



Administrative Office: 14825 Ballantyne Village Way, Ste 240-15; Charlotte, NC 28277

**877.944.4260**

[www.superiorschoolinc.com](http://www.superiorschoolinc.com)

# Policies and Procedures

**Publication Date:** January 1, 2021

**Legal Name of School:** Superior School of Real Estate Ed. LLC

**Legal Name of School Owner:** Superior School of Real Estate Ed. LLC

**Name of Education Director:** W. Kyle Wentz

**Name of Full-Time School Officials & Instructors:**

|                              |  |
|------------------------------|--|
| <b>W. Kyle Wentz</b>         | Education Director                       |
| <b>Julia Swaenepoel</b>      | Lead Scheduler                           |
| <b>Dawn Fellers</b>          | Pre/Post Coordinator                     |
| <b>Tracy Pilling</b>         | Regulatory Coordinator                   |
| <b>Maribeth Damron</b>       | Sponsor Coordinator                      |
| <b>Amanda Perkins</b>        | Registrar & Customer Service Coordinator |
| <b>Derrin Dunzweiler</b>     | Instructor                               |
| <b>Spencer Clifford</b>      | Instructor                               |
| <b>John Walker, DREI</b>     | Instructor                               |
| <b>Terry Wilson, DREI</b>    | Instructor                               |
| <b>Frank Fields</b>          | Instructor                               |
| <b>Tracy Frazier</b>         | Instructor                               |
| <b>Stephanie Rhodes</b>      | Instructor                               |
| <b>Vic Knight</b>            | Instructor                               |
| <b>Melea Lemon, DREI</b>     | Instructor                               |
| <b>Jack Marinello, DREI</b>  | Instructor                               |
| <b>Sam Martin, PhD, DREI</b> | Instructor                               |
| <b>Vee Morton</b>            | Instructor                               |
| <b>Bruce Moyer, DREI</b>     | Instructor                               |
| <b>Patricia Moylan</b>       | Instructor                               |
| <b>Mike Thornburg</b>        | Instructor                               |
| <b>Kris Bennett</b>          | Instructor                               |
| <b>Lynda Sargent</b>         | Instructor                               |
| <b>Tim Terry, DREI</b>       | Instructor                               |
| <b>Roxy Tate</b>             | Instructor                               |

## Purpose of School:

The purpose of the Superior School of Real Estate Ed. LLC is:

- to present courses of instruction that will provide students the basic knowledge and skills necessary to act as real estate brokers and to satisfy the requirements for obtaining and retaining a real estate license.
- to prepare prelicensing course students for the appropriate NC licensing examinations and to become licensed as a real estate “provisional” broker.
- to offer postlicensing courses needed for provisional brokers to remove the “provisional” status from their license.

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## COURSE DESCRIPTIONS

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### Broker Prelicensing Course

This is an introductory-level real estate principles and practices course with a strong emphasis on real estate brokerage law and practice. The primary objectives of this course are (1) to provide students with the basic knowledge and skills necessary to act as a licensed real estate broker in a manner that protects and serves the public interest, and (2) to prepare students for the real estate license examination.

Major topics addressed in this course include property insurance basics, basic real property law, property taxation, land use controls, environmental hazards, brokerage relationships and practices, real estate contracts, real estate financing, closing real estate transactions, real estate valuation, fair housing, landlord and tenant, property management, federal income taxation of real estate, basic house construction, basic real estate investment, North Carolina Real Estate License Law, North Carolina Real Estate Commission Rules, North Carolina Trust Account Guidelines, and agent safety.

The total number of hours for this course, including School examination, is 75 hours of course time with a 3.5-hour exam. Satisfactory completion of this course will qualify the student to take the real estate license examination.

### Broker Postlicensing Education 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 Commission Rule 58A .1902: Provisional Brokers must complete, within 18 months following initial licensure “a postlicensing education program consisting of ninety (90) hours of classroom instruction in subjects determined by the Commission” [G.S.93A-4(a)1]. The program consists of three 30-hour courses, which must be completed within 18 months following initial licensure in order to retain eligibility to actively engage in real estate brokerage.

