

BEN FARMER SCHOOL OF REAL ESTATE

STATEMENT OF POLICY

Ben Farmer School of Real Estate is a subsidiary of Ben Farmer Realty, Inc. and is approved by the Georgia Real Estate Commission. The School's approval renews on December 31, 2011.

NOTICE TO STUDENTS

All questions pertaining to registration, school policy, course content, explanation of state licensing law, final exams (if applicable) and completion certificates should be addressed to the School Administrator, which may be reached at 912-692-1085.

CANCELLATION POLICY

You have the right to cancel your registration for any reason up to seven (7) calendar days from the date of purchase. Requests for cancellation must be made by email to Ben Farmer School of Real Estate. The request must be received by the school before close of business of the seventh calendar day from the date of purchase.

A cancellation fee (15%) will be charged to the student to cancel a registration and will be deducted from the total amount paid by the student. Costs associated with shipping and/or CD-ROMs are non-refundable.

COURSE REQUIREMENTS

Please refer to the directions on your course home page for specific instructions regarding the completion of your course and the "Introduction" lesson at the beginning of each course. To complete the course you must successfully complete the following requirements:

- Complete ALL instructional lessons by answering each question correctly at least twice. The questions are timed and need to be answered within the prescribed time for credit.
- Electronically sign and date the "Student Affidavit" 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 affidavit must be completed before you can receive credit for a distance-learning course. You may access the Student Affidavit only after all lessons are complete. Click on the "Submit Documentation" button under the Course Certification Instruction tab to obtain a copy of the Student affidavit.
 - CD-ROM Students: You MUST upload your course work upon completion of all course lessons (directions are available on your course home page). If you do not have the ability to establish an internet connection then you must save your course work to a diskette and return that diskette to your school so that the school administrator can check it for course completion. Please note: It is highly recommended that you upload your course work every time you exit the course as this will save any work that may be lost if you experience any computer problems.
- Complete the course evaluation.
- Finally, schedule a date/time with the School Administrator to take the final exam. (pre-license & post license only).

NON-DISCRIMINATION

The school will not discriminate on the basis of race, color, sex, religion, national origin, familial, or handicap status in the establishment of fees, entrance qualifications or standards for successful completion of any course.

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FINAL EXAM & RE-TEST POLICY (Pre-license & Post only):

The student must contact the school to schedule an appointment to take their final exam. Exams are given at Ben Farmer Realty (5801 Abercorn Street, Savannah, GA 31405) Monday thru Friday between 10 a.m. – 4 p.m. Please allow yourself an ample amount of time to finish the exam (recommended: pre-license 3.5 hrs; post 1-2 hrs).

Students who fail to pass the final exam with a minimum passing score of seventy-five (75) percent will be allowed one opportunity for a retake exam. This retake is available at no additional charge to the student. Retakes may be scheduled no sooner than the next day and must be taken within one week after the original final exam, no exceptions. Should the student fail both exams, he/she must re-register for the course and repeat the entire process.

CERTIFICATION

No certificates will be issued unless the student's situation requires one. The student's successful completion of the course will be electronically reported to the following:

- Post License & Continuing Education – Georgia Real Estate Commission.
- Salesperson & Broker Pre-License – Applied Measurement Professionals, Inc (AMP).

COURSE EXPIRATION AND REVIEW

All course lessons must be completed within 180 days from the date of enrollment. Access to the 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.

COURSE EXTENSION POLICY

If a student cannot complete the course within the 180 days, then a two-month (60 days) extension may be purchased for \$50. The extension period begins from the date of the original course expiration. It is highly recommended that you purchase the extension immediately after the course has expired or close to in order to be able to have access to the full 60 days.

STUDENT BEHAVIOR/DISCIPLINARY POLICY

When taking our educational courses, you are expected to comply with all policies as stated within this statement. 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.

CRIMINAL HISTORY

If you have ever been convicted of a crime (exclusive of minor traffic citations), been sanctioned by any state licensing authority, received a DUI or are delinquent on any child support payments, please ask the School Administrator for a form to initiate a preliminary investigation of prior criminal convictions or sanctions. Failure to do so may prolong your application process for a real estate license.

INSTRUCTOR SUPPORT

If you should have any questions related to the course material, you may call or email the school to speak with a certified instructor. For any technical problems please contact technical support using the information below.

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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. Holiday 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). 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)
- Working Sound Card
- Speakers or Headphones

CD-ROM Version Only:

- CD-ROM drive
- 5 MB available hard drive space to install program and at least 7 MB available hard drive space per hour of course work. For example: if you have purchased a 3 hour course and a 6 hour course, then you will need an average of 68 MB of available hard drive space (9 hours x 7 MB = 63 MB plus 5 MB to install).

*In order to install and use the CD-ROM courses on Windows 2000 or Windows XP, the User must belong to the Administrators or Power User Groups.