

Real Property Counselors, Inc.

School Policy Manual

**Approved by the Texas Real Estate Commission
School Code: 9811
This School Renews its Approval on 12/31/2012**

NOTICE!!!

This manual contains important information about the procedures for completing your course(s). Please read this manual carefully, to avoid any delay in obtaining your credit or license.

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Real Property Counselors, Inc.

STATEMENT OF POLICY

BACKGROUND

Real Property Counselors, Inc. is approved by the Texas Real Estate Commission for the purpose of offering education courses developed by the instructors of the company.

NOTICE TO STUDENT

All questions pertaining to registration, refunds, school policy, course content, explanation of state licensing law, final exams (if applicable), and completion certificates should be addressed to Real Property Counselors, Inc. Real Property Counselors, Inc. may be reached at 512-793-2570.

All course offerings are approved for clock-hours by the governing jurisdiction. The contact information for that state licensing department is found at the bottom of the state page.

Real Property Counselors, Inc. will provide to prospective and enrolled students the following information: name of approved school, course title, education objectives of the course, type of instruction and system requirements, the number of clock hours approved for the course, name of instructor and contact information for same, fees for the course and cancellation and tuition refund policy.

EQUIPMENT/SUPPLIES

All course materials are provided as part of the tuition unless specified as an additional book fee. Some classes require the use of a hand-held calculator, which students must provide.

ATTENDANCE

Classroom courses offered by Real Property Counselors, Inc require attendance for the entire time. Other courses are in distance education format and classroom attendance is not required. Students have 12 months from the date of registration to complete the program. Updates and changes to the courses will be provided to the student during this time. Extensions due to illness or undue hardship may be considered on a per case basis.

COMPLETION REQUIREMENTS

Students must, without exception, complete all requirements of the course work and the school must receive that information along with the required forms (Statement of Compliance and Evaluation) prior to the student receiving a certificate of completion for the course.

SCHOOL RECORDS

Real Property Counselors, Inc. shall maintain for a minimum of five years each student's record containing the following information: the student's name, address, date of enrollment and completion, clock hours completed and examination results, if exam is taken. Student records are available to student and governing jurisdictions upon request.

We collect information about you in several ways in order to meet our goal to provide you and our customers with the information and services that are most relevant to you. We automatically collect general usage information about all customers and visitors to determine the number and frequency of visitors to the site and its areas. This information includes the type of browser or search engine you are using, traffic patterns on the site, and site usage. We only use such information in the aggregate and

may provide this statistical information to our advertisers, partners, sponsors, affiliates and the general public. We may collect personal information about you in the following ways:

REGISTRATION

You may provide us with certain information such as your name, e-mail address, billing address and credit card number when you subscribe to our service or purchase a course. We may also request additional information from you in order to provide you with a more personalized experience when using the services. This information will be used internally by us to provide you with your requested services and to provide you the opportunity to receive information and notices about other services that we may provide. We will not provide this information to unauthorized third parties.

UPDATING YOUR PERSONAL INFORMATION

If you would like to update or correct your information, please call our office at 512-793-2570 or email info@rpceducation.com.

PRODUCT PURCHASES

You may provide us with the same types of personal information when you purchase a product or service on the site. Third party providers of products or services may use that information in accordance with their own business practices and this privacy policy does not cover the third party provider's use of your personal information. We may also collect information about your buying behavior when you purchase products or services on the site in order to provide you with notices of additional products or services that may be of interest to you.

QUESTIONNAIRES AND SURVEYS

You may provide us with information in questionnaires, interviews and surveys including but not limited to, your real estate sales experience, number of years in your career, marketing systems, listing systems, buyer systems, referral systems, office procedures, customer service, designated business planning. This information may be compiled in the aggregate and used to better our online process.

SERVICES PROVIDERS

In the process of taking and fulfilling your order, your personal information will be sent to through third party services in order to complete the purchase. The types of service providers being used include billing, web hosting, and shipping services.

CONTESTS AND SWEEPSTAKES

We may, on occasion, run contests and sweepstakes and other promotions on our site or through our subscribed services in which we request entrants to provide their name, address, e-mail address or phone number. In some cases, entrants may be required to answer survey questions about a range of topics. This information will be used to verify the entrant's identity and to communicate with entrants. We will not share any of the entrant's personal contact or identifying information with any unauthorized third party. The identity of any winners from our contests, sweepstakes and other promotions may be disclosed in accordance with the contest, sweepstakes or promotions' rules.

TESTIMONIALS

We post customer testimonials on our web site which may contain personally identifiable information such as the customer's name. We do obtain the customer's consent prior to posting the testimonial to post their name along with their testimonial.

CORRESPONDENCE

If you send us e-mails or letters, we may keep a record of that correspondence.

LEGAL DISCLAIMER

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Web site.

GRADING

If a final examination is required for the course you are taking, state law requires that you score 75% or better on the exam. If you fail the first exam, you may schedule a second exam no sooner than the next day.

CERTIFICATION

Upon completion of a course and passing your School final exam, the School will convey the student record of completion to the Texas Real Estate Commission no later than the 72 hours following the completion of the class.

REGISTRATION CANCELLATION POLICY – REFUNDS

Real Property Counselors, Inc.'s policy is that a student is entitled to a full tuition refund if the following condition has been met:

Within 3 days prior to the beginning of the student's registered class, a written notice is received requesting a refund.

The refund will not be paid until the written refund request has been received.

No refund request (partial or full) will be considered any later than 3 days prior to the beginning of the student's registered class.

STUDENT BEHAVIOR / DISCIPLINARY POLICIES

When taking our educational courses, you are expected to comply with all policies as stated within this school policy manual. If you fail to adhere to these policies, it may invalidate your eligibility for course credit.

(These situations will be handled on a case by case basis.)

NON DISCRIMINATION

Real Property Counselors, Inc. will not discriminate on the basis of race, color, sex, religion, national origin, handicap, or familial status in the establishment of fees, entrance qualifications or standards for successful completion in any course.

RECRUITING

No recruiting for employment opportunities for any real estate brokerage firm is allowed in this class or on the school premises. Report promptly any effort to recruit by anyone to Real Property Counselors, Inc.

Good luck with your course(s) as well as your career in real estate. Thank you for choosing Real Property Counselors Inc. for your real estate training needs!