



The Professional Development Institute
2730 University Blvd, Suite 200,
Wheaton, MD 20902
301-949-1771 fax: 301-949-5441
www.pditraining.net

School Policy Manual and Procedures for Taking CompuTaught Online
Courses Approved by

The Virginia Department of Professional & Occupational Regulation

2730 University Blvd, Ste. 200

Wheaton, MD 20902

Phone: 301-949-1771

Fax: 301-949-5441

E-mail: ckessler@pditraining.net

Website: www.pditraining.net

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.

Background

The Professional Development Institute is approved by the Virginia Department of Professional & Occupational Regulation for the purpose of offering the CompuTaught Virginia Principles and Continuing Education Study courses.

Requirements for Completing the Course

To Complete the course and receive an Education Certificate, each student must successfully complete the following requirements:

- Complete ALL instructional lessons in the course by answering each question correctly at least twice. Most questions are timed and need to be answered within the prescribed time for credit.

- Return a notarized Signed Student Affidavit to The Professional Development Institute when the course is complete. The Student Affidavit is a signed Student Affidavit from you certifying that you have personally completed each assigned lesson of instruction.**

Principles Course Students ONLY:

- All students enrolled in the Principles course must pass the Principles course final exam with a grade of 70% or higher, within 6 months from the date of enrollment.

Grading

There are no course final exams for Continuing Education courses. A final exam will be administered for the Virginia Principles course by The Professional Development Institute.

Course Completion

All courses must be completed within six months from the date of enrollment. (Course completion for the Principles course also includes passing a final exam within the same six month period. Each student has 3 months to review the course content after they have completed a course, in order to assist with preparation for state-licensing exam.)

Certification

Upon completion of a course, each student will receive an Education Certificate. In the event the certificate is lost, a duplicate may be obtained from the Professional Development Institute offices by written request. An administrative fee may be charged for the duplicate.

Notice to Student

All questions pertaining to registration, refunds, school policy, course content, explanation of state licensing law, final exams, and completion certificates should be addressed to The Professional Development Institute. They will be glad to assist each student and can be reached at 301-949-1771.

Non-Discrimination

The Professional Development Institute 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 of any course.

Refunds

The Professional Development Institute's policy is that **we do not issue refunds except under following condition:**

- If a student purchases an online course and experiences unresolvable technical difficulties, CompuTaught's tech support staff will offer the student a CD-ROM version of the course (if available in your state) at no charge. If the student declines, CompuTaught will issue a refund to the student and notify The Professional Development Institute.

- If the student purchases a CD-ROM course (if available in your state), or receives one from CompuTaught's tech support staff, and experiences unresolvable technical difficulties, CompuTaught will issue a refund to the student and notify The Professional Development Institute.

In either case in which a refund is issued, the amount of the refund is equal to the retail price of the course less any shipping and handling charges for CD-ROM courses (if available in your state).

Technical Support

The quickest way to solve most technical support problems is to go to www.statecourses.com/enter and click on the Technical Support button. 90% of all problems can be answered from that website. For those problems not addressed, please email your questions to CompuTaught at techsupport@computaught.com or call CompuTaught Tech Support directly at (800)743-8703. Technical Support is available (except for holidays) Monday - Thursday: 9am - 9pm EST; Friday: 9am - 6pm EST; Saturday: 12pm - 4pm (On call); Sunday: 2pm-8pm. (Emails will be responded to during these hours of operation as well.)

•In order to install and use the CD-ROM courses (if available) on Windows 2000 or Windows XP, the User must belong to the Administrators or Power User Groups.

Frequently Asked Questions

How long do I have to complete the prelicensing course?

You have 180 days to complete the prelicensing course and take the final exam.

If I fail the final exam, can I retake it? How many times can I retake the final exam? Is the retake test the same?

You can retake the final exam one time. If you fail a second time you must retake the course at a cost of \$50. You have 180 days to complete the retake course. The second final exam is different from the original final exam. To retake the course or final exam, please contact the school.

If I do not finish the course within the allotted time, do I have to pay for a new course?

If you do not complete the course in 180 days, you may purchase an extension for an additional 60 days for \$50. You may purchase up to three extensions. To purchase an extension, please contact the school.

How long is the review period and what do I have access to?

Upon completion of the course, you have 90 days access to all the course materials to review for your state exam. The extension is automatic--there is no need to contact the school.

How to Complete the Course

A. Starting Instructions

Please refer to the "Introduction" lesson, located at the beginning of each course.

B. Certification Statement

According to the Virginia Real Estate Board, Code of Virginia 54.1-2105.D (Professions and Occupations), all students participating in distance learning and correspondence courses, must complete a notarized Student Affidavit, certifying compliance with the course requirements. This Student Affidavit must be Signed, Dated and Notarized, and returned to the Professional Development Institute, before any student can receive credit for a distance learning course. This Student Affidavit certifies that each student has

personally completed each lesson of instruction. Also, please return the Product and Customer Service Evaluation form to the Professional Development Institute.

C. Course Final Examination (For Principles Course Only)

All course work must be complete before taking the final exam, all final exams are given at The Professional Development Institute unless arrangements are made for testing at a different location. Tests are scheduled Monday through Friday. Call 301-949-1771 to schedule final exam at least one day before the desired test date. On the day of testing, bring the **Student Affidavit**, the **Product and Customer Service Evaluation** form, and a **Valid Form of Picture Identification**.

This test is a proctored examination. Calculators may be used if they are silent, battery-operated, and do not have a printout capability or alphabetic keyboard. (The school will not provide a calculator; however, each student may bring their own calculator as long as it meets the requirements, as stated.) Students have a maximum of three hours to complete the Principles exam. A score of 70% or better must be achieved in order to receive credit for the Principles course.

All exams must be taken within six months from the date of enrollment. If you fail the first exam you may schedule a second exam no sooner than the next day, as long as the second exam is scheduled within the six month period from the date of enrollment.

D. Virginia Salesperson Licensing Examination (For Principles Course Only)

After passing the final examination for the Principles course, The Professional Development Institute will issue an Education Certificate that certifies the student has successfully completed the Principles course. The student is now eligible to take the licensing exam for the state of Virginia. Good luck with your CompuTaught course(s), as well as, your career in real estate. Thank you for choosing **the Professional Development** Institute for your real estate training needs!

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If I am experiencing problems taking the class online, is there another format available?

We are able to provide you with a CD-ROM. Please call the administrative office for details.

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