADA is deprived of the opportunity to participate in a course. Individuals requiring reasonable accommodations under the Americans Disabilities Act (ADA) in order to participate fully in an educational event, should contact Everett Knight (888) 216-6036 or Staff@StartSchoolNC.com within 7 days of the course start date. Individuals will need to provide a doctor's note stating their ADA requirement needs.

Tuition and Fees:

Start School of Real Estate, LLC accepts checks or credit cards (Visa, MasterCard, AMEX or Discover) for full tuition at the time of enrollment. Full tuition payment is due at registration and prior to the start of a course. Course tuition includes student course materials as determined by the specific course. The North Carolina Real Estate Commission's Real Estate Manual is required for all postlicense courses. Start School of Real Estate, LLC does not accept cash payments.

- Broker Postlicensing Courses: \$259 tuition per 30-hour course
- Repeating Broker Postlicensing Course (after failing two examinations): No Charge.
- Continuing Education Courses
 - Live onsite and Synchronous Distance Courses: \$79
 - Checks returned for non-sufficient funds (NSF) will be charged a \$25.00 return check fee and the check will be redeposited

Cancellation Policy:

Start School of Real Estate, LLC reserves the right to cancel or reschedule a course as needed. If Start School of Real Estate, LLC cancels a course, a full refund will be issued. If Start School of Real Estate, LLC reschedules a course before the start date, the student may elect to continue with the new schedule or request a full refund. If a course is rescheduled during the duration of the class, the student may continue as scheduled or elect to withdraw from the course and re-enroll in another

Start School of Real Estate course at no additional charge. Unforeseen events such as weather, instructor illness, or facility issues may cause Start School of Real Estate, LLC to reschedule a future course or alter the schedule of a course in progress. Start School of Real Estate, LLC will make a reasonable effort to accommodate the students and complete the course. However, such completion may require changes in dates, location, or instructor and the student is expected to abide by school's attendance requirements.

WITHDRAWAL/TRANSFER REFUND POLICY

Broker Postlicensing Course:

Withdrawal/Transfer prior to course starting:

Upon receipt of written notice at least 24 hours prior to the start of a START School of Real Estate course, students may transfer to another Start School of Real Estate course at no charge or withdraw and receive a full refund. Receipt of written notice is required for withdrawals and transfers. No refund will be issued without such written notice from the student prior to the start of a course, and the transfer must be within (6) six months of the beginning of the original course.

Withdrawal/Transfer once course has begun:

With receipt of written notice, delivered within 5 calendar days after beginning the course, students may withdraw and receive a tuition refund less a \$50 fee. Students will not receive a refund for a withdrawal from the course after 6 days of the course start date.

With written notice, within 5 calendar days of the start of the course, students may transfer to a future START School of Real Estate course for a \$50 administrative fee, and the transfer must be within (6) six months of the beginning of the original course. NOTE: If a student transfers to another course after the course has begun, the student is required to start the course over from its beginning. Students may not transfer from the course after 6 days of the course start date.

BROKER POSTLICENSING

COURSE COMPLETION CRITERIA

Attendance: It is strongly encouraged that students attend ALL scheduled classroom hours.

- Broker Postlicensing students must attend a minimum of 27 scheduled classroom hours of the 30-hour course (absences not to exceed 3 hours). If a student is not present at the start time on the first day of a live in-person Postlicensing class, they will not be eligible to receive credit for the class and will have to start another scheduled class. A full refund will be given in this situation.
- Broker Postlicensing students are NOT permitted to make up missed time due to tardiness or absences. Students should ensure they can attend the required classroom hours before registering for a class.
- For Live stream/synchronous distance learning courses, the attendance requirements are the same as above and will be monitored using attendance tracking software and course moderators. Students attending a live stream/synchronous distance learning course are required to be logged in with their cameras on, faces on camera, attentive, and actively participating in the course to receive credit. **Students must be in a quiet room, not driving, working, doing chores, etc.** All rules that apply in a classroom apply to live stream courses. Start School of Real Estate, LLC moderators and course auditors will be present to ensure students are meeting these attendance requirements. Students should sign on to the webinar 15 minutes prior to the start time of class. You will need to be logged into the session for us to know that you are present. It is the responsibility of the student to ensure they have reliable internet access for the duration of the course. **Any time spent logged out of the course will count against student attendance.** Total time will be calculated from reports pulled when the course is concluded. It is the student's responsibility to track their time logged into the course. The school will not provide an update on attendance until the course is completed.

