

HPW REAL ESTATE SCHOOL  
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## **Policies & Procedure Disclosure**

**Date of Publication: April 20, 2023**

**Legal Name of Education Provider: HPW REAL ESTATE SCHOOL**

**Advertised Name of Education Provider: HPW REAL ESTATE SCHOOL**

**Name of Education Director: Dwayne C. Holloway**

**Names of Full-Time Officials and Faculty: Tom Mangum, Kim Spence, Renee Hagan, Katherine Kirchner, Kandyce Ellis, Shannon Lashley, Vicki Ferneyhough, Melea Lemon, Pamela Vesper, Jason Kogok, Jim Garrison, Chuck Cosgrove, Thad Lewallen, Melda Dunn**

### **Education Provider Certification**

HPW Real Estate 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](http://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.

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

## Course Offerings

HPW Real Estate 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.

**Broker Prelicensing Course - \$429.00** - The required electronic book is included in tuition. The student may purchase a hard copy for an additional \$35

### 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. Education providers certified by the NC Real Estate Commission may only offer this course. At HPW Real Estate School, the *Broker Prelicensing Course* consists of a total of 80 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](http://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 whether in person or on zoom will be administered within 48hrs of the last day of class, which will include video proctoring. This is a live recording of both the student and desktop during the exam.

An end-of-course exam will not be administered to any student who does not satisfy the course attendance requirement and all required homework. A student may not miss more than 8 hours of class instruction.

ONLY a laptop or desktop is allowed during online testing. Cell phones, or similar electronic devices (other than a basic calculator) into the testing area on the day of an exam. Any student who brings such a device into the testing site on the day of an exam will receive a failing grade.

## Missed Exams

HPW Real Estate School WILL allow a *Broker Prelicensing Course* student who does not take the initial end-of-course exam as scheduled to take a one time makeup exam within 7 days of the last scheduled day of the course at a time and date upon approval by the Education Provider.

## Failed Exams

HPW Real Estate 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, retakes will be scheduled within 2 days at a time and date stated by the Education Provider. To be eligible for the retake the student must score a minimum of 65% on test one.

## 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, a student may only miss 8 hrs.
- b) timely submit completed in-class and take-home assignments
- c) pass the end-of-course exam with a minimum score of 75%.

## Tuition & Fees

Pre-Licensing tuition is \$429.00 and the ebook is included. Students may purchase a hard copy of the textbook for an additional fee of \$35.

\*Other textbooks and editions are not accepted\*

## License Examination Performance Report

During the July 1, 2021 - June 30, 2022 license year, HPW Real Estate School had 94 students take the license examination for the first time within 30 days of the *Broker Prelicensing Course* completion date. 64 of those students passed, resulting in a 68.09% pass rate on the North Carolina license examination.

**Broker Postlicensing Education Courses - \$189.00 - NC Real Estate Manual Required / Printed \$55.00 - Digital \$25.00 and can be ordered form [www.NCREC.gov](http://www.NCREC.gov).**

## Purpose of the Postlicensing Program

The primary objective of *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.

HPW Real Estate 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 whether in person or on zoom will be administered within 48hrs for online classes from the last day, which will include video proctoring.

An end-of-course exam will not be administered to any student who does not satisfy the course attendance requirement. A student may not miss more than 3 hrs. of class time.

ONLY a laptop or desktop is allowed during online testing. Cell phones, or similar electronic devices (other than a basic calculator) into the testing area on the day of an exam. Any student who brings such a device into the testing site on the day of an exam will receive a failing grade.

## Missed Exams

HPW Real Estate 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 5 days of the last scheduled day of the course at a time and date upon approval by the Education Provider.

## Failed Exams

HPW Real Estate School WILL allow a *Broker Postlicensing Course* student who takes but does not pass the initial end-of-course exam may retake the end-of-course exam 1 time; however, all retakes must be within 2 days of the last scheduled day of the course at a time and date stated by the Education Provider.

## 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, a student may no miss more than 3 hrs. of class time.
- b) timely submit completed in-class and take-home assignments
- c) pass the end-of-course exam with a minimum score of 75%.

