

Arkansas Academy of Real Estate

1115 Windover Road

Jonesboro, AR 72401

Phone 870-930-8112 eFax 888-354-9822

Email: arteachre@gmail.com website: aracademyofrealestate.com

Student Manual for Distance Education Courses

Instructors

Cheryl Kelton

For course content support, please contact the instructor. Immediately following enrollment in a course, you will receive an email with your instructor's name and contact information. The preferred method of communication is e-mail; however, students may contact the instructor by phone when necessary. The instructor will usually be available Monday through Friday 9:00am-4:30pm. If the instructor is not immediately available, the instructor will respond to your inquiry within 24 hours Monday through Friday and within 48 hours on weekends or holidays. Every effort will be made to respond as soon as possible.

Technical Support

Live technical support is available at **888-213-5124**

Monday – Friday from 8:00am to 10:00pm ET

Or by email at retechsupport@dearborn.com

All emails will be answered within 24 hours including weekends.

Systems Requirements

Operating System Windows 7 Windows Vista Windows XP (SP 2+) Mac OS X 10.1 or higher	Processor At least 500Mhz Intel Pentium/Celeron Family or AMD K6/Athlon/Duron Family or compatible	Ram 256 MB RAM
Browser Internet Explorer (8,9,10,11) Firefox 15+ Chrome 30+ Safari 5.1.1+ Internet Explorer (8,9,10,11) Firefox 15+ Chrome 30+ Safari 5.1.1+	Connectivity Broadband (cable/DSL/T-1), Download speed 500K +	Display 1024 x 768 minimum
Software Windows Media Player 11.0+ Adobe Acrobat 6.0+ Flash Player 9.0+ or Shockwave Player 10.0+ Java 6.0+		

Course Completion

The 60 hour “Arkansas Real Estate Principles” must be completed within 6 months of the enrollment date. If a student does not finish within 6 months of the enrollment date, the student may request an extension. If the extension is granted, the cost will be:

- 30-day—\$49
- 90-day—\$89

All courses require that you complete the coursework before you can access the final exam. A score of 70% is required for successful completion. If you fail on this score, you may retake the final exam.

Refund Policy

The refund Policy for Arkansas Academy of Real Estate, Jonesboro, AR, is as follows: There will be no refund for the six (6) hour continuing education courses.

A student withdrawing within seven (7) days of registering and purchasing the sixty-hour (60) pre-licensing course will receive a full refund of course fee.

A student withdrawing after seven (7) days and through day fifteen (15) of registering and purchasing the sixty-hour (60) pre-licensing course will receive a refund of one-half of course fee.

After the fifteenth day, there will be no refund.

All request for refunds must be in writing and may be mailed, faxed or e-mailed to the school.

Sales Associate Licensing

If you are a pre-licensing student preparing for the state license exam, we will mail your exam application package at course completion. The package will contain an application for the exam with complete instructions and a fingerprint card. As of March, 2006, all applicants for a real estate license must have a federal background check. This requires being fingerprinted.

Certificates of Completion

Certificates will be issued to the student or electronically submitted to the Arkansas Real Estate Commission, whichever is applicable, when the student has completed the course and returned the following documentation to Arkansas Academy of Real Estate

- The Student Affidavit certifying the student has personally completed each assignment. This document must be notarized.
- A completed course evaluation form
- A copy of student’s ID showing signature

These documents may be mailed, faxed or personally delivered to Arkansas Academy of Real Estate

Any student misrepresenting their identity or falsifying any information on the student affidavit will not receive a certificate of completion and all monies paid will be forfeited.