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Policies & Procedure Disclosure

Date of Publication: 05/27/2026

Legal Name of Education Provider: Skyline School, LLC

Name of Education Director: Dr. Michael Walker

Names of Full-Time Officials and Faculty:

Dr. Michael Walker

Audines Alberty, B.S.

Lori Haffner, B.A.

Education Provider Certification

[Skyline School](#) 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).

Per *Commission Rule 58H .0204*, the Education Provider must provide each prospective student with a copy of the Education Provider's Policies & Procedures Disclosure (PPD) prior to payment of any non-refundable tuition or fee. The PPD, which is required by the NC Real Estate Commission, outlines Education Provider policies plus the rights and obligations of the Provider and the student. A signed certification that a student received a copy of the PPD must be retained by the Provider.

[Skyline School](#) is certified by the North Carolina Licensing Board for General Contractors. The Board's address is 5400 Creedmoor Rd., Raleigh, NC 27612. Any complaints concerning the Education Provider or its affiliated instructors should be directed in writing to the Board. A link to the Complaint Form is provided on the Board's homepage (nclbhc.org).

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

Course Offerings

Skyline School conducts:

- the *Postlicensing Education Program* needed for a provisional broker to remove the provisional status of such license; and
- the annual *Continuing Education* courses needed to maintain a real estate license on active status; and
- the annual *Continuing Education* courses needed to maintain a general contractor qualifier license on active status.
- *Extra Education* courses for students to increase their knowledge and skills. These courses are not approved for credit by a licensing board.

Broker Postlicensing Education Courses

Purpose of the Postlicensing Program

The primary objective of *Postlicensing Education Program* is to provide instruction at a level beyond that provided in the *Broker Prelicensing Course* on topics deemed to be of special importance to licensees.

Per General Statute 93A-4(a1), provisional brokers must complete, within eighteen (18) months following initial licensure, a postlicensing education program consisting of ninety (90) hours of instruction in subjects determined by the Commission in order to retain eligibility to actively engage in real estate brokerage.

The Postlicensing program consists of three 30-hour courses prescribed by the NC Real Estate Commission that may be taken in any sequence. Be aware that a postlicensing course will expire two (2) years after its completion date. When a provisional broker has timely completed all three (3) courses, the provisional status of the broker's license will be automatically terminated by the NC Real Estate Commission.

Course Descriptions

Post 301 - Brokerage Relationships and Responsibilities

Topics addressed in this course include a review of agency relationships in real estate residential and commercial sales and commercial property management transactions, a real estate broker's legal duties to clients and customers, a step-by-step review and discussion of the functions and responsibilities of a real estate broker when working with sellers and buyers, a review of issues associated with transactions in progress when a broker leaves a firm, and a review of license status and education issues.

Post 302 - Contracts and Closing

Topics addressed in this course include selected basic contract law concepts, real estate sales contract preparation, sales contract procedures, buyer's due diligence, closing procedures, Real Estate Settlement Procedures Act, closing disclosure preparation, contracts for deed, options, and selected real estate license status and education issues.

Post 303 - NC Law, Rules, and Legal Concepts

Topics addressed in this course include general NC licensing requirements, brokerage compensation issues, the disciplinary process, specialized types of real estate, property management in NC, and miscellaneous laws and legal concepts.

Course Materials

Each student is required to use and have immediate access to the current editions of the *NC Real Estate Manual* and *North Carolina License Law and Commission Rules* booklet during each *Postlicensing* course session.

Skyline School DOES allow a student to use the online versions of the *NC Real Estate Manual* and *NC License Law & Commission Rules* booklet during classes.

End-of-Course Exams

The end-of-course exam will be administered online and virtually proctored for online courses or in person at a Skyline Learning Center for in person courses.

An end-of-course exam will not be administered to any student who does not satisfy the course attendance requirement.

