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Policies & Procedure Disclosure

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Legal Name of Education Provider: Skyline School, LLC

Name of Education Director: Michael Walker

Names of Full-Time Officials and Faculty: Michael Walker

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 (nclbgc.org).

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

Course Offerings

Skyline School conducts:

- the *Broker Prelicensing Course* required to qualify to take the license examination to become licensed as a real estate provisional broker in North Carolina; and
- 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.

Broker Prelicensing Course

Purpose of the Course

Successful completion of the *Broker Prelicensing Course* is generally required to qualify for the North Carolina (NC) real estate license examination and to obtain a NC real estate broker license. The primary objectives of this course are (1) to provide students with the basic knowledge and skills necessary to act as licensed real estate brokers in North Carolina in a manner that protects and serves the public interest and (2) to prepare students for the NC real estate license examination. This course may only be offered by education providers certified by the NC Real Estate Commission. At Skyline School, the *Broker Prelicensing Course* consists of a total of **75** instructional hours, including the end-of-course examination.

After passing the Prelicensing course, a student must submit a license application to the NC Real Estate Commission to be eligible to take the license examination. License application instructions are provided in the free publication *Real Estate Licensing in North Carolina* (RELINC) which is available on the Commission's website at www.ncrec.gov. The minimum age requirement to obtain a real estate license in North Carolina is 18.

Course Description

Major topics addressed in the *Broker Prelicensing Course* include basic real estate concepts and law, property taxation, land use controls, environmental hazards, brokerage relationships and practices, real estate contracts, real estate financing, closing a real estate sale transaction, real property valuation, property insurance basics, fair housing laws, landlord and tenant, property management, federal income taxation of real estate, basic construction, basic real estate investment, North Carolina Real Estate License Law and Commission Rules, and Trust Account Guidelines. *Real estate mathematics is an important component of this course and calculations will be required.*

End-of-Course Exam

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. Self paced online courses will require a \$25 exam proctoring fee per attempt. There is no exam proctoring fee associated with the first attempt of online exams for Live Online courses.

Missed Exams

Skyline School WILL allow a *Broker Prelicensing 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 Prelicensing Course* student who takes but does not pass the initial end-of-course exam to retake the end-of-course exam 1 time; however all retakes must be 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 failed exam retakes.

Eligibility Requirements for Course Completion Certificate

To successfully complete the *Broker Prelicensing 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 Live Online and Live In person Broker Prelicensing courses will cost \$410. This cost does not include the cost of the textbook for Live In Person or Live Online courses. Self Paced Broker Prelicensing courses will cost \$449. This cost will include the cost of all course materials.

Annual Summary Report

No data at this time.

Broker Postlicensing Education Courses

Purpose of the Postlicensing Program

The primary objective of the *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.

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 exam 1 time; however all retakes must be 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 failed exam retakes.

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 Live Online and Live In person Broker Postlicensing courses will cost \$195. This cost does not include the cost of the textbook for Live In Person and Live Online courses. Self Paced Broker Postlicensing courses will cost \$215. This cost will include the cost of all course materials.

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)

2021-2022 General Update (GenUp):

Section 1: New WWREA Disclosure
Section 2: Racial Equity
Section 3: Broker Fiduciary Duties
Section 4: Law and Rules Updates
Section 5: Licensing and Education

2021-2022 Broker-in-Charge Update (BICUP):

Section 1: New WWREA Disclosure
Section 2: Racial Equity
Section 3: Broker Fiduciary Duties
Section 4: Law and Rule Updates
Section 5: Licensing and Education
Section 6: BIC Best Practices Guide

For the Good of All : Realtor Code of Ethics:

A real estate elective course designed to address the REALTOR Code of Ethics, including the role of the Grievance and Professional Standards Committees, procuring cause, arbitration, and mediation.

This course meets the REALTORS Code of Ethics Training Biannual requirement. You'll need to confirm with your local REALTOR association if they will accept it.

And the Court Said... :

A real estate elective course designed as a Risk Management Learning System. Each of the cases in this book are NC cases that have been appealed to the NC Court of Appeals. Use the path traveled by fellow NC real estate brokers as a means of learning what to do and what to not do in NC real estate transactions.

Between the Lines... Insights from the Real Estate Bulletin:

A real estate elective course designed to address some of the most commonly asked questions by real estate licensees, and to provide insight into many misunderstood positions taken by the Commission on transactional matters.

Course Materials

[Skyline School](#) will provide each student with a 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 Live Online and In Person Continuing Education courses will cost \$50.

General Contractor Continuing Education Courses

Note: These courses are regulated by the NC Licensing Board of General Contractors. All other courses in this document are regulated by the NC Real Estate Commission.

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 a 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.

Registration, Enrollment, and Conduct

Registration

To enroll in a course at [Skyline School](#), prospective students must register at www.skylineschool.net. For Pre/Post Licensing courses, students must upload a copy of their Real Estate License or Pocket Card to www.skylineschool.net/zoom. For technological requirements for Online courses please refer to the Distance Learning Agreement available at www.skylineschool.net/zoom.

Tuition and Fees

Skyline School accepts the following forms of payment: Credit/Debit Card, Paypal, Paypal Credit, or Check.

Tuition must be received at the time of enrollment.

The penalty for a check returned for insufficient funds is \$25.

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.
- **Pre-Licensing Courses: 80%** attendance policy requirement; **no course credit** awarded if **80%** is not met, **even due to internet connectivity or power issues for Live Online Courses.**
 - This means that you can only miss 15 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 webinar late, signing out early, or signing out at any time during the Webinar, 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 Webinar 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.
- 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.

Course Cancellation or Rescheduling / Refunds

Skyline School reserves the right to cancel or reschedule a course as needed. Students enrolled in a rescheduled or cancelled course will be given a minimum of 24 hours notice 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 and Transfers / Refunds

A student may withdraw from a course by giving written notice to the Education Provider prior to the start of the course. In such event, the student will have the option to transfer to another course free of charge or to receive a refund less a \$25 administrative fee.

A student who terminates enrollment in a course either with written notice to the Education Provider or by no longer attending a course *on or after* the start of the course will not be entitled to a refund of any portion of paid Tuition. The student will have the option to transfer to another course for a \$25 administrative fee.

Bundles: Requests for refunds of a course bundle (Live Online/Self Paced/Combination) will be honored in two ways:

- If none of the courses have been completed, then the student can be fully refunded for the entire bundle.
- Any courses that have not been completed will be refunded, but the savings will be removed and current prices and/or bundles will be applied.
 - **Example:** Live Online Post Licensing Bundle is purchased for \$550. Student would like a refund for 2 out of the 3 courses. The Student will be refunded \$355 (\$550-\$195) as \$195 is the price of an individual Post Licensing Course.

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 of Real Estate 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

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.

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.

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.