### 301 – Broker Relationships and Responsibilities - 30 Hours

Topics addressed in this course include a review of references to commercial application, agency relationships in real estate sales transactions and a real estate agent’s legal duties to clients and customers, a step-by-step review and discussion of the functions and responsibilities of a real estate agent when working with residential sellers and buyers, a review of issues associated with transactions in progress when an agent leaves a firm, and a review of license status and education issues.

### 302 – Contracts and Closing - 30 Hours

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 statement preparation, contracts for deed, options, and real estate license status and education issues.

### 303 – NC Law, Rules & Legal Concepts - 30 Hours

Topics addressed in this course include general North Carolina licensing requirements, brokerage compensation issues, the disciplinary process, specialized types of real estate, property management in NC, and miscellaneous NC laws and legal concepts.

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## ENTRANCE REQUIREMENTS

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NO STUDENT SHALL BE DENIED ADMISSION OR DISCRIMINATED AGAINST ON THE BASIS OF AGE, SEX, RACE, COLOR, NATIONAL ORIGIN, FAMILIAL STATUS, HANDICAP STATUS OR RELIGION.

### Broker Prelicensing Course

Students are not required to have any formal educational background, but a high school diploma or equivalent is strongly recommended. The minimum age requirement for obtaining a real estate license in NC is 18. The course follows a challenging curriculum to prepare licensees for their professional responsibilities and requires good reading comprehension and basic math skills.

To complete an online course (virtual/live stream or asynchronous online), students must use online exam proctoring and must have two internet-connected devices with cameras. One device will be used to take the exam. The second is used to monitor the testing area. For example, you can take your exam on a tablet or laptop/desktop and use your smartphone for the second device.

### Broker Postlicensing Courses

**All students must have their digital or physical pocket card available for registration on the first day of class.**

*Per Commission Rule 58H .0209: A school shall not enroll an individual in a Postlicensing course if the first day of the Postlicensing course occurs while the individual is enrolled in a Prelicensing course. **Note: Students may not enroll in a postlicensing course before receiving their license. The school cannot report completion when the student does not have a license number.***

**Superior School will not knowingly enroll any student in a postlicensing course if they do not have a real estate license. It is the student's responsibility to ensure they are licensed before enrolling and paying for a postlicensing course.**

**NOTE:** Each student is required to use the **current** edition of *North Carolina Real Estate Principles and Practices* for the prelicensing course and the **current** edition of the *NC Real Estate Manual* in each post-licensing course and the Commission's *License Law & Rule* booklet that is a required text for postlicensing course 303. **For onsite classes, Superior School requires students taking onsite courses to have a physical printed copy of these materials. While it is possible for a student to access the online version of the North Carolina Real Estate Manual, Superior School cannot guarantee internet access or sufficient power connections for all students at every facility.**

The printed version of the prelicensing textbook may be purchased directly from the School. The printed or online version of the *NC Real Estate Manual* may be purchased from the North Carolina Real Estate Commission ([www.ncrec.gov](http://www.ncrec.gov)).

To complete an online course (virtual/live stream or asynchronous online), students must use online exam proctoring and must have two internet-connected devices with cameras. One device will be used to take the exam. The second is used to monitor the testing area. For example, you can take your exam on a tablet or laptop/desktop and use your smartphone for the second device.

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## DISTRIBUTION OF COURSE MATERIALS

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### **Broker Prelicensing:**

#### **Onsite Course Materials - North Carolina Real Estate Principles and Practices 8th Edition, Adventure Guide Workbook**

Course materials will be available for pick up at check in on the first day of class. Alternatively, the textbook may be picked up at the Ballantyne location, Monday-Friday from 8am-5pm or mailed directly to you by contacting Customer Service at (877) 944-4260 to pay the additional \$19.95 shipping fee and verify your shipping address. You can find the workbook and the first 3 chapters of the text book at <https://www.superiorschoolinc.com/superior-downloadable-pdfs/>.

