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Policies & Procedure Disclosure

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Legal Name of Education Provider: Real Estate U Online LLC

Advertised Name of Education Provider: RealEstateU

Name of Education Director: Andrew Anic

Names of Full-Time Officials and Faculty: Andrew Anic, Ciprian Morariu

Education Provider Certification

RealEstateU is certified by the North Carolina Real Estate Commission. The Commission's address is 1313 Navaho Drive, Raleigh, NC 27609. Any complaints concerning the Education Provider or its affiliated instructors should be directed in writing to the Commission. A link to the Complaint Form is provided on the Commission's homepage (ncrec.gov).

Per *Commission Rule 58H .0204*, the Education Provider must provide each prospective student with a copy of the Education Provider's Policies & Procedures Disclosure (PPD) prior to payment of any non-refundable tuition or fee. The PPD, which is required by the NC Real Estate Commission, outlines Education Provider policies plus the rights and obligations of the Provider and the student. A signed certification that a student received a copy of the PPD must be retained by the Provider.

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

Course Offerings

RealEstateU conducts:

The *Broker Prelicensing Course* required to qualify to take the license examination to become licensed as a real estate provisional broker in North Carolina.

Broker Prelicensing Course

Purpose of the Course

Successful completion of the *Broker Prelicensing Course* is generally required to qualify for the North Carolina (NC) real estate license examination and to obtain a NC real estate broker license. The primary objectives of this course are (1) to provide students with the basic knowledge and skills necessary to act as licensed real estate brokers in North Carolina in a manner that protects and serves the public interest and (2) to prepare students for the NC real estate license examination. This course may only be offered by education providers certified by the NC Real Estate Commission. At RealEstateU, the *Broker Prelicensing Course* consists of a total of 75 instructional hours, including the end-of-course examination.

After passing the Prelicensing course, a student must submit a license application to the NC Real Estate Commission to be eligible to take the license examination. License application instructions are provided in the free publication *Real Estate Licensing in North Carolina* (RELINC) which is available on the Commission's website at www.ncrec.gov. The minimum age requirement to obtain a real estate license in North Carolina is 18.

Course Description

Major topics addressed in the *Broker Prelicensing Course* include basic real estate concepts and law, property taxation, land use controls, environmental hazards, brokerage relationships and practices, real estate contracts, real estate financing, closing a real estate sale transaction, real property valuation, property insurance basics, fair housing laws, landlord and tenant, property management, federal income taxation of real estate, basic construction, basic real estate investment, North Carolina Real Estate License Law and Commission Rules, and Trust Account Guidelines. *Real estate mathematics is an important component of this course and calculations will be required.*

End-of-Course Exam

The end-of-course exam will be administered online using the services of ProctorU. Instructions on how to schedule your final exam will be described in the Final Steps section of the course.

An end-of-course exam will not be administered to any student who does not satisfy the course attendance requirement.

Failed Exams

RealEstateU WILL allow a *Broker Prelicensing Course* student who takes but does not pass the initial end-of-course exam to retake the end-of-course exam as many times as needed until they pass; however, the end-of-course exam must be completed within 180 days of enrolling in the course.

Eligibility Requirements for Course Completion Certificate

To successfully complete the *Broker Prelicensing Course* and receive a course completion certificate, a student must:

- a) complete each lesson in the course.
- b) pass each chapter quiz in the course with a minimum score of 70%.
- c) pass the three mandatory practice exams with a minimum score of 85%
- d) pass the end-of-course exam with a minimum score of 80%.

All-Inclusive Tuition/Fees

The 75-hour RealEstateU online North Carolina Broker Pre-licensing course is offered for \$249.

At the end of the course is a proctored final exam. All final exams are proctored online using the services of ProctorU. ProctorU charges an online proctoring fee of \$15 per attempt, which is paid directly to ProctorU by the student. Any online proctoring fees are NOT included in the \$249 course tuition.

Annual Summary Report

During the July 2021 – June 2022 license year, RealEstateU had 3,009 students who initially enrolled in the Broker Prelicensing Course. Of that initial number, 566 of those students successfully passed the course, 326 of those students completed the course but did not pass the end-of-course exam, and 2,540 students did not complete the course.

License Examination Performance Report

During the July 2021 – June 2022 license year, RealEstateU had 237 students take the license examination for the first time within 30 days of the Broker Prelicensing Course completion date. 48 of those students passed, resulting in a 20.25% pass rate on the North Carolina license examination.

Course Completion Deadline

As per Commission Rule 58H.0207(a), students have 180 days from enrollment to complete the 75-hour RealEstateU online North Carolina Broker Pre-licensing course (including the end-of-course exam). There is no opportunity for any course extensions.

System Requirements

What Browsers to Use

This course is meant to be viewed using the most popular web browsers: Google Chrome, Safari, and FireFox/Mozilla.

Parts of this course may not display or function properly if viewed on other browsers.

We recommend using Google Chrome when taking the course.

The course is updated to work with the latest version of each browser. Please keep your web browser updated.

Operating System

Please ensure you keep your operating system up to date.

Processor

The system should be operational with most processors. We recommend using a 2.9 Ghz CPU or higher and 8 GB of RAM or higher.

Software

Please ensure you keep your computer software up to date.

Connectivity

Broadband (cable/DSL/T-1), Download speed 500K+

Display

1024 x 768 minimum

For Proctoring

Review the following requirements for your camera, operating system, upload/download speeds, RAM, ports, microphones and browsers. Also included is a list of technologies not currently supported by ProctorU.