In person exams: Students are not permitted to bring laptops, tablets, cell phones, or similar electronic devices (other than a basic calculator) into the testing site on the day of an in person exam. Any student who brings such a device into the testing site on the day of an exam will be required to remove it before the exam begins.

Online Exams: Students are not permitted to access other resources while testing. Virtual proctoring software will monitor all activity on the student's computer during testing. The student must have a webcam and microphone and both must remain on for the duration of the test. Full size computers or laptops running Mac OS or Windows are required for proctored exams. Proctored exams cannot be completed on mobile devices or ChromeBooks.

All online exams must be completed before the course expiration date. To ensure timely completion, students are strongly encouraged to finish all course content 2-4 weeks prior to the course expiration. This allows sufficient time to schedule a proctoring session, which may be fully booked up to two weeks in advance.

Missed Exams

Skyline School WILL allow a *Broker Postlicensing Course* student who does not take the initial end-of-course exam as scheduled to take a makeup exam one time within 10 days of the last scheduled day of the course at a time and date stated by the Education Provider. A proctoring fee of \$25 will apply for all makeup exams.

Failed Exams

Skyline School WILL allow a *Broker Postlicensing Course* student who takes but does not pass the initial end-of-course exam to retake the end-of-course; however, all retakes must be before the course expires. A proctoring fee of \$25 may apply.

Eligibility Requirements for Course Completion Certificate(s)

To successfully complete a *Broker Postlicensing Course* and receive a course completion certificate, a student must:

- a) meet the attendance requirements,
- b) timely submit completed in-class and take-home assignments, and
- c) pass the end-of-course exam with a minimum score of 75%.

Tuition/Fees

All course prices can be found on the course listing page at www.skylineschool.net.

This cost will not include the cost of the North Carolina Real Estate Manual, which is required for all post licensing courses.

Self Paced Course Expiration

All self paced post licensing courses will expire exactly 180 days from the **date** and **time** that the course was purchased.

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)

All course descriptions can be found on the course listing page at www.skylineschool.net.

Course Materials

[Skyline School](#) will provide each student with an electronic copy of course materials.

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.

Tuition

All course prices can found on the course listing page at www.skylineschool.net.

Self Paced Course Expiration

All self paced real estate continuing education courses will expire exactly 30 days from the **date** and **time** that the course was purchased or at 11:59PM EST on June 10, whichever is sooner.

General Contractor Continuing Education Courses

Note: These courses are regulated by the NC Licensing Board of General Contractors.

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 general contracting business in a manner that protects and serves general contracting consumers and the public interest.

Per G.S.87-10.2, brokers must complete eight (8) credit hours of instruction annually in subjects approved by the Board in order to retain eligibility to actively engage in general contracting.

- 8 hours of CE must be completed in order to renew a license by at least one qualifier for licensees in the license classifications of Building, Residential and Unclassified. For the Unclassified license, it shall be the qualifier who has passed the Building examination.

- The 8-hour course requirement includes a mandatory 2-hour course produced by the Board with information about changes in the laws and rules and other content applicable to general contracting.
- The remaining 6 hours will be elective courses produced by outside providers, submitted to and approved by the Board.

Course Materials

Skyline School will provide each student with an electronic copy of course materials.

Eligibility Requirements for Course Completion Certificate

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

- (1) not miss more than 10 minutes of the scheduled instructional hours for the course;
- (2) provide his or her legal name and qualifier ID number to the education provider;
- (3) present his or her qualifier ID card or photo identification card, if necessary; and
- (4) personally perform all work required to complete the course.

Self Paced Course Expiration

All self paced general contractor continuing education courses will expire exactly 90 days from the **date** and **time** that the course was purchased or at 11:59PM EST on November 30, whichever is sooner.

Registration, Enrollment, and Conduct for All Courses

Registration

To enroll in a course at Skyline School, prospective students must register at www.skylineschool.net (main site) or a site directly linked to from our main site.