#### **Virtual Classroom/Synchronous Distance Learning Course Materials - North Carolina Real Estate Principles and Practices 8th Edition, Adventure Guide Workbook**

Books and materials will be shipped to your home, this will not be immediately after purchase but prior to class starting. Please update contact info before checking out. If enrolling in a course near the start date, your books may arrive after the course starts. You can find the workbook and the first 3 chapters of the textbook at <https://www.superiorschoolinc.com/superior-downloadable-pdfs/>.

#### **Distance Learning/Self-Paced Online Course Materials**

All distance learning course materials are provided within the online course. There are no physical materials needed to take and complete this course

## **Broker Postlicensing:**

### **Onsite Course Materials - Real Estate Manual, Adventure Guide Workbook**

Course materials will be available for pick up at check in on the first day of class. Alternatively, the textbook may be picked up at the Ballantyne location, Monday-Friday from 8am-5pm or mailed directly to you by contacting Customer Service at (877) 944-4260 to pay the additional \$19.95 shipping fee and verify your shipping address. You can find the workbook and all essential forms at

<https://www.superiorschoolinc.com/superior-downloadable-pdfs/#post>.

### **Virtual Classroom/Synchronous Distance Education Course Materials - Real Estate Manual, Adventure Guide Workbook**

Books and materials will **not** be shipped to your home. All materials are available digitally. **Every student must have a copy of the North Carolina Real Estate Manual.** You can find the link to purchase the manual, the workbook, and all essential forms at <https://www.superiorschoolinc.com/superior-downloadable-pdfs/#post>.

### **Distance Learning/Self-Paced Online Course Materials**

All distance learning course materials are provided within the online course. There are no physical materials needed to take and complete this course

## **Continuing Education:**

### **Onsite Course Materials – Student Manual**

Course materials will be available for pick up at check in on the day of class.

### **Virtual Classroom/Synchronous Distance Education Course Materials – Student Manual**

All materials are available digitally. You can find the link to the manual at

<https://www.superiorschoolinc.com/superior-downloadable-pdfs/#ce>

### **Distance Learning/Self-Paced Online Course Materials**

All distance learning course materials are provided within the online course. There are no physical materials needed to take and complete this course

# REGISTRATION REQUIREMENTS & SCHOOL POLICIES

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## Broker Prelicensing & Postlicensing Requirements:

The minimum age requirement to obtain a real estate license in North Carolina is 18. Each student will be required to sign receipt of this document before purchase. This agreement is required by the North Carolina Real Estate Commission and outlines the rights and obligations of the School and the student.

## Special Accommodations:

Superior School of Real Estate Ed. LLC complies with the Americans with Disabilities Act 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. **Individuals requiring reasonable accommodations under the Americans Disabilities Act (ADA) in order to participate fully in an educational event, should contact Dawn Fellers, (704) 944-4260 ext. 5518 or [dfellers@superiorschoolinc.com](mailto:dfellers@superiorschoolinc.com) within 7 days of the course start date. Individuals will need to provide a doctor's note stating their ADA requirement needs.**

## Tuition and Fees:

Superior School of Real Estate Ed. LLC accepts checks or credit cards (Visa, MasterCard, AMEX or Discover) for full tuition at the time of enrollment. Full tuition payment is due at registration and prior to the start of a course. Course tuition includes student course materials as determined by the specific course. An approved textbook is required for each pre and post course. **Superior School of Real Estate does not accept cash payments.**

- Broker Prelicensing Course: \$479 tuition
  - plus \$47 + tax for the cost of a textbook
- Repeating Broker Prelicensing Course (after failing two examinations): \$150.00
- Broker Postlicensing Courses: \$269 tuition per 30-hour course
  - plus \$55 + tax for the cost of a textbook (used in all 3 courses)
- Repeating Broker Postlicensing Course (after failing two examinations): No Charge.
- Continuing Education Courses
  - Live onsite and Synchronous Distance Courses: \$75
  - Distance Learning/Self-Paced Online Courses: \$69
- Checks returned for non-sufficient funds (NSF) will be charged a \$25.00 return check fee and the check will be redeposited

## **Cancellation Policy:**

Superior School of Real Estate Ed. LLC reserves the right to cancel or reschedule a course as needed. If Superior School of Real Estate Ed. LLC cancels a course, a full refund will be issued. If Superior School of Real Estate Ed. LLC reschedules a course before the start date, the student may elect to continue with the new schedule or request a full refund. If a course is rescheduled during the duration of the class, the student may continue as scheduled or elect to withdraw from the course and re-enroll in another course at no additional charge.

