

**University of Georgia
Georgia Center for Continuing Education
Online Real Estate Courses**

Student Policies Agreement

Background – The University of Georgia Center for Continuing Education is approved by the Georgia Real Estate Commission for the purpose of offering the distance education courses developed by The CE Shop.

University Contact Information – All questions pertaining to registration, refunds, school policy, course content, final exams (if applicable), and completion uploads should be addressed to **University of Georgia Center for Continuing Education** at (706) 542-3537; Fax: (706) 542-6596 or online at: questions@georgiacenter.uga.edu

Requirements for Enrollment:

- **Age Requirement** – Student must be at least 18 years of age.
- **General Education**- Student must be a high school graduate or the holder of a certificate of equivalency.

Requirement for Georgia Real Estate Licensure:

- **Background Check** – Prior to receiving a license, you must file for a Georgia Crime Investigation Center (GCIC) report or a certified criminal history report from your resident state. Should you have any concerns about a criminal history, it is recommended that you complete the [Background Clearance Application](#). NOTE: the background clearance can be no more than 60 days old upon taking the real estate exam.

Course Fee and Materials – All course fees must be **prepaid** before online access is released to the student. All course materials are provided online. Some courses contain handout materials, which can be accessed online (if applicable)

Course Expiration and Review – All course lessons must be completed within 180 days from the date of your enrollment. Access to the computer lessons will expire at midnight on the 180th day after enrollment. You will have an additional 90 days to access and review the course content after you have completed the last lesson in the 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 your student portal. The 60-day extension period begins from the date your course originally expires. The student may purchase up to three extensions per course. **In no case will a course be extended past 360 days.** It is the student's (your) responsibility to contact the University of Georgia Center for Continuing Education to inquire 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. The 60-day extension begins from the date of course expiration.

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Cancellation & Refund Policy – No cancellations or refunds will be issued for any course after seven days of purchase.

Computer System Requirements – In order to take this distance course, the student's computer must meet the following system requirements:

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

For Windows PC

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

For Mac OS

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

Technical Issues – The quickest way to address tech support issues is for the student to send an email to support@leaponline.com or by phone at 888-850-0751. The hours of operation are Monday-Friday 7am-9pm CT and Saturday-Sunday 9am-6pm CT. If the student calls Technical Support, please be prepared to explain the problem in detail and have access to your computer. In order to effectively troubleshoot the issue, technicians begin the call by asking the student a series of questions regarding the student's operating environment. Tech Support will need to know what type of computer is being used, the operating system the student is using, the version number of the software, etc. The student's call may be documented or monitored to help maintain quality of service standards. Outside of the seven-business day refund policy, the student may be eligible for a refund **only if Tech Support determines the problem is not correctable**. After a technician determines the technical problem is not correctable, then the student will be instructed to contact the University of Georgia Center for Continuing Education to initiate a refund. Please note: Tech Support cannot issue a refund to the student under any circumstances.

Proctored Exams Procedure

Online Proctoring

After you complete all the course materials, meet the minimum time requirement (if required by your state), and pass the practice exam(s), there's a final course exam. State regulation mandates that our final course exams are proctored by a credible third party to ensure the integrity of our students and our exams.

We have partnered with PSI to offer our students online proctoring, which means you are able to take your final course exam at your convenience from the comfort of your home while being monitored by a remote proctor through video and screen sharing capabilities.

Review the steps below to prepare for your online proctored final exam.

1. Complete & pass your course practice exam(s) (proctoring NOT required).
At the end of each course, we offer one or more practice exams. Our practice exams are meant to prepare you for the final course exam.
 - **You do NOT need a proctor for the practice exam(s).**

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- You are required to pass the practice exam(s) but have unlimited attempts to pass and can take them after passing them as well.
2. Confirm that you meet the minimum technical requirements.
 - Verify your system compatibility [here](#).
3. Schedule your proctored exam.
 - From your Course Home, select “Take me to my exam”. You will be redirected to our third-party vendor, PSI, to schedule your exam.
 - From the Proctor Prompt, select “schedule exam”.
 - You will be prompted to enter your username and password. This is the same as what you use to access your course (i.e., email and password). Note: your password must be six plus characters. If your password is less than six characters, please update your password from your My Account page.
 - From the PSI site, select “Schedule” and follow the prompts. Note:
 - Exams must be scheduled at least 24 hours in advance and are subject to availability.
 - Exam availability is within our customer support hours, Monday-Friday 7AM – 9PM CST and Saturday-Sunday 9AM – 6PM CST.
 - The proctoring fee for exams is \$25.00 each and must be paid when you schedule your exam.
4. Prepare for your final exam.

Because you must schedule your proctored final course exam a minimum 24 hours in advance, we recommend using this time to prepare for your exam. Review your course resources such as study sheets and your glossary. You may also want to take an additional practice exam or two.
5. Take your proctored final exam. Watch the video here. <https://psi.wistia.com/medias/5kidxdd0ry>
 - No earlier than 15 minutes prior to your appointment time, log into your course and select “Take me to my exam” from your Course Home.
 - Make sure you have the following:
 - Photo ID. Military IDs cannot be accepted.
 - Blank paper. You will be asked to show the blank paper to the proctor via your webcam. Following the completion of your exam, you will be required to rip up the paper.
 - Writing utensils.
 - Basic calculator. Your calculator cannot have letters, and you cannot use your phone or computer calculator.
 - Clean desk. You cannot have notes, papers, or anything else on your desk during the exam.
 - Empty, well-lit room. You must have a quiet space free of all other people.
 - Complete the check-in process. You will be prompted to:
 - Slowly move the webcam around the room to verify that you are alone and that your desk is clear of restricted items.
 - Show your photo ID. Hold it up to the webcam to verify your identity.
 - Capture a photo of yourself in frame to verify your identity.
 - Test your webcam and microphone to ensure they are working properly, and that screen sharing has been activated.
 - Download the secure browser: a small program file will download to your computer. Click the file to open it and select “Run” to install the program. If any pop-ups ask if you approve, click Yes or Okay.
 - A live proctor will connect with you via a chat box. You’ll read the rules and sign off on them.

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- The proctor will ask you to show your blank pieces of scratch paper. Hold them up to the webcam to verify that each page is blank.
 - When the check-in process is complete, the proctor will release you back into the course where you can launch your final exam.
 - You will take your exam in the proctor's presence.
 - When you finish the exam, click Submit. You will see your results immediately.
6. Review your exam results.
- After passing, you will be prompted to complete a survey and affidavit. You have completed your course and the proctor will end the session with you. We will issue you a Certificate of Completion by email.
 - If you do not pass on the first attempt, see your Course Home for options, including retake availability where applicable.
 - After completing the process, select "End Proctoring Session" and follow the prompts.

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 credit, you must successfully complete the following requirements:**

- Complete all instructional lessons in the course by answering the questions correctly at least twice
- If you are taking a course that requires a proctored exam, you must pass the test with a grade of 72% or higher. You will only be allowed two attempts.
- Signed and dated **Student Affidavit** upon completion. The Student Affidavit is a signed document from the student certifying the student has personally completed each assigned lesson of instruction. This student affidavit **must be completed before any student can receive credit from the Georgia Real Estate Commission (GREC).** (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.)

Course Credit Reporting – Upon successfully completing the requirements of the course, the student's completion will be uploaded to the Georgia Real Estate Commission, and Continuing Education credits will be awarded.

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