NOTE: Instructors for in-person courses will take attendance for every course session. Instructors are responsible for monitoring attendance, including late arrivals and early departures. All time missed will be counted towards the total allowable absent time for each course. Students will not be allowed to take an exam if they have not met the attendance requirements.

Sick Policy: If you have symptoms now or in the last 24 hours including but not limited to cough, fever, nausea, Flu-like symptoms, etc. we ask that you remove yourself from live, in-person classes. If you are showing symptoms during a Live Class, an instructor or staff member may ask you to leave class. You will be welcome to return when you are no longer showing symptoms

COURSE EXAMS & GRADING

All end-of-course exams will be taken using our online software. This will be loaded into each student's online dashboard and is available by logging into the student account at www.STARTSchoolINC.com. All exams shall be monitored using an online proctor. Directions to connect with an online proctor will be given to students when they log into their accounts and select their end-of-course exam. Students must connect to the proctor and receive directions before they begin to access the confidential exam content. To take the exam students need the following:

1. A reliable internet connection
2. A laptop, personal computer, or tablet connected to the internet
3. An internet connected device with a camera (a smart phone or tablet is recommended)
4. A quiet space free of distractions to take their exam

The online proctor will notify the school when the exam is complete and if any irregularities or suspicions that the student may have cheated. Start School of Real Estate, LLC is required to report any suspicions of cheating to the North Carolina Real Estate Commission. Such behavior may result in a denial of real estate licensure.

Broker Postlicensing Exam Requirement:

The final exam is a comprehensive test covering all prescribed subject areas and all sessions. Postlicensing students must: a) meet attendance requirements, b) timely submit completed in-class and take-home assignments and **c) pass the final exam with a minimum score of 75%.**

STUDENTS ARE REQUIRED TO TAKE THEIR FINAL COURSE EXAM ON THEIR SCHEDULED EXAM DATE. IF A STUDENT DOES NOT TAKE THEIR FINAL COURSE EXAM AS SCHEDULED, THE STUDENT IS ELIGIBLE TO TAKE ONE EXAM AT ANOTHER TIME BUT FORFEITS THEIR OPPORTUNITY FOR A SECOND EXAM.

A student failing to achieve a score of 75% or higher on the final exam may retake the final exam one time within 20 days of the course ending date.

A Prelicensing or Postlicensing course student who does not pass the end-of-course exam within 30 days of the last scheduled day of the course must retake the entire course to be entitled to take the end-of-course exam again. All minimum requirements that applied to the original course, including attendance requirements, will apply to a retake of the course.

If a student is unsuccessful in passing the retake exam, the student will be allowed to repeat the START School of Real Estate course in its entirety at no charge provided the course is retaken within a period of (6) six months from the beginning date of the initial course.

SCHOOL INFORMATION

Laptop & Electronic Device Usage Policy:

Laptop computers and wireless electronic devices have become an integral part of modern life. While we offer some electronic access options, it is our highest priority to ensure that electronic devices and laptop computers are an enhancement and not a distraction to the classroom environment. The guidelines below provide a framework directing the use of laptop computers and electronic devices in our live Postlicensing & continuing education classrooms:

1. Postlicensing students are required to access the North Carolina Real Estate Manual in class by way of printed or digital manual.
2. We try to provide free Wi-Fi access at each of our live classroom facilities; however, we cannot guarantee that Wi-Fi access will be available 100% of the time. Start School of Real Estate, LLC does not and cannot guarantee internet access or free Wi-Fi at any facility.
3. For live in-person courses, it is within the discretion of the instructors to specify when laptops, cell phones, and electronic devices may be used and when they should be put away. Instructors have full authority to determine appropriate policies for use of electronic devices in classrooms.
4. Students who need to use a cell phone (phone call, texting, email, etc.) must do so at one of the course breaks outside of the classroom. All cell phones must be silenced during class time.
5. The possession and use of laptops and wireless electronic devices is strictly prohibited during exams or quizzes unless the device is being used to take the exam or quiz and is being proctored.

