



**Raleigh Regional Association of REALTORS®**

**111 Realtors Way**

**Cary, NC 27513**

**919.654.5400**

**RRAR.com**

**Policies & Procedure Disclosure**

**Date of Publication: September 1, 2022**

**Legal Name of Education Provider: Raleigh Regional Association of REALTORS® Inc.**

**Sponsorship Number: 4210**

**Professional Development Director: Mary Rachel Bowling**

**Education Provider Certification**

Raleigh Regional Association of REALTORS® 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](http://ncrec.gov)).

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

### **Course Offerings**

Raleigh Regional Association of REALTORS® conducts the annual Continuing Education courses needed to maintain a real estate license on active status.

Raleigh Regional Association of REALTORS® is approved to offer both in-person and synchronous online real estate continuing education courses. A complete schedule is available through our website at [www.RRAR.com](http://www.RRAR.com).

### **Broker Continuing Education Courses**

#### **Purpose of the Continuing Education Program**

The primary objective of the mandatory Continuing Education Program is to help assure that licensees possess the knowledge, skills, and competency necessary to function in the real estate business in a manner that protects and serves real estate consumers and the public interest.

Per G.S.93A-38.5, Brokers must complete eight (8) credit hours of instruction annually in subjects approved by the Commission in order to retain eligibility to actively engage in real estate brokerage. Per Commission Rule 58A .1702, the eight hours must be comprised of an update course and four credit hours of elective courses.

#### **Course Description(s)**

Please see [RRAR.com](http://RRAR.com) for currently offered Update and Elective course descriptions.

#### **Course Materials**

Raleigh Regional Association of REALTORS® will provide each student with a copy of course materials. Student materials are distributed at the beginning of the course at check-in for in person courses. Student materials and a link to join the ZOOM meeting are emailed for synchronous courses via ZOOM.

#### **Technology Requirements for Synchronous Course**

- Desktop computer/laptop (PC or Apple). Only tablets with the same functionality as a computer or laptop can be used. Cellphones can be used but are NOT recommended.
- Webcam and keyboard
- Headset with microphone or speakers and a microphone
- A strong, consistent internet connection to stream audio and video in both directions

- Ability to see the full screen and access a keyboard at the same time
- Use of microphone and camera settings allowed for the duration of the course
- Preferred browsers – Google Chrome or Mozilla Firefox (Internet Explorer might work but may perform slowly)

*PLEASE NOTE: NEITHER THE INSTRUCTOR NOR RRAR STAFF IS RESPONSIBLE FOR INTERNET SPEEDS, BANDWIDTH ISSUES, OR PERSONAL COMPUTER ISSUES. CONTACT YOUR INTERNET PROVIDER OR COMPUTER TECH SUPPORT IF YOU HAVE QUESTIONS OR CONCERNS ABOUT YOUR INTERNET OR COMPUTER HARDWARE CAPABILITIES.*

### **Eligibility Requirements for Course Completion Certificate**

Per Commission Rule 58A .1705(a):

In order to receive credit for completing an approved continuing education course, a broker shall:

- (1) attend at least 90 percent of the scheduled instructional hours for the course;
- (2) provide his or her legal name and license number to the education provider;
- (3) present his or her pocket card or photo identification card, if necessary; and
- (4) personally perform all work required to complete the course.

### **Monitoring Synchronous Courses**

There will be a monitor in attendance in each class responsible for verifying students' attendance and participation, assisting students with technical issues, and assisting the instructor as needed. All class monitors are co-hosts in Zoom and can serve as a host if the instructor experiences any technical issues.

Monitors communicate with students via Zoom chat, via email, or as needed using Zoom audio. Students are required to have their camera on at all times unless they are on break given by the instructor. If a student does not have their camera on during class instruction, the monitor will ask them to turn their camera back on. Cameras off during instruction time will result in missed class time. Monitors keep track of students' missed time and make sure they are actively engaging and participating in class. Zoom software is also used to monitor attendance.

### **Tuition**

\$60 for Raleigh Regional Association of REALTORS® Members; \$65 for Non-Members

### **Registration**

To enroll in a course, prospective students can register at RRAR.com or call 919.645.5400. For synchronous courses via ZOOM, each registered broker must have access to a computer equipped with a camera and microphone and a stable internet connection.

### **Tuition and Fees**

Raleigh Regional Association of REALTORS® accepts the following forms of payment: Check, Credit Card, and Cash.

Tuition must be received by the date of the course start.

The penalty for a check returned for insufficient funds is: \$25.

Please note: Course completion certificates will not be issued, and classes will not be reported to the North Carolina Real Estate Commission in the event of insufficient funds for any outstanding checks/fees until payment has been received.

### **Attendance**

Students in an in-person or synchronous distance learning must attend a minimum of 90% of all scheduled instructional hours.

Early departures from CE courses delivered in-person or via synchronous distance learning are prohibited by Rule 58A .1705.

Attendance will be closely monitored, including late arrivals and early departures from class sessions, and from all scheduled breaks, during in-person and synchronous distance learning courses. All time missed will be recorded for each student.

Students will not be admitted into a continuing education course if they arrive 24 minutes after the course begins. They will be given the option to refund or reschedule to another course.

For synchronous courses via ZOOM, all attendance requirements are still in place and will be monitored using the ZOOM software. We recommend students download ZOOM and use a computer to access the course. Please sign on to the ZOOM course 15 minutes prior to the start time of class to ensure everything is in proper order. You will need to be logged into the session for us to know that you are present. It is the responsibility of the student to ensure they have reliable internet access for the duration of the course. Any time spent logged out of the course will count against your attendance. Total time will be calculated from reports pulled when the course is concluded. It is the student's responsibility to track their time logged into the course. The school will not provide an update on attendance.

