

IMPORTANT - Please Read

Refund/Cancellation Policy

Online: All REBNY On-Line Distance Learning course(s) must be cancelled within 5 days of purchase. **REBNY Online and classroom courses are NON-TRANSFERABLE.** Classroom and online courses are different products. Time spent in each cannot be transferred from one to the other, or interchanged. All students should be advised that they are required to complete 100% of the REBNY online course solely online or 100% of the REBNY onsite course solely in the classroom; if a student chooses to cancel from one mode to another, they must start the course again from the beginning. A cancellation must be approved by the school Administrator or Director.

School Name

The Real Estate Board of New York (REBNY) is approved by the New York State Division of Licensing to offer a variety of education programs. REBNY is located at 570 Lexington Avenue, New York, NY 10022.

Our Website - <http://www.rebny.com>

Online Instructor Information

If you have online course content/text questions, contact Sam Irlander, NYS approved instructor, at sirlander@parkermadisonpartners.com; instructor will reply by e-mail within 48 hours (not including holidays).

Online Course Completion/Expiration Date

RECampus and The CE Shop courses must be completed within 12 months from the date of purchase. **No extensions will be granted** (for RECampus and The CE Shop). Any incomplete material after 12 months will be considered void and student will be subjected to full tuition in order to repurchase a new course. OnCourse Learning courses must be completed within 6 months from the date of purchase; extensions may be granted in increments of 60 days, maximum 3 extensions for a total of 180 days. An administrative fee of \$15 - \$70 per extension will be required. **OnCourse Learning course extensions must be done within 5 days of an expired course.**

Online Course Technical Support

For all technical issues with the course, (i.e. can't log-in, don't remember password) students can reach technical support staff at the numbers provided below, Monday through Friday between 9:00 AM and 8:00 PM EST.

- OnCourse Learning Technical Support: 1-800-743-8703
- RECampus Technical Support: 1-888-213-5124
- The CE Shop Technical Support: 1-888-827-0777

Course Requirements/Completion

Online Continuing Education

- Each lesson is an interactive tutorial that presents information and asks you questions about what you have read. The computer monitors your progress and provides feedback as needed to help you learn the material easily. All lessons are **TIMED** and the Department of State requires you put in the **FULL SEAT TIME** (i.e. if a lesson section is approved for 45 minutes seat time, you must spend *at least* 45 minutes in that section).
- Please remember that all courses must be completed within 12 months from the date of purchase (6 months for OnCourse Learning courses – see above under “*Online Course Completion/Expiration Date*” for *OnCourse Learning extension policy*).
- Upon completion of online courses, you must sign the Electronic Student Affidavit which states that you have personally completed each lesson of the course; this will automatically be emailed to REBNY. **IN ADDITION, YOU MUST ALSO COMPLETE THE ONLINE SURVEY**
- Once the course is completed and we are notified, certificate(s) will be sent via Email within 5-10 business days. *The student is responsible for the renewal of their license through the Department of State eAccessny system www.dos.ny.gov*; the school also informs the Department of State upon completion of a course.

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Note: In order to renew a NYS Real Estate License, a licensed agent must first complete 22.5 hours of continuing education (3 hours of the total 22.5 hours must include Fair Housing) and then, renew their license through the Department of State eAccess system.

Online Qualifying Courses (45 hour Broker, 75 hour Salesperson and 30 hour Remedial)

- Students who enroll in the 45 hour Broker, 75 hour Salesperson and 30 hour Remedial Course **must complete the course** within 12 months from date of purchase (6 months for OnCourse Learning 45 hour broker course - COURSES – see above under “*Online Course Completion/Expiration Date*” for *OnCourse Learning extension policy*).
- Any incomplete material after 12 months will be considered void and student will be subjected to full tuition in order to repurchase a new course.
- Each lesson is an interactive tutorial that presents information and asks you questions about what you have read. The computer monitors your progress and provides feedback as needed to help you learn the material easily. All lessons are **TIMED** and the Department of State requires you put in the **FULL SEAT TIME**; (i.e. if a lesson section is approved for 45 minutes seat time, you must spend *at least* 45 minutes in that section).

A qualifying course is not complete until a proctored exam has been administered by REBNY and a minimum grade of 70% has been achieved by the student. The Real Estate Board of New York is required to report successful course completions to the state of NY. Upon completion of the course, you must sign the Electronic Student Affidavit which states that you have personally completed each lesson of the course; this will automatically be emailed to REBNY. **IN ADDITION, YOU MUST ALSO COMPLETE THE ONLINE SURVEY.**

- **Qualifying Course Support:** For instructor support and guidance you can reach a licensed real estate instructor by e-mailing your question to: sirlander@parkermadisonpartners.com. The instructor will reply by e-mail within 48 hours (not including holidays). For all technical issues with the course, (i.e. can't log-in, don't remember password) students can reach RE Campus technical support staff at the number provided in the information above.
- **Supplemental Materials:** The Qualifying Courses are self-contained online courses. No textbook or other materials are necessary to complete these courses. However, textbooks may be purchased as supplementary resources through the online bookstore at www.rebny.com.

School Exam – Online

The online 45 hour Broker Qualifying Course and the 75 hour Salesperson Qualifying Course is completed by passing a 3-hour proctored exam at REBNY. The 30 hour Remedial Qualifying Course is completed by passing a 2 hour proctored exam at REBNY. Passing grade for each is 70%. Students have a total of two (2) separate attempts to pass the school's final exam; students who fail both the school exam and the make-up exam will be required to pay for and complete the entire course again should they wish to continue.

Scheduling Your Exam (for online qualifying courses only): Once the online course is completed, the student must contact REBNY to schedule the final examination (Completion of the course and exam must be within the 12-months completion requirement as outlined above). Students are required to bring a **picture ID** to the proctored exam site and sign in at the beginning and sign out at the end of the exam. Upon passing the school's final written examination, a certificate will be sent via mail within 5-10 business days.

Please contact REBNY at ADonovan@REBNY.com to schedule the qualifying course proctored exam. The Real Estate Board of New York offers the proctored final exam by appointment only at the following location:

The Real Estate Board of New
570 Lexington Avenue
(51st Street) – 2nd Floor
New York, NY 10022
Phone: 212-532-3100

New York State Department of State Exam

In addition to passing the school exam, a student must take and pass the NYS DOS exam in order to obtain a Real Estate Salesperson or Broker's license (NYS exam is not required for the remedial course – only the course exam is required). Registration for the NYS DOS exam must be done online through the Department of State eAccess system at www.dos.ny.gov.

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School Records

As required by NYS, REBNY will maintain for a period of 3 years a student completion record.

School Requirements

REBNY will not base course fees, entrance standards, or standards for successful completion of a course upon a student's race, age, color, sex, religion, national origin, sexual orientation, source of income, handicap, citizenship, occupation, marital status, partnership status, or familial status.

Mission Statement:

To develop and schedule an educational program that equips the student with the necessary knowledge and skills needed to professionally serve his/her client and/or customer as they together navigate the real estate transaction. The program strives to present timely and practical curriculums that fulfill and enhance what is required of the real estate professional by NYS License Law.

The student is responsible for completing his/her course and final exam.

By registering for this course, you are acknowledging that you have read and understand all course policies.

Thank you for your business. If there is anything we can do to make your course experience more enjoyable, please let us know.

We suggest that you print this page and keep it for future reference.