



EDUCATION POLICIES AND PROCEDURES

By registering for any CAR Education program, you are indicating that you understand/agree to the following policies:

ATTENDANCE: Attendance is closely monitored in all CAR Education programs and 100% attendance is required. It is up to the student to contact the Member Services Department if a conflict or emergency arises to make transfer/make-up arrangements for a future program. A transfer fee will apply (see below).

NOTE: The P&P attendance policy is explained in more detail on that page of our website.

EXAMS: In many cases, the programs we offer have exams associated with them. Minimum passing grades vary for each:

Principles & Practice – 70% GRI (each exam/Series) – 70% ABR/SRES/GREEN courses – 80% Appraisal-I – 70%

Students are not eligible to sit for an exam until any missed time is made up. If any portion of a program is missed, the student is responsible for arranging with a staff person in the Member Services Department to make up the time and take the exam within one year. Final grades (and other applicable paperwork) will be sent out via regular mail within three weeks of course completion. **Grades WILL NOT be given over the phone.**

For anyone who may not pass an exam the first time, a re-take option is available. Exams must be re-taken within one year at the CAR office. There is a \$20 re-take fee per attempted exam and arrangements must be made in advance with the Member Services Department. If an exam is not passed within one year, the student will have to re-take the course. Posted fees on the current schedule would apply.

CANCELLATIONS/TRANSFERS: For record keeping purposes, your request for cancellation must be made in writing to the Member Services Department. A simple e-mail or fax is sufficient.

Please note: Having someone else take your place qualifies as a cancellation/transfer and the same fees apply. It is a student's responsibility to contact CAR's Member Services Department to ensure proper record keeping.

Cancellation up to 14 Days Prior	Cancellation within 14 Days of Start Date
<i>Full refund less applicable cancellation fee.</i>	<i>No refunds. Course value less applicable fees can be transferred to a future course. Credit is valid for 3 years.</i>
Cancellation fees: \$20	Cancellation/Transfer fees: \$40

If CAR cancels a course, your payment will be refunded in full or you can transfer to a future program and no fee will be incurred.

CE CERTIFICATE ISSUE: As of September 12, 2009 the REC no longer requires CE certificates to be issued. Your CE course information will be uploaded to a centralized data storage record and tracking system. Each request for issuance of a CE course certificate will be subject to a fee:

CE Certificate Issue (10 Business Days)	Certificate Re-Issue (10 Business Days)	Expedited Certificate Re-Issue (5 Business Days)	(1) Electronic Transmission (to the Real Estate Commission)
\$10 fee	\$25 fee	\$50 fee	\$75

INCLEMENT WEATHER/CANCELLATION: If we are experiencing inclement weather, call the CAR office at (800) 335-4862 AFTER 6:30 a.m. the morning of class. Our voice mail system recording will have instructions, if any. If class has not been cancelled, drive with caution and allow yourself plenty of time to reach your destination. Attendance policies still apply in inclement weather. Course enrollment fees will not be refunded unless CAR has cancelled a course.

REGISTRATION: Registration for courses requires pre-payment according to the posted schedule on the registration form. Confirmation letters and directions will be e-mailed approximately one week prior to the start of class. By mail, you can register with check or credit card. Fax registrations can only be accepted with credit card payment. Secure, online registration through our website is also available. Your payment must clear before the day of class so please keep that in mind if you plan to pay by company/personal check. Telephone registrations cannot be accepted.

We recommend that you refer to the GRI FAQ's available on our website for additional important information pertaining specifically to the GRI Designation Program.

CONTACT THE CAR OFFICE WITH ANY QUESTIONS

PHONE 1-800-335-4862 ♦ FAX (860) 290-6615

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