



## Policy & Procedures

### Policy Statement

Instructors have a responsibility to establish and maintain a civil, productive, inclusive, and stimulating learning environment. Both instructors and students have a fundamental obligation to respect the instructional setting as a place for civil, courteous discourse. Instructors have a responsibility to accommodate students with documented disabilities and are encouraged to invite students to talk or communicate with them about such circumstances.

### Instructor Responsibilities

Instructors are responsible for providing accurate and timely information about ERES courses to prospective students and current students.

1. The Elite Real Estate School dress code policy is designed to help us all provide a consistent professional appearance to our students and colleagues. Our appearance reflects on ourselves and the school. The goal is to be sure that we maintain a positive appearance and not to offend students or colleagues. Dress Code is Business Casual.
2. Instructors **MUST** use the official ERES course outline and materials and descriptions in a timely fashion. The instructor may **NOT** change the course requirements or materials. The course outline, materials, and descriptions must be consistent with the content of the actual course taught, though the content may vary somewhat with the individual instructor.
3. At the beginning of each course, instructors must communicate the course objectives. Class activities should be directed toward the fulfillment of these objectives and student performance should be evaluated.
4. At the beginning of the course, instructors must inform students of any requirements related to regular course attendance and participation.
5. At the beginning of the course, instructors must provide the syllabus.
6. At the beginning of the course the instructor will have the student fill in a registration form, sign in sheet, and use the Master Roll Sheet to collect the students' contact information. This information is the sole property of ERES and **MUST** be forward to ERES's Director of Operations after the first day of class.
7. **Monitoring of Students** Each student must have 100% attendance to all classes. Each student must sign in to each class on time in the morning and again in the afternoon session. Each virtual student must sign in to the zoom meeting and be visual throughout the entire class. If the class is larger than 40 students the school must have an additional person monitoring the class and an additional monitor for every 40 after. If the student does not have 100% attendance that student will be required to make up the time missing by attending another class in order for a certificate of completion to be issued.



7. Final Exams, instructors will proctor final ERES exams to students who are paid in full. The Director of Operations will inform you of the available students paid in full the night before the exams. All final exams will be graded by the instructor and all results will be sent to the Director of Operations and the instructor will let each student know whether they passed or failed.
8. ERES Transcript, the instructor will provide the student's final exams, (passed or failed) to the Director of Operations. The Director of Operations will send each student that passed their exams and are paid in full their transcript within 48 hours of completion of course. All transcript inquiries will be forward/passed onto the Director of Operations. Instructors are NOT allowed to give transcripts to students.
9. Instructors must return the master roll sheet, sign in sheets, and final exams to ERES within 24 hours after the last day of final examinations.
10. If instructors decide to open their own school they agree to a non-compete clause within 80 miles of the main location of Elite Real Estate School, 112 N Main Street Ste B Benton, AR 72015

### **Student Responsibilities**

#### **Attendance**

Full attendance for the designated clock hours set forth by the Arkansas Real Estate Commission is required to receive a certificate of completion. Absences may be made up the next time a course is offered, space permitting. Students who miss more than 15 minutes of a zoom/classroom hour will be required to make up the entire hour during another course. Hours may not be transferred from other schools or from online classes. Real Estate Education certificates will be awarded only to students that comply with Arkansas Real Estate Commission regulations requiring student attendance and participation.

#### **Classroom Amenities**

Use of mobile phones, pagers, and other electronic communication devices in the Zoom/classroom is prohibited during instruction. Meaningful participation is required of all students therefore non-course related materials such as newspapers, magazines, study materials for other courses are not allowed.

Use of tobacco products (including but not limited to smokeless tobacco, snuff, unlit cigars or cigarettes, and e-cigarettes), alcohol, recreational drugs, and other mind-altering substances is prohibited. All tobacco use is restricted to the parking area.

**\*FIREARMS, KNIVES, TASERS, AND OTHER WEAPONS ARE NOT ALLOWED ON SCHOOL PROPERTY.**

Certified Law Enforcement Officers may be exempt from this policy when conditions or circumstances merit an exception.

**\*ANYONE IN VIOLATION OF THESE POLICIES WILL BE REMOVED FROM THE PREMISES.**



### **Payments and Refunds**

Deposit for Zoom/classroom license courses is non-refundable. Course fees paid in full, less deposit, will be refunded if requested not less than 7 (seven) days before the class begins. Fees, including deposits paid for Zoom/classroom courses which are not completed, may be transferred to another Zoom/classroom course at Arkansas Real Estate School for up to one year without forfeit.

A refund is available for continuing education providing cancellation is made 7 days prior to the scheduled course. All refunds and transfers should be requested by communicating with the school administrator.

### **Returned checks**

Returned checks will be assessed a \$35 fee and must be picked up with cash.

### **Transfers**

Deposits are not refundable and are not transferable between students. You may, however, transfer your deposit to another Zoom/classroom course without forfeiting.

### **Maintain an Appropriate Learning Environment**

Instructors should take appropriate steps to have removed from class students who disrupt the educational process because of discourteous, threatening, harassing, or other aggressive behavior. "Appropriate step" Call the director immediately.

### **Maintain the Classroom Environment**

Instructors are expected to leave the classroom and its equipment in good order (e.g., white/blackboards clean, chairs and tables clean and arranged, all lights turned off and door locked.)

### **Reason for Policy**

This policy clarifies and outlines responsibilities, to provide clear expectations for the instructors of Elite Real Estate School.

### **Consent**

By accessing our Service and/or enrolling in our classes, you accept the aforementioned "Policy and Procedure".