

After you have registered for this course by clicking on the “Register Link”, you will automatically be emailed a receipt.

This course does not apply toward the Appraisal Continuing Education.

Please find attached the Policy & Procedure Handbook for the on-line Continuing Education Course(s). If you have any questions, please give me a call or drop me an email.

The web site to start your course: www.mycoursepage.com. **If you have a question concerning the operation of the software or question related to the computer side of the program, please contact Technical assistance.**

Technical support can be reached at (800) 743-8703 via the telephone Monday through Friday from 9:00 AM to 11:00 PM EST and on weekends from Noon to 4:00 PM, holidays excepted. (Holidays are an exception to this schedule. On holidays, the Technical Support hours may change.) The quickest way to solve technical problems is to go to <http://www.mycoursepage.com/support/>.

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 version number of your software, etc. Your call may be documented or monitored to help us maintain quality of service standards.

We will email you every couple of weeks to check the progress of your course. You can respond to the email or not – It is up to you. This is our way of keeping in touch with the student in case there are any questions or problems.

You have access to the course 24 – 7. As long as you have an internet connection, you can work at your own pace from any computer, anytime, or anywhere.

Everything you need is on-line. When you login to the course - in the middle of the screen, there will be tabs that look like file folder tabs, the one that reads "handouts" - you can print those. You can print out the handouts but you can not print out the course material.

The course gives you 180 days (6 months) to complete. If you can not complete the course in 180 days (6 months) – you may purchase a 60 day (2 month) extension for \$15.00. You can purchase a 60 day (2 month) extension up to 3 times if necessary. It is your responsibility to contact the school for the extension.

Remember, when you complete the course: **You must fill out the Evaluation and the Student Affidavit.** After the course and 2 documents are completed (electronically submitted by student), we will notify the Alabama Real Estate Commission of your completion of that course via internet. (The Student Affidavit is a Signed document from you certifying that you have personally completed each assigned lesson of instructions. - A “Course Certificate Instructions” link will appear on your course home page upon completion of the course. Click on that link for your instructions. After reading instructions – click on “Submit Documentation” button. After completing the Evaluation, the Student Affidavit will appear.) **NO CERTIFICATE IS GIVEN !!**

As of December 15, 2006

Alabama Real Estate Commission Rules

Courses are not considered completed until all paperwork is received by the School. Course Credit can not and will not be sent to the Alabama Real Estate Commission until E.S. Brooks School of Real Estate receives the Student Affidavit and Evaluation form that is electronically submitted by student to school. After we receive your paperwork and the course is completed, we will notify the Alabama Real Estate Commission of your completion of the course.

Thank you for choosing E. S. Brooks School of Real Estate and we hope you enjoy your course(s).

E.S. Brooks School of Real Estate
(Partnership with CENGAGE Learning/Computaught)
2312 Memorial Parkway SW Suite J
Huntsville, AL 35801

256-539-3136 or 888-228-7760
Fax: 256-534-6879

Email: sherryl@esbrooks.com

Instructor: Everett S. Brooks

Policy & Procedure Handbook Continuing Education

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.

STATEMENT OF POLICY

BACKGROUND

E. S. Brooks School of Real Estate is approved by Alabama Real Estate Commission for the purpose of offering the distance education courses developed by Thomson CompuTaught – CENGAGE Learning.

NOTICE TO STUDENT

All questions pertaining to registration, refunds, school policy, course content, explanation of state licensing, final exams (if applicable), and completion certificates should be addressed to E. S. Brooks School of Real Estate, 2312 Memorial Parkway SW Suite J - Huntsville, AL 35801 to attention Sherryl. She may be reached by phone at 256-539-3136, 888-228-7760, or by e-mail at sherryl@esbrooks.com. Content questions should be directed to Everett Brooks. We will email you every couple of weeks to check the progress of your course. You can respond to the email or not – It is up to you. This is our way of keeping in touch with the student in case there are any questions or problems.

These courses DO NOT apply toward Appraisal Continuing Education.

COURSE EXPIRATION AND REVIEW

All course lessons on the computer must be completed within 180 days (6 months) from the date of enrollment. Access to the computer lessons will expire on the 180th day at the exact time of enrollment. You have 90 days to access and review the course content after you have completed the last lesson in a course.

