

# Weichert Real Estate School

1625 Route 10 East  
Morris Plains, NJ 07950  
Phone – 800-544-3000  
Fax – 973-630-9717

## **NOTICE TO STUDENTS**

Should there be questions or difficulty regarding the course content, our approved coordinator or instructor will be glad to assist, and can be reached at **800-544-3000**.

## **REGISTRATION CANCELLATION POLICY**

A student has the right to cancel (registration for any reason up to seven (7) calendar days from the date of purchase for a full refund. Requests for cancellation of a registration must be made by contacting Weichert Real Estate School by phone, FAX, or e-mail. The request must be received by Weichert Real Estate School before midnight of the seventh calendar day from the date of purchase. Students wishing to cancel registration after the 7<sup>th</sup> day from purchase date will incur a cancellation fee of 15% of the total purchase amount to be charged to the student. No registration will be cancelled after (14) calendar days from the date of purchase.

## **COURSE EXPIRATION AND REVIEW**

All course lessons on the computer must be completed within 180 days from the date of enrollment. Access to the computer lessons will expire at midnight on the 181st day after enrollment. Each student has 90 days to access and review the course content after they have completed the last lesson in a course.

## **COURSE EXTENSION POLICY**

If the student can not complete the course within the 180 days, they may purchase a 60 day extension from Weichert Real Estate School. The 60 day extension period begins from the date the course originally expires. A student may purchase up to three extensions per course. It is the student's responsibility to contact the school coordinator to find out about purchasing an extension. It is recommended that students purchase the extension immediately after the course has expired in order to be able to have the full 60 days of the extension.

## **REQUIREMENTS FOR COMPLETING THE COURSE**

Please refer to the directions on the 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 the Completion Certificate, students must successfully complete the following requirements:

- Complete ALL instructional lessons in the course by answering each question correctly at least twice. The questions are timed and need to be answered within the prescribed time for credit.
- Return a signed and dated Student Affidavit to Weichert Real Estate School when the course is complete. The Student Affidavit is a signed document from the student certifying that they have personally completed each assigned lesson of instruction. This student affidavit must be returned to the school before the student 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.)

## **CERTIFICATE OF COURSE COMPLETION**

Upon completion of course, students will receive a completion certificate from Weichert Real Estate School. In the event the certificate is lost, a duplicate may be obtained from the school office by request. An administrative fee of \$10 will be charged for the duplicate.

## **PROCESSING TIMES**

After completing all the lessons on the computer, please allow the following time for processing to receive the Course Completion Certificate:

**Receipt of course completion certificate by US Mail – 3 Business Days (estimated)**

### **Important Notes:**

- "Issuing" a Course Completion Certificate means that we will place the Certificate in the U.S. Mail.
- We must receive the signed "Student Affidavit" before we can issue a Course Completion Certificate. (Click on the "Course Info" link on the menu to the left for more information on the "Student Affidavit".)

### **Record Retention**

School records are maintained in our systems and are available for a period of at least five (5) years, and in some cases longer, dependent upon state law.

## **TECHNICAL SUPPORT**

For technical assistance, please call Technical Support at 1-800-743-8703. 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 call 1-800-743-8703. When calling Technical Support, please be prepared to explain your problem in detail and be located at your computer. In order to effectively troubleshoot your issue, our technicians begin the call by asking a series of questions regarding your operating environment. We will need to know what type of computer is being used, the operating system being used, 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, the student's computer must meet the following system requirements:

- Internet connection (minimum 56Kbps required, although we highly recommend a higher-speed connection such as DSL, cable, or T1)
- Laser or Ink-jet Printer (for course documentation, student affidavit, and completion certificates)

### **For Windows PC**

- Intel® Pentium® III 1GHz or faster processor, Intel® Pentium® 4 2GHz or faster
- Microsoft® Windows® XP, Windows® Vista®, or Windows® 7
- Minimum of 512MB of RAM (1GB recommended)

**For Mac OS**

- Intel Core™ Duo 1.83GHz or faster processor
- Mac OS X v10.5 or v10.6
- Minimum of 512MB of RAM (1GB recommended)

**FINANCIAL AID**

Financial aid is not available for online courses offered by Weichert Real Estate School.

**HOURS OF OPERATION**

Monday thru Friday, 9:00am to 5:00pm (EST)

HOLIDAYS (School closed for business)

Weichert Real Estate School will be closed for business on the following holidays:

- New Years Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day & following Friday
- Christmas Day

**STUDENT BEHAVIOR / DISCIPLINARY POLICIES**

When taking our educational courses, students are expected to comply with all policies as stated within this school catalog. Failure to adhere to these policies may invalidate student eligibility for course credit. (These situations will be reviewed on a case by case basis.)

**NON-DISCRIMINATION POLICY**

Weichert Real Estate School does 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 of any course.