



## EDUCATION POLICIES AND PROCEDURES

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

**REGISTRATION:** Registration for courses/classes requires pre-payment according to the posted schedule on the registration form. Payments must clear before the start of the course/class - please keep this in mind if you plan to pay by company/personal check. Only Mastercard and Visa credit card payments are accepted. Confirmation of registration and directions will be e-mailed approximately (1) week prior to the start of course/class. Telephone registrations cannot be accepted.

**REGISTRATION CANCELLATIONS:** FOR ALL CE CLASSES: There are no refunds, but if you have registered and need to cancel, please notify the board office (24) hours in advance and every effort will be made for placement in another class. For record keeping purposes, your request for cancellation must be made in writing. A simple e-mail is sufficient. If TCAR cancels a class, your payment will be refunded in full. FOR REAL ESTATE P&P COURSES: Any registration cancellations will be subjected to a (10%) processing fee and must be received prior to a student's start date. Refunds will not be issued after the student's assigned start date. For record keeping purposes, your request for cancellation must be made in writing. A simple e-mail is sufficient. If TCAR cancels a course, your payment will be refunded in full.

**ATTENDANCE:** Attendance is closely monitored in all TCAR Education programs and (100%) attendance is required. A sign-in/out sheet will be provided to record attendance. If a student does not sign-in/out of a class, credit will not be received for that class. Students cannot make business/personal phone calls during class hours. Late arrivals (which includes any arrival after (10) minutes from the start of class) will not be permitted to enter the class. **Refunds will not be issued to no-shows.** FOR ALL CE CLASSES: Early departure is not permitted. Students who are unable to remain for the duration of a scheduled class will not receive credit for attendance. FOR REAL ESTATE P&P COURSES: Students will only receive credit for the time they spend in class. Leaving early or going over the allotted breaktime will result in missed class time. Missed class time can be made up during TCAR's "Make Up Session", which is incorporated into the course schedule (3-hour limit). For missed class time that exceeds (3) hours, students can complete it in a subsequent course. Students who would like to complete their missed hours in a subsequent course will need to fill out a Repeat Student Registration Form (fee may apply).

**INCLEMENT WEATHER CANCELLATION/RESCHEDULING OF A CLASS:** If we are experiencing inclement weather, call the TCAR office at 860-646-2450 prior to arriving at the class location or visit our website at [www.Tri-CountyAlliance.com](http://www.Tri-CountyAlliance.com). 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. FOR REAL ESTATE P&P COURSES: The rescheduling of a class due to inclement weather is by the discretion of the instructor. The instructor will inform students of the rescheduled date by the next scheduled class.

**COURSE COMPLETION:** FOR ALL CE CLASSES: A completion notice will be issued via e-mail within (3) weeks of a completed class. Your CE course information will then be uploaded as required by the State of Connecticut. FOR REAL ESTATE P&P COURSES: A minimum of (60) hours classroom time is mandatory to take the final exam. The final exam will be given at the last scheduled class. A passing grade of (70%) or better on the final exam is needed for successful completion of the course and to qualify to sit for the State of Connecticut licensing exam. A completion notice with test results will be issued via mail within (7) days from the exam. No test results will be given over the phone.

**EXAM RETAKE:** FOR REAL ESTATE P&P COURSES: Students who receive a final exam score lower than (70%) are granted (3) attempts to retake the final exam within (1) year of the first completion notice. A retake fee is incurred for each attempt. Exam retakes are held during office hours, Monday-Friday from 9am-3pm.

**\*Please fill out this section before handing it in\***

I \_\_\_\_\_ acknowledge that I have read, understand, and will abide by the above-named policies, procedures, and instructions.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### CONTACT THE TCAR OFFICE WITH ANY QUESTIONS

PHONE: 860-646-2450

[WWW.TRI-COUNTYALLIANCE.COM](http://WWW.TRI-COUNTYALLIANCE.COM)

Marisol Dumeng, Association Executive - [Tri.County@sbcglobal.net](mailto:Tri.County@sbcglobal.net)

Adopted: August 2019