



## Policies & Procedures

It is the mission of the Greater Lehigh Valley Real Estate Academy, herein after referred to as "GLVREA" to serve as the primary source for real estate education in the Greater Lehigh Valley by increasing awareness of the real estate industry and related topics and provide education through our pre-licensing, broker licensing, designation and certification programs, mandatory continuing education, professional development workshops and community information seminars.

### Contracts

The Real Estate Commission requires that each student sign a Student Enrollment Agreement for each course. The wording for these contracts is prescribed in the Rules and Regulations of the Commission.

When registering online or at the start of a class, each student is given a Student Enrollment Agreement to sign. Students should read the Agreement before signing. If given at the start of a class, the signed, original Agreement must be returned to a staff member of GLVREA.

### Student Information Disclosure

The underlying philosophy for all student information disclosure policies will be of a confidential nature of the relationship between the student and GLVREA.

Information about a student's grades or attendance will not be divulged without the written consent of the student.

Graded class projects will be distributed to a member's office in a sealed envelope, only after written approval by the student. Otherwise all projects will be available for pick up at the Association office.

To preserve the mutually beneficial relationship which GLVREA enjoys with members of the Greater Lehigh Valley REALTORS®, information indicating a student's enrollment, excluding grades and attendance, will be informally and confidentially shared with a member firm's owner/manager on request, the Human Relations Commission, reimbursing authorities, etc., providing such information is not used for any purpose detrimental to the student. The address and phone number of the student will not be disclosed.

## No Recruiting Policy

GLVREA enjoys a positive relationship and values referrals from all real estate firms throughout the Greater Lehigh Valley. We enjoy our success not only because of the teaching skills and expertise of our instructors, but because of their sensitivity and professionalism in dealing with the recruiting issue. As such, GLVREA does not permit the recruitment or solicitation of students enrolled in its course.

There will be no recruiting for employment opportunities for any real estate brokerage or appraisal firm allowed in any class offered by GLVREA. Any form of recruiting, whether oral or written, should be promptly reported to GLVREA's administrative personnel and the State Real Estate Commission by calling 800-822-2113.

This policy is not intended to restrict instructors from meeting with students after the course is over, upon student request. If an enrolled student asks an instructor for employment information before the course is over, we ask that the instructor schedule an appointment for a time following completion of the course.

This policy does, however, restrict instructors from promoting their firms or commenting on the practices of competitors while representing GLVREA. It prohibits instructors from approaching students enrolled in their courses with the intent to recruit for their firms.

Because of this policy, students should not expect advice, information or a referral concerning specific brokerage or appraisal companies from their instructors while enrolled at GLVREA.

The following guidelines define this policy further:

1. During class sessions, an instructor's clothing may not reflect a particular company or affiliation.
2. Instructors may write their office phone number on the board, if they want students to call with questions. Distribution of business cards is prohibited.
3. All handouts must be cleared with school personnel. **UNDER NO CIRCUMSTANCES** may handouts contain any logos or references to specific companies or franchises.
4. If an enrolled student asks his/her instructor for employment information, before the course is over, we ask that the appointment be made with another manager or sales associate of their respective company throughout the entire course period.

## **Payments/Refunds/Cancellation Policies**

Tuition must be paid in full on or before the first day of class.

Tuition refunds will not be given except under special or unusual circumstances. Requests must be in writing and must be approved by the GLVREA School Director and CEO.

In the event school must cancel a class before the completion of the course, student would be entitled to a full refund.

### **Cancellation Policy**

The attendance policy of GLVREA, as imposed by the Real Estate Commission (1-800-822-2113) requires attendance at least 80% of the class time (90% for continuing education courses). If a student misses more than the permitted time, they will not be issued a transcript. GLVREA retains all course and student records in conformance with the requirements set forth by the PA Real Estate Commission – continuing education records for 4 years and all other attendance and scholastic records for 10 years. All transcripts will be distributed at the end of a course or sent via email within 10 business days of the course completion date. A fee of \$15 will be charged to replace a student transcript. Other tuition, cancellation and refund policies are as follows:

- If a student withdraws from a course, or wants to discontinue attending, they must notify GLVREA.
- Students must cancel at least 2 days prior to the class to receive a full refund. Thereafter no refunds shall be processed unless approved by the GLVREA School Director and CEO.
- Tuition refunds for special or unusual circumstances, approved by the GLVREA School Director and CEO, shall be subject to a 25% cancellation fee.
- Transfer of fees from one course or class to another may be accommodated as class capacity allows.
- No refunds will be issued for failing a course.
- In the event of cancellation after the cancellation deadline, a credit for a future class of the same value will be issued.
- Students who attend some, but not all classes in an ongoing course will have the amount of their refund pro-rated based on the number of classes taken.
- Students who miss a class without any notification to the Greater Lehigh Valley Real Estate Academy will not receive a credit.
- All refunds will be made in accordance with the Payments/Refunds/Cancellation Policy outlined in the GLVREA Policies and Procedures Manual found on our website at [GLVREAcademy.com](http://GLVREAcademy.com).

- Professional Development Seminars, presented as a cost to GLVR yet free to GLVR association members, will be subject to a \$25.00 non-attendance fee or if you do not notify GLVR of your cancellation within 24 hours of the seminar.
- Non-members will be charged a \$25.00 non-refundable fee for all professional development seminars.

GLVREA does not refund for books or distance learning courses.

## Materials/Handouts

Required textbooks may be included in the price of the course or, if they are an optional purchase, may be purchased by students if student has placed a request for purchase of materials with GLVREA in advance of the class.

All school materials **must** be turned in to school personnel within one week of the last session if any have been loaned out.

If materials, supplies or photocopies are needed for class, instructors should request them **at least one week in advance**. Handouts should be submitted to school personnel prior to their use in class. Logos and affiliation references **must be removed** from all handouts.

## Attendance/Make-Up

The attendance policy of GLVREA, as imposed by the Real Estate Commission (1-800-822-2113) requires attendance at least 80% of the class time (90% for continuing education courses). If a student misses more than the permitted time, they will not be issued a transcript.

Students with attendance less than the mandated amount will be required to re-register, pay for, attend, and pass a future course, in order to receive credit.

## Inclement Weather Policy

It is the policy of GLVREA to remain open during most periods of inclement weather; however, where extraordinary circumstances warrant, due to weather or other unforeseen business interruption, the Director of Professional Development and the CEO reserve the right to close the facility. Should this occur, students may refer to Channel 69 WFMZ-TV News for closing information. The website for Channel 69 is [www.wfmz.com/stormclose](http://www.wfmz.com/stormclose). Every effort will be made to contact students direct via email to communicate any closures

## Child/Visitor Policy

It is the policy of GLVREA not to permit minor children or any other person not enrolled in the course in question to be present in the classroom or on the campus of The Greater Lehigh Valley Association of Realtors.

## Grading

To assure conformity in grade practices, the following guidelines apply:

Pre-License: 94 - 100 A

90 - 93 A-

84 - 89 B

80 - 83 B-

75 - 79 C

74 and below F

Broker Series: Pass / Fail with 75% Required for Passing

Standard examinations are prepared for pre-license courses by the instructor in accordance with state guidelines. Broker Series examinations are prepared by the instructor.

## Fundamentals and Practice Exams

Grades will not be revealed to anyone over the phone.

Students may come into the office to review their exams. They will be given their exam answer sheet, the answer key and a copy of the appropriate exam. Students may take notes, but all materials must be collected before student leaves the building.

If a student comes into the office to take an exam, the student should be given a copy of the exam and a blank answer sheet. The student may complete the exam at GLVREA. When student is finished, the instructor will correct the exam and mail a transcript to him/her.

Students who do not pass either the Fundamentals or Practice exams may retake the exam once before having to retake the course.

## Broker Exams

If the student receives a grade lower than 75%, he may complete the exam a maximum of one additional time. If failing both exams, the student will be required to retake, and pay for, the course.

A fee of \$50 per course exam will be due and payable prior to the examination.

## Facility Use

Priorities:

- Priority use of GLVREA is for regularly scheduled courses of GLVREA.

- Seminars offered by the GLVR will be second in priority.
- Other organizations, as well as Committees and Councils affiliated with the Greater Lehigh Valley REALTORS®, and firms affiliated with the real estate industry may use the training center at other times, Monday through Friday, from 8:30 a.m. to 5:00 p.m.

Appropriate Facility Uses:

- Educational Seminars
- Business Meetings
- Training Sessions
- Informational Presentations
- Social Events

Final approval for scheduling an event rests with the Association.