Technical System Requirements

The courses are delivered through a secure and proprietary Learning Management System (LMS). The LMS is accessible online through common internet browsers: Chrome, Firefox, Internet Explorer, and Safari. An internet connection is required (high speed is recommended, but not required).

The most up to date version of Google Chrome is the recommended browser to complete our Self Paced Courses.

For technological requirements for Live Online courses please refer to the Distance Learning Agreement available at www.skylineschool.net/zoom.

Courses may be completed on a mobile device, but proctored exams must be completed on a full size computer or laptop running the latest version of Mac OS or Windows.

Tuition and Fees

Skyline School accepts the following forms of payment through our website or emailed invoice: Credit/Debit Card, Paypal, Paypal Credit, or Shopfiy/Affirm Payments.

Full Tuition must be received at the time of enrollment.

Skyline School does **NOT** accept payments over the phone or via text.

Attendance

- **Continuing Education Courses: 90%** attendance policy requirement for Real Estate CE Courses and 92% attendance policy requirement for General Contractor CE Courses; **no course credit** awarded if **90%** (Real Estate) or **92%** (General Contractor) is not met, **even due to internet connectivity or power issues for Live Online Courses.**
 - This means you can only miss 24 minutes of a Real Estate CE course and still receive credit for it.
 - This means you can only miss 10 minutes of a General Contractor CE course and still receive credit for it.
- **Post-Licensing Courses: 90%** attendance policy requirement; **no course credit** awarded if **90%** is not met, **even due to internet connectivity or power issues for Live Online Courses.**
 - This means you can only miss 3 hours of the course and still receive credit for it.
- Attendance and attention will be **MONITORED** using ZOOM Software for Live Online Courses
 - Logging in to the meeting late, signing out early, or signing out at any time during the meeting, will result in you not being counted as “present” for the time that you are not signed in.
 - You **MUST** login in to ZOOM on your computer, tablet, or phone and be able to see and hear the presentation to get credit. You can call in for better audio, but calling in **WITHOUT ALSO** having the ZOOM meeting open on your computer, tablet, or phone will result in **NO CREDIT for the course.**
 - You **MUST** reply to any and all chat check in questions and quizzes/polls given during the session to receive credit for the time that has elapsed since the last check in question.
 - You **MUST** remain on camera for the duration of the class. (Effective: 7/1/26)
 - You **SHALL NOT** engage in distracting activities or operate a motor vehicle while on camera for the duration of the class. (Effective: 7/1/26)
- Breaks and Lunch Break
 - **Regular Breaks (10 minutes every hour) and Lunch Breaks:** Please **do not** disconnect from the webinar during regular breaks or lunch breaks. It is best to leave the webinar open during the break so that you do not have to restart the webinar after each break. If you do need to restart the webinar, find your confirmation email and click your unique link to restart the webinar.
- **Early departures** from CE courses are prohibited.

It is the responsibility of each student to adhere to course schedules and understand the attendance requirements for each course. Students are expected to **self-monitor** their attendance and punctuality in accordance with the stated policies to ensure they meet the minimum requirements for credit eligibility.

Attendance will be recorded and reviewed only **after** the completion of courses. Students who do not meet the attendance requirements, and therefore do not receive course credit, will be contacted via email after the review.

Should a student have concerns about their attendance record or credit eligibility, they are strongly encouraged to contact us for clarification.

Please note that failure to meet attendance requirements is not grounds for a refund.

Course Cancellation or Rescheduling

[Skyline School](#) reserves the right to cancel or reschedule a course as needed. Students enrolled in a rescheduled or cancelled course will be given as much notice as possible of the cancellation or revised course schedule.

If a course is cancelled or rescheduled, students will have the option to transfer to a later course free of charge or receive a full refund.

Withdrawals, Transfers, and Refunds

Skyline School of Real Estate aims to ensure student satisfaction and provides options for withdrawals, transfers, and refunds based on the type of course enrollment. Please review the following policies carefully, as they outline the procedures and criteria for each course type.

