

# Metro Brokers Academy of Real Estate

  

## School Policy Manual

Approved by the Georgia Real Estate Commission  
School Code: 1018  
This School Renews its Approval on 12/10/2011

### 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.

**metrobrowsers**  
com  
**ACADEMY**  
The School for Real Estate

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<http://metrobrowsers.com/academy>

# Metro Brokers Academy of Real Estate

## STATEMENT OF POLICY

### BACKGROUND

Metro Brokers Academy is approved by the Georgia Department of State, Division of Licensing for the purpose of offering the distance education courses developed by CompuTaught and Rockwell Institute.

### 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 Metro Brokers Academy. Metro Brokers Academy may be reached at 404.836.4040.

### COURSE EXPIRATION AND REVIEW

All course lessons on the computer must be completed within 180 days from the date of enrollment (unless individual state law specifies otherwise). You have 90 days to access and review the course content after you have completed the last lesson in a 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 an extension from Metro Brokers Academy (90 day extension for pre-license course; 60 day extension for Post-license and continuing education courses). The extension period begins from the date your course originally expires. It is your responsibility to contact your school coordinator to find out 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 total amount of time for the extension period.

### 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 online to the testing service no later than the day following the School examination. Students will be able to schedule a state examination within 48 hours after the online certification.

### \*REGISTRATION CANCELLATION POLICY – REFUNDS

Metro Brokers Academy's policy is that a student is entitled to a full tuition refund if ALL of the following conditions have been met:

1. Within 14 days of the student's registration date, a written notice is received requesting a refund; and
2. the student has not logged onto the online course

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

No refund request (partial or full) will be considered:

- after the student has logged onto the online course , or
- any later than 14 days after the student's registration date.

## **TECHNICAL SUPPORT**

For Rockwell pre-license course technical support, please call Rockwell Technical Support at 1-800-221-9347 option 5, or email them at [support@rockwellinstitute.com](mailto:support@rockwellinstitute.com) . Technical support is available free of charge from 8:00am to 6:00pm (Pacific) Monday through Friday.

For CompuTaught broker pre-license, post-license, or continuing education courses, please call Technical Support at 1-800-743-8703 or email them at [techsupport@mycoursepage.com](mailto:techsupport@mycoursepage.com). Technical Support is available Monday – Friday from 9:00am to 11:00pm EST and on weekends from 12:00 – 4:00pm EST. (Holidays are an exception to this schedule. On holidays, the Technical Support hours may change.)

If you call Technical Support, please be prepared to explain your problem in detail and have access to your computer. In order to effectively troubleshoot your issue, our technicians begin the call by asking you a series of questions regarding your operating environment. We will need to know what type of computer you are using, the operating system you are using, the version number of your software, etc. Your call may be documented or monitored to help us maintain quality of service standards.

## **SYSTEM REQUIREMENTS**

In order to take a distance education course, your computer must meet the following system requirements:

### **Rockwell Salespersons Pre-license Online Course**

- Microsoft Windows 98 or later, running:
  - Microsoft Internet Explorer 6.0 or later
  - Netscape Navigator 7.0 or later
  - Mozilla Firefox 1.5 or later
  - Opera 9.0 or later
- Mac OSX or later, running:
  - Safari 2.0 or later
  - Netscape Navigator 7.0 or later
  - Mozilla Firefox 1.5 or later

Your system must allow javascript and Adobe Flash Player to operate.

### **CompuTaught Brokers Pre-license, Post-license, and Continuing Education Courses**

- IBM PC Compatible Computer (minimum 350 MHz processor with 64 MB RAM)
- SVGA (800x600) video card, driver, and monitor
- Microsoft Windows 98/ME/2000\*/XP\*
- Adobe Acrobat Reader 5.0 or greater (free download available with course)
- Internet connection (minimum 56Kbps required, although we **highly recommend** a high speed connection such as DSL, cable or T1)
- Microsoft Internet Explorer version 5.5 or greater (free download available with course) (CompuTaught courses do not support any "Beta" versions of Internet Explorer)
- Printer (for course documentation and Student Affidavit)
- Flash Player plug-in (free download available with course)

### **CompuTaught CD-ROM Version Only:**

- CD-ROM drive (CD-ROM version only)
- 5 MB available hard drive space to install program and at least 7 MB available hard drive space per hour of course work (CD-ROM version only) For example: If you have purchased a 3 hour course and a 6 hour course, then you would need an average of 68 MB of available hard drive space (9 hours x 7 MB = 63MB plus 5MB to install)

\* In order to install and use the CD-ROM courses (if available) on Windows 2000 or Windows XP, the User must belong to the Administrators or Power User Groups

### **COURSE MATERIALS**

All supplemental course materials will be available in PDF format, both for the online courses and the CD-ROM courses. Students can view or printout these documents using Acrobat Reader 5.0 which is included on the CD-ROM and can be installed with no charge. Upon enrolling in the the Brokers Pre-license course, these items are available:

#### Brokers Prelicense

Candidate Handbook with an application for the state-licensing exam (accessible online or CD-ROM)

Georgia License Law and Rules and Regulations Manual (accessible online or CD-ROM)

### **REQUIREMENTS FOR COMPLETING THE COURSE**

To complete the course, you must successfully complete the following requirements:

- Successfully complete all exercises and quizzes.
- An online Student Affidavit and Course Evaluation must be completed before you can receive credit for a distance learning course. The Student Affidavit certifies that you have personally completed each assigned lesson of instruction. You will be prompted to complete these online forms after completing all exercises.
- Note: CompuTaught .CD-ROM Students **MUST** upload course work upon completion of all course lessons. (Directions on how to upload your course are available on your course home page). If you do not have the ability to establish an internet connection, you must save your course work to a diskette and return that diskette to Metro Brokers Academy so that the school administrator can check it for course completion. (Online courses will be automatically marked as complete when you finish the last lesson). **Please note:** It is highly recommended that you upload your course work every time you exit your course, as this will save any work that may be lost if you experience computer problems.

**Course Final Examination – *FOR SALESPERSONS PRELICENSE, BROKERS PRELICENSE AND SALES POSTLICENSE STUDENTS ONLY.*** Please call Metro Brokers Academy at 404.236.7052 to schedule your final exam.

**STUDENT BEHAVIOR / DISCIPLINARY POLICIES**

When taking our educational courses, you are expected to comply with all policies as stated within this school catalog. 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**

Metro Brokers Academy 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 Metro Brokers Academy Director at 404-236-7052 or the Georgia Real Estate Commission at (404) 656-3916. Commission Rule 520-2-.15.

Good luck with your distance learning course(s) as well as your career in real estate. Thank you for choosing Metro Brokers Academy of Real Estate for your real estate training needs!