

School Policy

NOTICE TO STUDENTS

All questions pertaining to registration, refunds, school policy, course content, explanation of state licensing law, final exam rules, and course completion certificate issuance should be addressed to the school coordinator. The School Coordinator may be reached at 1-800-888-8827 or via email info@eLicenseSchool.com

CANCELLATION POLICY

You have the right to cancel your enrollment for any reason up to fourteen (14) calendar days from the date of purchase. Requests for cancellation of a registration must be made by contacting

eLicense
School by e- mail only. We do not accept any phone calls for cancellation. The request must be received by

eLicense
School before midnight of the fourteen calendar day from the date of purchase.

A cancellation fee will be charged to the student to cancel a registration. The amount of the cancellation fee is 5% of the total purchase amount. If the course includes one or more textbooks, 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.

INSTRUCTOR/INSTRUCTIONAL SUPPORT

If you have any questions during the course, you may contact one of our instructors via email at instructor@dynatsyschool.com, via online-help console or via telephone at 800.888.8827. Instructor support is only available between Monday â€œ Friday.

COURSE EXPIRATION AND REVIEW

All course lessons on the computer must be completed within 9 months from the date of enrollment. After 9 months your course will be archived and deactivated. You have 9 months to access and review the course content including downloading your certificate of completion (if applicable)

INSTALLMENT PAYMENTS

For courses paid with installments, you must paid off your balance if completed prior to your installments due. School will not issue your certificate of completion until final payment is made

MAXIMUM TIME COURSE EXTENSION

If you can not complete your course within the 9 months, then you may extend your course for a \$20.00 (if allowed by state). The extension period begins from the date your course originally expires. The extension fee for each course is \$20.00. It is recommended that extended your courses at least one month prior to its expiration. If the course(s) has expired, you may re-enroll the courses again but at a higher re-enrollment fee. Note: extension and re-enrollment is subject to permissive of each state.

REQUIREMENTS FOR COMPLETING THE COURSE

Please refer to the step-by-step instructions on your course home page (top window) for each specific course regarding the completion of your course. To complete the course and receive your Completion Certificate, you must successfully complete the following requirements:

1. Complete ALL chapter quizzes in the course by answering each question correctly. You must meet the minimum score requirement (generally 70%).
2. Acknowledge and return a digital signed Student Affidavit to our school upon entering the beginning of the course. The Student Affidavit serves as a "signed" document from you certifying that you will personally completed each assigned lesson of instruction without the . A "Student Affidavit" will be prompted on your course home page.
3. Successfully pass a final exam. (Refer to your specific course for final exam passing requirements).

FINAL EXAM RULES

Your final exam is a timed and proctored. You must take the final exam with the presence of your proctor. A proctor is a third party not related to you by blood or marriage, and further can not be a licensed professional in specific a licensed appraiser who has knowledge in the subject.

You must pass the exam with a minimum score that is set by the state or federal regulator for your state. If you fail the first exam you may take a different version of a second exam. A re-take fee will apply. For details in the final exam, please download the "Online Final Exam Rules" by clicking this link, or view your appraisal course information web page.

CERTIFICATE OF COMPLETION

Upon completion of course, you will receive a Certificate of Completion. The certificate is either downloadable from your student account (click the link labeled "My-Certificates") or will be mailed to you. Your certificate will be archived after expiration of your course (9 months). In the event the certificate is archive, a duplicate may be obtained from school by request. An administrative fee of \$20 may be charged for the reissue of the certificate.

CUSTOMER SUPPORT

For technical assistance, please call our Customer Support at 1-800-888-8827 or email at info@eLicenseSchool.com. Technical Support is available Monday " Sunday from 9:00am to 6:00pm EST, except holidays.

The best and quickest way to address tech support issues is to use the LIVE-CHAT from our home page www.eLicenseSchool.com. If you are unavailable during our support hours, you may email us via our email at info@eLicenseSchool.com. If you email us please provide as much details on your problems so our technical support can effectively respond.

SYSTEM REQUIREMENTS

You may use either PC or MAC with Internet connection. A DSL connection is recommended however a dial-up connection will be ok too.

FINANCIAL AID

No financial aid is available for any courses offered.

HOURS OF OPERATION

Monday thru Sunday, 9:00am to 5:30pm (PST)

HOLIDAYS (School closed for business)

eLicense

School will be closed for business the following holidays:

New Years Day

Memorial Day

Fourth of July

Labor Day

Thanksgiving Day

Day After Thanksgiving Day

Christmas Day

NON DISCRIMINATION

eLicense

School 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.

STUDENT BEHAVIOR / DISCIPLINARY POLICIES

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