**Unforeseen events such as weather, instructor illness, or facility issues may cause Superior School to reschedule a future course or alter the schedule of a course in progress. Superior school will make a reasonable effort to accommodate the students and complete the course however such completion may require changes in dates, location, or instructor and the student is expected to abide by school's attendance requirements.**

## WITHDRAWAL/TRANSFER REFUND POLICY

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### **Broker Prelicensing Course:**

#### **Withdrawal/Transfer prior to course starting:**

Upon notice prior to the start of a course, students may transfer to another course at no charge or withdraw and receive a full refund. Books must be returned in their original condition before a full refund will be given. Notice is required for withdrawals and transfers. No refund will be issued without notice prior to the start of a course.

#### **Withdrawal/Transfer once course has begun:**

With notice, within 7 calendar days of beginning the course, students may withdraw and receive a tuition refund less a \$150 administrative fee. Students will not receive a refund for a withdrawal from the course after 7 days of the course start date.

With notice, within 7 calendar days of the course start date, students may transfer to a future course for a \$50 administrative fee. Students may not transfer from the course after 7 days of the course start date.

Upon payment of a \$150 reduced tuition fee, a student who does not complete or pass a broker prelicensing course offered by the School may retake the course within a period of (12) twelve months from the beginning of the course.

### **Broker Postlicensing Course:**

#### **Withdrawal/Transfer prior to course starting:**

Upon notice prior to the start of a course, the student may transfer to another course or receive a full refund. Notice is required for withdrawals and transfers. No refund will be issued without notice prior to the start of the course.

#### **Withdrawal/Transfer once course has begun:**

A student who does not complete or pass a broker postlicensing course offered by the School may retake the course at no charge within a period of (12) twelve months from the beginning of the initial course. Attendance

in a Superior School Prelicensing or Postlicensing class does not guarantee passage of any examinations. Failure of the student to master the content and possess sufficient knowledge and skill to pass the examinations does not entitle the student to a refund.

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## SCHOOL INFORMATION

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### **Laptop & Electronic Device Usage Policy:**

Laptop computers and wireless electronic devices have become an integral part of modern life. While we offer some electronic access options, it is our highest priority to ensure that electronic devices and laptop computers are an enhancement and not a distraction to the classroom environment. The guidelines below provide a framework directing the use of laptop computers and electronic devices in our prelicensing and postlicensing classrooms:

1. Postlicensing students are required to access the *North Carolina Real Estate Manual* in class by way of printed or digital manual.
2. We try to provide free Wi-Fi access at each of our licensing facilities; however, we cannot guarantee that Wi-Fi access will be available 100% of the time. Superior School does not and cannot guarantee internet access or free Wi-Fi at any facility.
3. For live in-person courses, it is within the discretion of the instructors to specify when laptops, cell phones, and electronic devices may be used and when they should be put away. Instructors have full authority to determine appropriate policies for use of electronic devices in classrooms.
4. Students who need to use a cell phone (phone call, texting, email, etc.) must do so at one of the course breaks outside of the classroom. All cell phones must be silenced during classtime.
5. The possession and use of laptops and wireless electronic devices is strictly prohibited during exams or quizzes unless the device is being used to take the exam or quiz and is being proctored.

We are not responsible for lost or stolen laptops or electronic devices.

Class schedules, registration information and forms, and general School information are available on our website at [www.superiorschoolnc.com](http://www.superiorschoolnc.com) and upon request by phone, mail or e-mail.