## Tuition/Fees

*The North Carolina Real Estate Manual is required for all Post Licensing classes and is not included in tuition. Students that prefer a digital copy or a printed copy mailed may purchase on the NCREC website [www.ncrec.gov](http://www.ncrec.gov) under publications.*

## Broker Continuing Education Courses - \$65.00

### 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.

### Courses:

- 5921- SYNCHRONOUS - 2020-2021 General Update (GenUp)
- 5821- SYNCHRONOUS - 2020-2021 Broker-in-Charge Update (BICUP)
- 1834- SYNCHRONOUS - REAL ESTATE RE-SHUFFLE
- 3655 - SYNCHRONOUS - MORTGAGE MECHANICS
- 3678 - SYNCHRONOUS - WORKING WITH SENIORS (2010)
- 3682 - SYNCHRONOUS - BEYOND THE CMA-DEVELOPING A PRICING STRATEGY
- 3683 - SYNCHRONOUS - STRATEGIC PRICING SPECIALIST
- 3702 - SYNCHRONOUS - STRATEGIC LISTING SPECIALIST
- 3714 - SYNCHRONOUS - WINNING AT WIN-WIN
- 3734 - SYNCHRONOUS - CMA CONFIDENCE IN AN IMPERFECT WORLD
- 3744 - SYNCHRONOUS - HABITABILITY ESSENTIALS
- 3745 - SYNCHRONOUS - SCRUPLES & THE CODE OF ETHICS
- 3781 - SYNCHRONOUS - SEE IT SAY IT: DEMYSTIFYING ETHICS
- 3830 - SYNCHRONOUS - THERE GOES THE NEIGHBORHOOD
- 3844 - SYNCHRONOUS - TEN IMPORTANT DANCE MOVES FOR PROPERTY MANAGERS
- 3863 - SYNCHRONOUS - PLAYING THE HAND YOU'RE DEALT
- 3870 - SYNCHRONOUS - READ BETWEEN THE LINES: HELPING INVESTORS UNDERSTAND THE NUMBERS
- 3872 - SYNCHRONOUS - UNFORGETTABLE CLIENT SERVICE
- 3645 - SYNCHRONOUS - FUNDAMENTALS OF RESIDENTIAL INVESTING
- 1867 - SYNCHRONOUS - WHAT'S NEW IN NEW CONSTRUCTION
- 1869 - SYNCHRONOUS - BROKERS BEHAVING BADLY
  
- 9921 - IN PERSON - GENERAL UPDATE
- 8821 - IN PERSON - BICUP/ BROKER IN CHARGE UPDATE
- 1833 - IN PERSON - REAL ESTATE RE-SHUFFLE
- 2534 - IN-PERSON - FUNDAMENTALS OF RESIDENTIAL INVESTING
- 2677 - IN-PERSON - MORTGAGE MECHANICS
- 3042 - IN-PERSON - WORKING WITH SENIORS (2010)
- 3092 - IN-PERSON - BEYOND THE CMA-DEVELOPING A PRICING STRATEGY
- 3115 - IN-PERSON - STRATEGIC PRICING SPECIALISTS
- 3239 - IN-PERSON - STRATEGIC LISTING SPECIALIST
- 3299 - IN-PERSON - WINNING AT WIN-WIN
- 3357 - IN-PERSON - CMA CONFIDENCE IN AN IMPERFECT WORLD
- 3378 - IN-PERSON - HABITABILITY ESSENTIALS
- 3379 - IN-PERSON - SCRUPLES & THE CODE OF ETHICS
- 3462 - IN-PERSON - SEE IT SAY IT: DEMYSTIFYING ETHICS
- 3549 - IN-PERSON - THERE GOES THE NEIGHBORHOOD
- 3568 - IN-PERSON - TEN IMPORTANT DANCE MOVES FOR PROPERTY MANAGERS
- 3591 - IN-PERSON - PLAYING THE HAND YOU'RE DEALT
- 3603 - IN-PERSON - READ BETWEEN THE LINES: HELPING INVESTORS UNDERSTAND THE NUMBERS
- 3605 - IN-PERSON - UNFORGETTABLE CLIENT SERVICE
- 1866 - IN-PERSON - WHAT'S NEW IN NEW CONSTRUCTION
- 1868 - IN PERSON - BROKERS BEHAVING BADLY

## Course Materials

HPW Real Estate School will provide each student with a digital 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.

