

STATEMENT OF POLICY

BACKGROUND

Blanchard & Calhoun Institute of Real Estate is approved by the Georgia Department of State, Division of Licensing for the purpose of offering the distance education courses developed by Cengage Learning-CompuTaught.

NOTICE TO STUDENT

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 Blanchard & Calhoun Institute of Real Estate. Blanchard & Calhoun Institute of Real Estate may be reached at 706-868-1000.

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 Blanchard & Calhoun Institute of Real Estate. *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 Blanchard & Calhoun Institute of Real Estate's office 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 Beth Browder by phone, FAX, or e-mail. The request must be received by Beth Browder 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 Beth Browder to initiate a refund. *Please note: Tech Support can not issue a refund to you under any circumstances.*

TECHNICAL SUPPORT

For technical assistance, please call Technical Support at 1-800-743-8703 or email them at techsupport@mycoursepage.com. Technical Support is available Monday – Friday from 9:00am to 11:00pm EST and on weekends from 12:00 – 4:00pm EST. (Holidays are an exception to this schedule. On holidays, the Technical Support hours may change.)

The best and quickest way to address tech support issues is to go to 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 350 MHz processor with 64 MB RAM)
- SVGA (800x600) video card, driver, and monitor
- Microsoft Windows 98/ME/2000*/XP*
- Adobe Acrobat Reader 5.0 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) (Cengage Learning-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 Blanchard & Calhoun Institute of Real Estate 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 Blanchard & Calhoun Institute of Real Estate 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).

HOURS OF OPERATION

- Monday – Friday 9AM – 5:30PM

HOLIDAYS

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

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

Blanchard & Calhoun Institute of Real Estate 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.