## Student Conduct and Exam Confidentiality:

Students are expected to conduct themselves in a manner befitting mature adults. Dress may be comfortable but in good taste. Dismissal without recourse will be imposed for behavior that, in the judgment of the instructor or staff, is inappropriate in a professional setting, is a distraction to other students, or reflects negatively on the School. For in-person courses students are not permitted to bring a computer or cell phone to class on the day of their midterm or final exams. Those with any form of a computer or cell phone in their possession on the day of an exam will be asked to leave their devices within their car or at home until they have completed the exam. Any use of said device during a midterm or final exam will result in immediate failure and dismissal. **The School is required to report students suspected of cheating to the NC Real Estate Commission. Exams are confidential and will not be accessible for student review after they have been graded. All students are required to adhere to NCREC rules regarding examination related conduct and confidentiality of examinations as set forth by NCREC in the following rules.**

21 NCAC 58A .0404 EXAMINATION RELATED CONDUCT (a) When taking a license examination, an applicant shall not: (1) cheat or attempt to cheat on the examination by any means, including giving or receiving assistance or using notes of any type; (2) communicate with any person other than an examination supervisor for any purpose in any manner; (3) have in his or her possession or utilize in any manner study materials or notes or any device that may be used to: (A) communicate with others; (B) access information; or (C) record or store photographs, visual images, audio or other information about the examination; (4) have in his or her possession or utilize a calculator that: (A) permits the storage, entry or retrieval of alphabetic characters; or (B) is not silent, hand-held and either battery-powered or solar-powered; (5) have in his or her possession a wallet, pocketbook, bag or similar item that can be used to store materials prohibited by this Rule; (6) refuse to demonstrate to the examination supervisor that pockets on any item of clothing do not contain materials prohibited by this Rule; (7) leave or attempt to leave the testing area with any materials provided for the purpose of taking the examination or with any information, notes or other information about the content of the examination; or (8) refuse to comply with the instructions of the Commission and the Commission's test provider for taking the examination; or (9) disrupt in any manner the administration of the examination. (b) Violation of this Rule shall result in dismissal from an examination, invalidation of examination scores, forfeiture of examination and application fees and denial of a real estate license, as well as for disciplinary action if the applicant has been issued a license.

21 NCAC 58A .0405 CONFIDENTIALITY OF EXAMINATIONS Licensing examinations are confidential. No applicant or licensee shall obtain, attempt to obtain, receive, or communicate to other persons examination questions or answers. Violation of this Rule is grounds for denial of a real estate license if the violator is an applicant and disciplinary action if the violator is a licensee or becomes a licensee prior to the discovery of the violation by the Commission.

## Visitors/Guests:

Courses at Superior School of Real Estate Ed. LLC are open to enrolled students only. Enrolled students MAY NOT bring visitors or guests to the classroom.

## Schedule/Hours/Holidays:

Course schedules are published separately from this bulletin and are available on our website at [www.superiorschoolnc.com](http://www.superiorschoolnc.com). Schedules will reflect beginning, ending and exam dates as well as the hours of each class. Holidays observed include New Year's Eve/Day, Good Friday, Easter, Memorial Day, Independence

Day, Labor Day, Thanksgiving Day/Day After and Christmas Eve/Day.

**Unforeseen events such as weather, instructor illness, or facility issues may cause Superior School to reschedule a future course or alter the schedule of a course in progress. Superior school will make a reasonable effort to accommodate the students and complete the course however such completion may require changes in dates, location, or instructor. Students are expected to meet all attendance requirements.**

### **Inclement Weather Policy:**

In the event of inclement weather or a local or national emergency, students are asked to view our website or contact customer service at (877) 944-4260 for School closing information.

## BROKER PRELICENSING & POSTLICENSING COURSE COMPLETION CRITERIA

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### **Attendance:**

It is ***strongly encouraged*** that students attend all scheduled classroom hours.