We are not responsible for lost or stolen laptops or electronic devices.

Class schedules, registration information and forms, and general School information are available on our website at www.STARTSchoolNC.com and upon request by phone, mail, or e-mail.

Student Conduct and Exam Confidentiality:

Students are expected to conduct themselves in a manner befitting mature adults. Dress may be comfortable but in good taste. No weapons are allowed on any school premises. Dismissal without recourse will be imposed for behavior that, in the sole judgment of the instructor or staff, is inappropriate in a professional setting, is a distraction to other students, or reflects negatively on the school. **Our school exams are administered using an online proctor service.** Students must abide by the rules set forth by the online exam proctoring company to complete their post course requirements. The school is required to report students suspected of cheating to the NC Real Estate Commission. Exams are confidential and will not be accessible for student review after they have been completed or graded. All students are required to adhere to NCREC rules regarding examination related conduct and confidentiality of examinations as set forth by NCREC in the following rules.

21 NCAC 58A .0404 EXAMINATION RELATED CONDUCT (a) When taking a license examination, an applicant shall not: (1) cheat or attempt to cheat on the examination by any means, including giving or receiving assistance or using notes of any type; (2) communicate with any person other than an examination supervisor for any purpose in any manner; (3) have in his or her possession or utilize in any manner study materials or notes or any device that may be used to: (A) communicate with others; (B) access information; or (C) record or store photographs, visual images, audio or other information about the examination; (4) have in his or her possession or utilize a calculator that: (A) permits the storage, entry or retrieval of alphabetic characters; or (B) is not silent, hand-held and either battery-powered or solar-powered; (5) have in his or her possession a wallet, pocketbook, bag or similar item that can be used to store materials prohibited by this Rule; (6) refuse to demonstrate to the examination supervisor that pockets on any item of clothing do not contain materials prohibited by this Rule; (7) leave or attempt to leave the testing area with any materials provided for the purpose of taking the examination or with any information, notes or other information about the content of the examination; or (8) refuse to comply with the instructions of the Commission and the Commission's test provider for taking the examination; or (9) disrupt in any manner the administration of the examination. (b) Violation of this Rule shall result in dismissal from an examination, invalidation of examination scores, forfeiture of examination and application fees and denial of a real estate license, as well as for disciplinary action if the applicant has been issued a license.

21 NCAC 58A .0405 CONFIDENTIALITY OF EXAMINATIONS Licensing examinations are confidential. No applicant or licensee shall obtain, attempt to obtain, receive, or communicate to other persons examination questions or answers. Violation of this Rule is grounds for denial of a real estate license if the violator is an applicant and disciplinary action if the violator is a licensee or becomes a licensee prior to the discovery of the violation by the Commission.

Visitors/Guests:

Courses at Start School of Real Estate are only open to enrolled students. Enrolled students MAY NOT bring visitors or guests to the classroom.

Schedule/Hours/Holidays:

Course schedules are published separately from this bulletin and are available on our website at www.STARTSchoolINC.com. Schedules will reflect beginning, ending and exam dates as well as the hours of each class. Holidays observed include New Year's Eve/Day, Good Friday, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day/Day After and Christmas Eve/Day.

Unforeseen events such as weather, instructor illness, or facility issues may cause Start School of Real Estate to reschedule a course or alter the schedule of a course in progress. Start School of Real Estate will make a reasonable effort to accommodate students and complete the course. However, such

completion may require changes in dates, location, or instructor. Students are expected to meet all attendance requirements.