1. General Policies

- **Written Notice Requirement:**
 - All requests for withdrawals and/or refunds must be made by completing this electronic form:

<https://form.jotform.com/skylineschool/refund-request>.

- All requests for course transfers must be made in writing to info@skylineschool.net.
- **Non-Refundable Administrative Fee:**
A \$10 administrative fee will be deducted from any approved refunds to cover credit card processing fees.
- **Book Sales:**
All sales of digital and hardcopy books are final. These purchases are non-refundable under any circumstances after the purchase is complete.

2. Policies for Self-Paced Courses

2.1 Withdrawals and Refunds

- **Before Course Start/Completion:**
 - Students may withdraw from a self-paced course within 30 days of purchase, prior to the course expiration date, and only if the course is not more than 40% completed.
 - If these conditions are met, the student will receive a refund of the course fee minus the \$10 administrative fee.
- **After 40% Course Completion:**
 - Students who have completed more than 40% of the course are not eligible for a refund.
- **More than 30 Days After Purchase:**
 - Refund requests made more than 30 days after purchase will not be honored, regardless of course completion or progress.

2.2 Course Transfers

- **Before 40% Course Completion:**
 - Students may transfer to another self-paced course within 30 days of purchase, as long as the course is not more than 40% complete and has not expired. The transfer is free of charge.
- **After 40% Course Completion or Expiration:**
 - Transfers are not eligible for students who have completed more than 40% of the course or if the course has expired.
- **Upon Transfer:**
 - Once a transfer is made, the tuition and fees paid become non-refundable.

3. Policies for Live Online Courses

3.1 Withdrawals and Refunds

- **Before Course Start:**
 - Students may withdraw from a live online course prior to the course's start date with an option to transfer to another course free of charge or receive a refund, less the \$10 administrative fee.
- **Within 1 Hour of the Course Start Time:**
 - Students may request a refund within 1 hour of the course's commencement. The refund is subject to the \$10 administrative fee.
- **After 1 Hour of Course Start:**
 - No refunds will be issued after the first hour of the live online class.

3.2 Course Transfers

- **Before Course Start:**
 - Transfers are allowed prior to the start of the live online course free of charge. Once transferred, tuition and fees are non-refundable.
- **After Course Start:**
 - Students may request a transfer to another course for a fee of 50% of the originally paid tuition.
 - Following the transfer, the tuition and fees become non-refundable.
- **In Emergency Situations:**
 - At the sole discretion of the Education Director, a student may be transferred to a later course at no additional charge due to a documented emergency. Any tuition paid up to that point becomes non-refundable.
 - **Example:** If a student misses a class due to a documented emergency and receives approval for a transfer, the student cannot later request a refund on the previously paid tuition if they decide to withdraw from the new course.

4. Policies for Course Bundles

4.1 Refunds on Bundles (Live Online/Self-Paced/Combination)

- The savings from the original bundle offer will be removed, and current individual course prices will apply if a refund is granted.
- **Example:** If a live online post-licensing bundle is purchased for \$550 and the student wishes to withdraw from 2 out of 3 courses, the student will be refunded \$345 (\$550 - \$195 - \$10), where \$195 is the individual course price and \$10 is the administrative fee for all refunds to cover credit card processing fees.

Promotional Codes

Promotional codes **must be applied at checkout**. No refund for an unused promotional code will be given after checkout has been completed. To obtain your promotional code discount, you must enter the promotional code in the box under your total at checkout and click the "Apply Discount" button. The discount amount will then be subtracted from the total amount due. Promotional codes may not be eligible for use in conjunction with payment plans.