- **Broker prelicensing** students must attend a minimum of 67.5 scheduled classroom hours of the 75-hour course (absences not to exceed 7.5 hours). Prelicensing students **MUST ATTEND all hours of the first scheduled broker prelicensing course session**; prelicensing students missing the first scheduled course session will be required to reschedule to another prelicensing course. **If a student is not present at the start time on the first day of a prelicensing class, they will be deemed absent and withdrawn from the course. Their seat may be given to a student on the wait list. Please refer to our withdrawal/transfer policy for refund information.**
- **Broker Postlicensing** students must attend a minimum of 27 scheduled classroom hours of the 30-hour course (absences not to exceed 3 hours). **If a student is not present at the start time on the first day of a Postlicensing class their seat may be given to a student on the wait list. A full refund will be given in this situation. Their seat may be given to a student on the wait list.**
- **Broker prelicensing and Postlicensing students** are NOT permitted to make up missed time due to tardiness or absences. Students should ensure they can attend the required classroom hours before registering for a class.
- For **Virtual Classrooms**, all attendance requirements are still in place and will be monitored using attendance tracking software. Please sign on to the webinar 15 minutes prior to the start time of class to ensure everything is in proper order. You will need to be logged into the session for us to know that you are present. **It is the responsibility of the student to ensure they have reliable internet access for the duration of the course. Any time spent logged out of the course will count against your attendance.** Total time will be calculated from reports pulled when the course is concluded. It is the student's responsibility to track their time logged into the course. The school will not provide an update on attendance until the course is completed.

**NOTE:** Instructors for in-person courses will take attendance for every course session. Instructors are responsible for monitoring attendance, including late arrivals and early departures. All time missed will be counted towards the total allowable absent time for each course. **Students will not be allowed to take an exam if they have not met the attendance requirements.**

## COURSE EXAMS & GRADING

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All end-of-course exams will be taken using our online software. This will be loaded into each student's online dashboard and is available by logging into the student account at [www.SuperiorSchoolNC.com](http://www.SuperiorSchoolNC.com). **All exams shall be monitored using an online proctor. Directions to connect with an online proctor will be given to students when they log into their accounts and select their end-of-course exam. Students must connect to the proctor and receive directions before they begin to access confidential exam content. To take the exam a student will need *each* the following items:**

1. A reliable internet connection
2. A laptop, personal computer, or tablet connected to the internet
3. An internet connected device with a camera (a mobile smart phone or tablet is recommended)
4. A quiet space free of distractions to take their exam

The online proctor will notify the school when the exam is complete and if any irregularities or suspicions that the student may have cheated. Superior School of Real Estate is required to report any suspicions of cheating to the North Carolina Real Estate Commission. Such behavior may result in a denial of real estate licensure.

### Broker Prelicensing Course Requirement:

The final exam is a comprehensive test covering all prescribed subject areas and all sessions. Students must pass with a score of 75 percent or higher on the final exam. Students are allotted 3.5 hours for the exam. To successfully complete the course, prelicensing students must: a) meet all attendance requirements, b) timely submit completed in-class and take-home assignments and c) pass the final exam with a minimum score of 75%.

**STUDENTS ARE REQUIRED TO TAKE THEIR FINAL EXAM ON THEIR SCHEDULED EXAM DATE! IF A STUDENT DOES NOT TAKE THEIR SCHOOL EXAM AS REGULARLY SCHEDULED, THE STUDENT IS ELIGIBLE TO TAKE ONE EXAM AT ANOTHER TIME BUT FORFEITS THEIR OPPORTUNITY FOR A SECOND EXAM.**

A student failing to achieve a score of 75% or higher on the final exam may retake the final exam one time within **20** days of the course ending date, at a date and time specified by the School.

*Per Commission Rule 58H .0210(f): A Prelicensing or Postlicensing course student who does not pass the end-of-course exam within 30 days of the last scheduled day of the course must retake the entire course to be entitled to take the end-of-course exam again. All minimum requirements that applied to the original course, including attendance requirements, will apply to a retake of the course.*

If a student is unsuccessful in passing the retake exam, the student will be allowed to repeat the course in its entirety for a reduced tuition fee of \$150 provided the course is retaken within a period of 12 months from the beginning date of the initial course.