Inclement Weather Policy:

In the event of inclement weather or a local or national emergency, students are asked to view our website or contact us at (888) 216-6036 for School closing information. For synchronous distance learning courses, any time spent without internet will count against attendance. Start School of Real Estate, LLC will work with all students impacted by weather to make up missed class time.

CONTINUING EDUCATION

Start School of Real Estate, LLC is approved to offer both in-class, synchronous distance learning, and online real estate continuing education courses. A complete course schedule is available through the school office or on our website at www.STARTSchoolNC.com.

Live Stream/Synchronous Distance Classroom:

Attendance requirements are per Attendance policy below and will be monitored using attendance tracking software. **Students are required to have their cameras on at all times.** Please be ready to sign on to the webinar 15 minutes prior to the start time of class to ensure everything is in proper order. You will need to be logged into the session for us to know that you are present. It is the responsibility of the student to ensure they have reliable internet access for the duration of the course. **Any time spent logged out of the course will count against your attendance.** Total time will be calculated from reports pulled when the course is concluded. Digital copies of all course books are available on our website at <https://www.STARTSchoolNC.com/downloadable-pdfs/#ce>.

DISTRIBUTION OF CE COURSE MATERIALS

Continuing Education:

Onsite Course Materials – Student Guide

Course materials will be available for pick up at check in on the day of a live in-person class.

Virtual Classroom/Synchronous Distance Education Course Materials – Student Guide. All materials are available digitally. You can find the link to the CE course manual at <https://www.STARTSchoolNC.com/downloadable-pdfs/#ce>

If virtual, there are no physical materials needed to take and complete this course

REGISTRATION REQUIREMENTS & SCHOOL POLICIES

Special Accommodations:

Start School of Real Estate, LLC complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability as defined by the ADA is deprived of the opportunity to participate in a course. Individuals requiring reasonable accommodations under the Americans Disabilities Act (ADA) in order to participate fully in an educational event, should contact Everett Knight (888) 216-6036 or Staff@StartSchoolNC.com within 7 days of the course start date. Individuals will need to provide a doctor's note stating their ADA requirement needs.

Tuition and Fees:

Start School of Real Estate, LLC accepts checks or credit cards (Visa, MasterCard, AMEX or Discover) for full tuition at the time of enrollment. Full tuition payment is due at registration and prior to the start of a course. Course tuition includes student course materials as determined by the specific course. An approved Student Guide is required for each CE courses, and for virtual classes can be downloaded from our website. Start School of Real Estate, LLC does not accept cash payments.

- Continuing Education Courses

- Live onsite and Synchronous Distance Courses: \$79

- Checks returned for non-sufficient funds (NSF) will be charged a \$25.00 return check fee and the check will be redeposited

Cancellation Policy:

Start School of Real Estate, LLC reserves the right to cancel or reschedule a course as needed. If Start School of Real Estate, LLC cancels a course, a full refund will be issued. If Start School of Real Estate, LLC reschedules a course before the start date, the student may elect to continue with the new schedule or request a full refund, which must be in writing. If a course is rescheduled during the duration of the class, the student may continue as scheduled or elect to withdraw from the course and re-enroll in another course at no additional charge. Unforeseen events such as weather, instructor illness, or facility issues may cause Start School of Real Estate, LLC to reschedule a future course or alter the schedule of a course in progress. Start School of Real Estate, LLC will make a reasonable effort to accommodate the students and complete the course however such completion may require changes in dates, location, or instructor and the student is expected to abide by school's attendance requirements.