TYPE

MINIMUM

RECOMMENDED

Internet
Connection

Wifi Connection

Wired Connection

| | | |
|--|---|---|
| PC Users | Windows 8 (Windows 10 S mode is not supported) | Windows 10 (10 S mode is not supported) |
| Mac Users | MacOS 10.13 (Oldest Still Maintained Version) | MacOS 10.15 |
| CPU | more than 2 core CPU less than 85% CPU Usage | more than 4 core CPU less than 50% CPU Usage |
| Webcam | 640x480 resolution | 1280x720 resolution |
| Internet Download Speed | 1 Mbps | 12 Mbps |
| Internet Upload Speed | 1 Mbps | 3 Mbps |
| RAM | 4 GB less than 95% Ram Usage | 16 GB less than 70% Usage |
| Connectivity Ports | 1935, 843, 80, 443, 61613, UDP/TCP | 1935, 843, 80, 443, 61613, UDP/TCP |
| Screen Resolution | 1366 x 768 | 1920 x 1080 and above |
| Chromebook Users (Only for Automated Proctoring. Is not Supported for Live Proctoring) | Chrome devices are running the latest version of Chrome OS. | Chrome devices are running the latest version of Chrome OS. |

Additional Requirements:

- A functioning microphone (some web cameras have them built-in)
- A compatible browser: Google Chrome (preferred) or Mozilla Firefox

Not Supported:

- Microsoft Edge browser
- Google Chromebooks (for Live Proctoring only)
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Smartphones
- Linux operating systems
- Windows 10 in S mode or Surface RT
- No running inside a virtual machine. You will be asked to reconnect using your host operating system to take your exam
- Inactive Version of Windows and Test Builds/Test Mode

About the Course

Course Structure

The course is divided into Chapters/Modules. The Chapters comprise of Lessons, which are individually timed and locked in a sequence so you CANNOT skip ahead in the course.

Timers

Each lesson has a countdown timer that must reach 0:00 before a **"Mark Complete Lesson"** button will be activated. The timer is located on the bottom left corner of each lesson page. Once the timer reaches 0:00 it will be replaced by the "Mark Lesson Complete" button. You MUST click on the "Mark Lesson Complete" button to unlock the next lesson in the course.

Completed Lessons

Completed lessons will automatically be marked with a green dot.

Course Menu

A. For those who use a desktop computer or laptop

To navigate the course and go back to any previous lessons, you can use the course menu displayed on the left side of the screen.

B. For those who use a mobile device (smartphone or tablet)

To navigate the course and go back to any previous lessons you can use the course menu which is located at the top left side on mobile devices (indicated with 3 horizontal lines). The timer and "Mark Lesson Complete" button will be available at the very bottom of the screen.

Audio Lessons

The course primarily consists of audio lessons, which are played on a video player. If the video player takes too long to load, please check your internet connection.

Transcripts

Below each audio lecture is a transcript. Please scroll down below the video player to see the transcripts.

Key Terms

Many lessons include 'Key Terms to Know', which are located below the video player. Please make sure you scroll down below the video player to see the key terms.

Chapter Quizzes

At the end of each chapter is a Chapter Quiz. You must complete the Chapter Quiz with a 70% passing grade in order to advance to the next Chapter.

End-of-Course Exam

The end-of-course exam is the last chapter in the course. You cannot reach the end-of-course exam until you 'Mark Complete' all the lessons in the course, including the Final Steps chapter.

Registration, Enrollment, and Conduct

Registration

To enroll in a course at RealEstateU, prospective students must visit the RealEstateU website at www.RealEstateU.com and complete the purchase using a credit card or PayPal account.

As part of the enrollment process, students will be required to create their RealEstateU account through the YesCourse learning management system.

Tuition and Fees

The 75-hour RealEstateU online North Carolina Broker Pre-licensing course is being offered for \$249.

RealEstateU accepts the following forms of payment: Credit Card or PayPal.

At the end of the course is a proctored final exam. All final exams are proctored online using the services of ProctorU. ProctorU charges an online proctoring fee of \$15 per attempt, which is paid directly to ProctorU by the student. Any online proctoring fees are NOT included in the \$249 course tuition.

Attendance

Students must complete each chapter and lesson in the course.

Students must also pass each chapter quiz in the course with a minimum grade of 70%.

Course Cancellation / Refunds

The 75-hour RealEstateU online North Carolina Broker Pre-licensing is eligible for a refund within 30 days of purchase, and only if the student has NOT completed more than 50% of the course. All refunds are subject to a \$20 Administrative Fee. Any refunds by RealEstateU can only be granted if the student purchased the course directly through the RealEstateU website.

Students looking to obtain a refund for courses purchased through Groupon and/or LivingSocial will have to contact Groupon and/or LivingSocial to obtain a refund in accordance with their refund policy.

Student Conduct

Students are expected to complete the course based on their own personal efforts, unassisted by any unauthorized individual or resource. Receiving any unauthorized assistance or tampering with course results will invalidate a student's course credit.

Cheating

If a student is discovered to be cheating in any manner during an examination, the student will be immediately dismissed, will receive a failing course grade, will not be eligible for any retake or makeup policies, and will be reported to the NC Real Estate Commission [per *Commission Rule 58H .0203(h)*].

Contact Information

If you have questions regarding the course material, please email the course instructor, Bill Orrell at: Bill.Orrell@realestateu.com

If you have questions regarding technical support, please email our support team at: support@realestateu.com

Your questions will be answered within 24 hours. Working hours are from 9am-5pm EST, Monday through Friday.

Please visit the FAQ page first and see if you can find the answers to your questions.

CERTIFICATION OF TRUTH AND ACCURACY

I certify that the information contained in this Policies & Procedures Disclosure is true and correct and that RealEstateU will abide by the policies herein.

A handwritten signature in black ink, appearing to read 'Andrew Anic', with a stylized flourish at the end.

Andrew Anic
Education Director