Student Conduct

Students are expected to conduct themselves in a professional manner. Dismissal without recourse will be imposed for behavior that, in the sole judgment of instructor or staff, reflects negatively on Skyline School or distracts from the learning environment in any way. Examples of unacceptable conduct include, but are not limited to:

- Sleeping
- Talking out of turn
- Surfing the internet
- Texting
- Making or accepting phone calls
- Working on activities not connected to the course
- Operating a motor vehicle

Cheating

If a student is discovered to be cheating in any manner during an examination, the student will be immediately dismissed, will receive a failing course grade, will not be eligible for any retake or makeup policies, and will be reported to the NC Real Estate Commission [per *Commission Rule 58H .0203(h)*].

Special Accommodations Request Procedure

[Skyline School](#) 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 must contact the education director as soon as possible but no later than 7 calendar days before the course of interest is scheduled to begin.

Credit Denial by Licensing Board

If a student does not receive credit for a course due to exceeding the maximum allowable credits for that licensing year, repeating a course within the same licensing year, or any other reason related to their individual licensing requirements or restrictions, no refund will be provided.

Students are strongly encouraged to familiarize themselves with their licensing board's rules and regulations regarding credit for courses. This includes understanding the total credits allowed per year, the restrictions on repeating courses, and any other specific rules that may affect their eligibility for receiving credit for one of our approved courses.

Credit Denial by REALTOR® Board

Approval for course credits by local REALTOR® boards is outside of our school's control. Some of our courses are

designed to meet the training requirements set forth by the National Association of REALTORS®, but each local REALTOR® board retains the sole discretion to decide whether to accept our courses for credit.

It is the responsibility of each student to verify whether a course will be accepted for credit by their local REALTOR® board before enrollment. Students are strongly encouraged to reach out to their local board for confirmation prior to signing up for any course.

Our school does not report credit to the National Association of REALTORS® or to local REALTOR® Boards. Students must submit their own certificates for credit approval.

In cases where a student does not receive credit for a course from their local REALTOR® board, for whatever reason, no refund will be provided. This is irrespective of whether the course is designed to meet the standards of the National Association of REALTORS®.

Online Course Access

Students are responsible for properly accessing and navigating their course after enrollment. If any issues arise regarding course access, it is the student's responsibility to promptly contact our school for assistance.

If a student mistakenly signs up multiple times for the same course in an attempt to gain access, they will not be automatically eligible for a refund for the duplicate enrollments. Similarly, students who sign up for multiple offerings of the same course will not be automatically refunded for the additional sign-ups.

We encourage students to reach out to us immediately if they experience any issues accessing their course or if they have inadvertently signed up for a course multiple times. It is crucial that students communicate with us in these instances as we cannot audit individual student sign-ups for suspected errors due to the high volume of enrollments.

Inclement Weather

In the event of inclement weather or a local or national emergency, students will be notified of any changes to the class schedule as quickly as possible to the email address that they used when signing up for the course.

Course Schedules

Course schedules are published separately from this *Policies & Procedures Disclosure*. Schedules are posted on the Education Provider's website www.skylineschool.net and are also available upon request.

Technical Support Availability

Our technical support team is dedicated to assisting students with their course-related technical issues. However, technical support services are only available during our stated business hours.

Students enrolled in night, weekend, or self-paced courses should be aware that technical support may not be available during their course work hours. Students are encouraged to plan their course activities accordingly to avoid potential inconveniences due to limited technical support availability outside of business hours.

In the event of a technical issue outside of business hours, students are encouraged to send us a detailed description of the problem via email. Our technical support team will address the issue as soon as possible during the next business hours.

Use of Technology in the Classroom

[Skyline School](#) is not responsible for lost or stolen electronic devices.

Visitors

Classroom courses at [Skyline School](#) are open to enrolled students only. Enrolled students may not bring visitors to

the classroom without prior approval of the Education Director.

CERTIFICATION OF TRUTH AND ACCURACY

I certify that the information contained in this Policies & Procedures Disclosure is true and correct and that Skyline School will abide by the policies herein.

Michael Walker
Education Director

Students must certify that they have read and agree to these policies before signing up for courses with Skyline School.