Attendance:

It is strongly encouraged that students attend ALL scheduled classroom hours. In order to receive credit for completing an approved continuing education course, brokers shall abide by the:

Per NC Real Estate Commission Rule for Attendance to a Continuing Education Course **(21 NCAC 58A .1705 Attendance and Participation Requirements)**

- Broker Continuing Education students must attend at least 90 percent of the scheduled instructional hours for the course.
- Broker Continuing Education students must provide his or her legal name and license number to Superior School at the time of registration.
- Broker Continuing Education students must present his or her North Carolina Real Estate Commission issued pocket card and photo identification at course check-in time.
- Broker Continuing Education students must perform all work required to complete the continuing education course.
- Broker Continuing Education students may, with the instructor's permission, permit a 10 percent absence (20 minutes total) during the continuing education course. However, the Broker Continuing Education students may NOT skip the last 10 percent of the course. Excused absence can only be granted by the continuing education instructor, which decision is exclusive to the continuing education instructor and the instructor's decision is final without appeal.

In a Virtual class, it is the responsibility of the student to ensure they have reliable internet access for the duration of the course. **Any time spent logged out of the course will count against student attendance.** Total time will be calculated from reports pulled when the course is concluded. It is the student's responsibility to track their time logged into the course. The school will not provide an update on attendance until the course is completed.

NOTE:

Instructors for in-person courses will take attendance for every course session. Instructors are responsible for monitoring attendance, including late arrivals and early departures. All time missed will be counted towards the total allowable absent time for each course.

Sick Policy: If you have symptoms at the start time of any continuing education course or in the previous 24 hours including but not limited to cough, fever, nausea, Flu-like symptoms, etc. we ask that you remove yourself from live, in-person classes. If you are showing symptoms during a Live

Class, an instructor or staff member may ask you to leave class. You will be welcome to return when you are no longer showing symptoms

Withdrawal/Transfer once Continuing Education (CE) course has begun:

Students will not receive a refund for a withdrawal from the course once the course has begun. Students may transfer to a future START School of Real Estate course with written notice received by the school director at least 24 hours in advance of the course start date at no charge.

LOCATIONS & FACILITIES

Administrative Office: 202 S. Fifth Street, Mebane, NC 27302

Staff@STARTSchoolNC.com

For Technical Support, call **888-216-6036**

School Licensure & Approval:

Start School of Real Estate, LLC is licensed by the North Carolina Real Estate Commission. Any complaints concerning the school, or its instructors should be directed in writing to:

North Carolina Real Estate Commission (www.NCREC.gov)
ATTN: Education & Licensing Division
1313 Navaho Drive, Raleigh, NC 27609
(Or)
P.O. Box 1700 Raleigh, NC 27619

CERTIFICATION

This agreement is between Start School of Real Estate, LLC of Real Estate Ed., LLC (herein after "SCHOOL") and the customer or student (hereinafter "STUDENT"). **The physical or digital acceptance (below) of STUDENT constitutes the complete agreement & adherence to the policies and procedures, as described herein, between the Student and Start School of Real Estate.**

1. SCHOOL agrees to provide STUDENT the purchased course(s) indicated below in accordance with the requirements prescribed by the North Carolina Real Estate Commission.

Postlicensing Education Courses (30 classroom hours each):

- #301 – Broker Relationships and Responsibilities (BRR)
- #302 – Contracts and Closing (C&C)
- #303 – NC Law, Rules & Legal Concepts (NCL)

Broker Continuing Education Courses

2. STUDENT agrees to pay tuition for the course(s) indicated above

3. Upon purchase of a course, STUDENT agrees to all policies and procedures outlined in this document

4. By their signatures, the official signing for SCHOOL certifies delivery of a copy of SCHOOL's Policy and Procedure Document to STUDENT and STUDENT acknowledges agreement to the policies and procedures within the document upon purchase of course or product.

5. Student agrees and acknowledges that unforeseen events such as weather, instructor illness, and technical or facility issues may cause SCHOOL to reschedule a future course, alter the schedule of a course in progress, or change the instructor for the course. SCHOOL will make a reasonable effort to accommodate STUDENT and complete the course. However, such completion may require changes in dates, location, or instructor. Such unforeseen changes do not entitle STUDENT to a refund.



Signature of Start School of Real Estate, LLC
Everett V. Knight, - Education Director

Student Agreement & Acceptance