### **Course Cancellation or Rescheduling / Refunds**

Raleigh Regional Association of REALTORS® reserves the right to cancel or reschedule a course as needed.

If a course is canceled or rescheduled, students will be permitted to transfer their registration to a future class session or provided with a full refund.

### **Withdrawals and Transfers / Refunds**

A student may withdraw from a course by giving notice to the Education Provider prior to the start of the course. In such event, the student may transfer their registration to a future class, or the registration fee may be refunded, as requested by the student.

A student who terminates enrollment in a course either with written notice or by no longer attending a course on or after 20 minutes into the course may transfer their registration to a future class.

### **Student Conduct**

Students are expected to direct their undivided attention to the instruction being provided and refrain from engaging in activities unrelated to the instruction which are distracting to other students or the instructor, or which otherwise disrupt the orderly conduct of a class. Students are expected to conduct themselves according to the rules of engagement established by the instructor at the beginning of the course.

Examples of Prohibited Conduct include but are not limited to: Sleeping; reading a newspaper or book; loudly rattling or shifting papers; performing office work; carrying on a conversation with another student; making or receiving a call on a cellular phone; receiving a page on a pager that makes a noise; sending text messages; or repeatedly interrupting and/or challenging the instructor in a manner that disrupts the teaching of the course. Certain behaviors could result in dismissal or ejection from the course. For synchronous courses, driving is prohibited. If you are driving, you will be removed from the course.

### **Non-Discrimination Statement**

To the same extent as stated in the National Association of Realtors® Code of Ethics, Raleigh Regional Association of REALTORS® does not and shall not discriminate on the basis of race, color, religion (creed), sex, handicap, familial status, national origin, sexual orientation, or gender identity and will not tolerate any attempts by any of its members, subscribers, students, or employees to discriminate on any of these bases.

### **Special Accommodations Request Procedure**

Raleigh Regional Association of REALTORS® complies with the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability as defined by the ADA is deprived of the opportunity to participate in a course.

Students requesting special accommodations should attempt to notify Raleigh Regional Association of REALTORS® prior to any course date to allow the staff to arrange for any needed accommodations. It is the student's responsibility to initiate this process by submitting to the Professional Development Director a written request for an accommodation. Raleigh Regional Association of REALTORS® will consider a student's accommodation request and, to the extent required by applicable law, will make any reasonable, necessary, and appropriate accommodation considering all relevant factors and circumstances.

### **Inclement Weather**

In the event of inclement weather or a local or national emergency, Raleigh Regional Association of REALTORS® will post such notice on RRAR.com and send email notifications to registered students if class has been canceled.

### **Course Schedules**

Course schedules are published separately from this Policies & Procedures Disclosure. Schedules are posted on [www.RRAR.com](http://www.RRAR.com) and are also available upon request.

### **Visitors, Guests and Minors**

Classroom courses at Raleigh Regional Association of REALTORS® are open to enrolled students only. Enrolled students may not bring visitors to the classroom without prior approval of the Education Director.

Raleigh Regional Association of REALTORS® does not allow guests or minors to attend classes or wait on the Institute's property while students are attending class. Raleigh Regional Association of REALTORS® is not responsible for the supervision, safety and/or security of any guests or minors while on the property. Any student who attempts to bring guests or minors into a class or leave them on our property will be denied entrance into class, and the student will be responsible for seeing that the guests or minors leave the premises. If the student does not comply with this policy, he or she will be denied admittance into class and required to depart the premises. The instructor has the authority to deny a student admittance to a class if the student is attempting to bring guests or minors into the classroom or leave them on our property while the student is attending class.

### **Soliciting**

Raleigh Regional Association of REALTORS® does not permit students, individual members, or the public to solicit students, instructors, or staff while on Raleigh Regional Association of REALTORS® property or in the virtual classroom unless they are approved sponsors/vendors with the Raleigh Regional Association of REALTORS®. Any student, Raleigh Regional Association of REALTORS® member, or member of the public found recruiting, soliciting, or performing “recruitment-like” activities is subject to dismissal from class without recourse and is subject to removal from Raleigh Regional Association of REALTORS® property or the virtual classroom.

### **Media Policy**

When enrolled in courses with Raleigh Regional Association of REALTORS® students may be photographed/videotaped during one or more classes. Students grant to the Raleigh Regional Association of REALTORS® permission to use their images and/or recordings for educational and promotional purposes, including use in Raleigh Regional Association of REALTORS® publications, websites, advertising, and marketing/communications materials.

Unless a student notifies the Raleigh Regional Association of REALTORS® in writing that he/she does not agree to these terms, the student hereby waives any right to inspect or approve the use of the images or recordings or of any written copy. Furthermore, the student hereby releases and forever discharges the Raleigh Regional Association of REALTORS®, its agents, officers, directors, employees, and affiliate companies from and against any claims, damages, or liability arising from or related to the use of the images, recordings, or materials. The student understands that they have no rights in, nor will they be paid for participation and/or use of, any of the images.

### **Certification of Truth and Accuracy**

I certify that the information contained in this Policies & Procedures Disclosure is true and correct and that Raleigh Regional Association of REALTORS® will abide by the policies herein.

Mary Rachel Bowling

Professional Development Director