## Registration, Enrollment, and Conduct

### Registration

To enroll in a course at HPW Real Estate School all students must use the school website [www.hpwreschool.com](http://www.hpwreschool.com)

If a student is enrolling in a Post Licensing Class he/she must possess a provisional broker license or have a license on inactive or expired status.

Presentation of a digital pocket card number is required for both Post Licensing and CE courses.

### Tuition and Fees

HPW Real Estate School accepts the following forms of payment: Visa, Mastercard, Discover, American Express, Cash, Check

Tuition must be received prior to the start date to be enrolled in class.

The penalty for a check returned for insufficient funds is: \$25.00

### Attendance

- *Students in an in-person or synchronous distance learning Broker Prelicensing Course must attend a minimum of 90% of all scheduled instructional hours.*
- *Students in an in-person or synchronous distance learning Broker Postlicensing Course must attend a minimum of 90% of all scheduled instructional hours.*
- *Early departures from CE courses delivered in-person or via synchronous distance learning are prohibited by Rule 58A .1705.*
- *Attendance will be closely monitored, including late arrivals and early departures from class sessions and from all scheduled breaks, during in-person and synchronous distance learning courses. All time missed will be recorded for each student.*

### Course Cancellation or Rescheduling / Refunds

HPW Real Estate 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 24 hrs. 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 or different course or receive a full refund.

## **Withdrawals and Transfers / Refunds**

A student may withdraw from a course by giving written notice to the Education Provider at least one week prior to the start date. In such event, the student will have the option of transferring to a later or different class or receive a full refund.

If a class does not meet a student's satisfaction for any reason the student may terminate their enrollment and receive a full tuition refund minus \$100 administration fee if the student has not attended more than one class session.

## **Student Conduct**

Students are expected to dress and conduct themselves in a professional manner. Dismissal without recourse will be imposed for behavior that, in the judgment of instructor or staff, reflects negatively on HPW Real Estate School. Sending personal emails/texts, shopping online, visiting social networking sites, or playing games are considered to be disruptions and are not acceptable student conduct. If an instructor discovers that a student is using an electronic device for these (or similar) purposes the instructor has the right to dismiss the student from the class session and the hours missed will count against the attendance requirement.

## **Cheating**

If during a proctoring session of an online exam, there is a suspicious behavior that indicates cheating it will be investigated and could result in the student receiving a failing grade. The student will not be eligible for any retake or make up exam and will be reported to the Real Estate Commission.  
[per *Commission Rule 58H .0203(h)*].



## Special Accommodations Request Procedure

HPW Real Estate 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 notify the school in writing with the appropriate documentation on the first day of class.

## Inclement Weather

In the event of inclement weather or a local or national emergency, HPW Real Estate School will post any closings or delays at the top of our website homepage. In addition we will post on [www.wral.com](http://www.wral.com).

## Course Schedules

Course schedules are published separately from this *Policies & Procedures Disclosure*. Schedules are posted on the school website [www.hpwreschool.com](http://www.hpwreschool.com) and are also available upon request.

## Use of Technology in the Classroom

**HPW Real Estate School** is not responsible for lost or stolen electronic devices.

HPW Real Estate School does provide wireless Internet access.

If wireless Internet access is provided, the Education Provider is not responsible for disruptions in or problems with the service.

HPW REAL ESTATE SCHOOL does allow the use of laptops, tablets, and similar devices in the classroom.

If such devices are permitted, the following guidelines will be enforced to minimize distraction from the learning environment:

- Instructors, at their discretion, may designate times during which students may and may not use their electronic devices during class sessions. If an instructor has directed students to discontinue use of electronic devices, all students must put away their devices immediately. If a student does not follow an instructor's direction to discontinue use, then the student may be denied further use of the device.
- Sound on electronic devices must be muted during class sessions.
- The possession and use of electronic devices (other than a basic calculator) are strictly prohibited during all quizzes and exams.

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## Visitors

Classroom courses at HPW Real Estate 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 HPW Real Estate School will abide by the policies herein.*

*Dwayne C. Holloway  
Education Director*