COURSE EXTENSION POLICY

If you cannot complete your course within the 180 days, then you may purchase a 60 day extension from E. S. Brooks School of Real Estate. The 60 day extension period begins from the date your course originally expires or you purchase the extension, whichever comes first. You may purchase up to three extensions per course. It is *your responsibility* to contact the school 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 full 60 days of the extension.

CERTIFICATE OF COURSE COMPLETION

Upon completion of course, you will receive Course Completion Credit. **No certificate is given.** All Continuing Education Credit is sent to the Alabama Real Estate Commission by internet/Electronically/CMap.

*REGISTRATION CANCELLATION POLICY

You have the right to cancel your registration for any reason up to five (5) business days from the date of purchase. A cancellation fee will be charged to you to cancel a registration. The amount of the cancellation fee is 15% of the total purchase amount. If the course includes textbook, the books must be returned at the student's expense. The request for cancellation will not be processed until the book(s) are returned to the school in reusable condition.

However, you can **not** cancel your registration of a course for a partial or a completed course that falls outside the 5 business days.

How will refunds be processed? In order to process your refund, you will need to contact Sherry at E.S. Brooks School of Real Estate. If your enrollment date falls within the policy, Sherryl will initiate the refund. The credit card used to purchase the course will be the account that is refunded.

TECHNICAL SUPPORT

For technical assistance, please call Technical Support at 800-743-8703 or email them at www.mycoursepage.com/support. 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.)

The best and quickest ways to address tech support issues is to go to www.mycoursepage.com/support. 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 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 this distance education course, your computer must meet the following system requirements:

- 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 56Kbs required, although we **highly recommend** a high speed connection such as DSL, cable or TI)
- Microsoft Internet Explorer version 5.5 or greater (free download available with course) (CompuTaught courses do not support any “Beta” versions of Internet Explorer any “Beta” versions of Internet Explorer)
- Printer (for course documentation and Student Affidavit)
- Flash Player plug-in (free download available with course)

REQUIREMENTS FOR COMPLETING THE COURSE

Please refer to the directions on your course home page for specific instructions regarding the completion of your course and the “Introduction” lesson located at the beginning of each course. To complete the course and receive your Course Completion Credit, you must successfully complete the following requirements:

- Complete ALL instructional lessons in the course by answering each question correctly at least twice.
- Complete and submit the Evaluation and Student Affidavit to E. S. Brooks School of Real Estate when the course is complete. The Student Affidavit is a Signed document from you certifying that you have personally completed each assigned lesson of instructions. (A “Course Certificate Instructions” link will appear on your course home page upon completion of the course. Click on that link for your instructions. After reading instructions – click on “Submit Documentation” button. After completing the Evaluation, the Student Affidavit will appear.)
- **As of December 15, 2006, Alabama Real Estate Commission Rules state - No course is considered completed until ALL paperwork is submitted to the school. Course Credit CAN NOT and WILL NOT be sent to the Alabama Real Estate Commission until course and paper work (Evaluation and Student Affidavit are completed and submitted to E.S. Brooks School of Real Estate.**

FINANCIAL AID

None is available at this time.

HOURS OF OPERATION

Monday – Friday 8:30am – 4:00pm

In office Hours – 8:30am to 2:00pm (School Days)

WORK OUT OF OFFICE when school is out!!!

HOLIDAYS (School closed for business)

E. S. Brooks School of Real Estate is closed for business on Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and Day after Christmas, New Year’s Eve, and New Years Day.

STUDENT BEHAVIOR / DISCIPLINARY POLICIES

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

E. S. Brooks School of Real Estate nor its’ associates 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.

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2312-J South Memorial Parkway
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256-539-3136 or 888-228-7760
Fax: 256-534-6879

Email: sherryl@esbrooks.com
Web Site: www.esbrooks.info

Instructor: Everett S. Brooks

I read the Policy & Procedure Handbook for the Real Estate Continuing Education Course(s). I understand and agree to comply with the above requirements.

Please sign and return to E.S. Brooks School of Real Estate at 2312 Memorial Parkway SW Suite J, Huntsville, AL 35801.

Sign

Date