Those who have registered for the retake exam and are no-shows will forfeit their right to a retake exam. Notice is required for all retake exam withdrawals and transfers. Notice must be received prior to the date of the retake exam.

## Broker Postlicensing Course Requirement:

The final exam is a comprehensive test covering all prescribed subject areas and all sessions. Postlicensing students must: a) meet attendance requirements, b) timely submit completed in-class and take-home assignments and c) pass the final exam with a minimum score of 75%.

**STUDENTS ARE REQUIRED TO TAKE THEIR FINAL EXAM ON THEIR SCHEDULED EXAM DATE! IF A STUDENT DOES NOT TAKE THEIR SCHOOL EXAM AS REGULARLY SCHEDULED, THE STUDENT IS ELIGIBLE TO TAKE ONE EXAM AT ANOTHER TIME BUT FORFEITS THEIR OPPORTUNITY FOR A SECOND EXAM.**

A student failing to achieve a score of 75% or higher on the final exam may retake the final exam one time within **20** days of the course ending date, at a date and time specified by the school.

*Per Commission Rule 58H .0210(f):* A Prelicensing or Postlicensing course student who does not pass the end-of-course exam within 30 days of the last scheduled day of the course must retake the entire course to be entitled to take the end-of-course exam again. All minimum requirements that applied to the original course, including attendance requirements, will apply to a retake of the course.

If a student is unsuccessful in passing the retake exam, the student will be allowed to repeat the course in its entirety at no charge provided the course is retaken within a period of 12 months from the beginning date of the initial course. Those who have registered for the retake exam and are no-shows will forfeit their right to a retake exam. Notice is required for all retake exam withdrawals and transfers. Notice must be received prior to the date of the retake exam.

## Annual Summary Performance and Report Data

Per North Carolina Real Estate Commission rule 21 NCAC 58H .0204, the Superior School of Real Estate's annual summary performance and report data is as follows.

For the entire license year of July 1, 2019-June 30, 2020, 1,312 Superior School of Real Estate students took the Commission's licensing exam. 64% or 845 of the 1,312 students passed the exam.

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## CONTINUING EDUCATION

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Superior School of Real Estate Ed. LLC is approved to offer both in-class, synchronous distance learning, and online real estate continuing education courses. A complete course schedule is available through the School office or on our website at [www.superiorschoolinc.com](http://www.superiorschoolinc.com).

### Virtual Classroom:

All attendance requirements are still in place and will be monitored using attendance tracking software. Please ready to sign on to the webinar 15 minutes prior to the start time of class to ensure everything is in proper order. You will need to be logged into the session for us to know that you are present. **It is the responsibility of the student to ensure they have reliable internet access for the duration of the course. Any time spent logged out of the course will count against your attendance.** Total time will be calculated from reports pulled when the course is concluded. Digital copies of all course books are available on our website at <https://www.superiorschoolinc.com/superior-downloadable-pdfs/#ce>.

# LOCATIONS & FACILITIES

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## Charlotte Administrative Office:

Toll-free: 877-944-4260 [staff@superiorschoolinc.com](mailto:staff@superiorschoolinc.com)

14825 Ballantyne Village

Way, Suite 240-15,

Charlotte, NC 28277

## Our Training Facility Locations:

- 28 Schenck Pkwy., #102, Asheville, NC 28803
- 111 Realtors Way, Cary, NC 27513
- 100 Marriott Way, Chapel Hill, NC 27517
- 101 Cosgrove Ave #200, Chapel Hill, NC 27514
- 14815 Ballantyne Village Way, Suite 270, Charlotte, NC 28277
- 9009 Bryant Farms Rd., Charlotte, NC 28277
- 12325 Johnston Rd., Charlotte, NC 28277
- 7841 Gateway Ln NW, Concord, NC 28027
- 7201 Scott Padgett Pkwy., Concord, NC 28027
- 19608 Liverpool Pkwy., Cornelius, NC 28031
- 4236 University Drive, Durham, NC 27707
- 23 Oak Branch Dr., Greensboro, NC 27407
- 426 W Market St, Greensboro, NC 27401
- 7067 Albert Pick Road, Greensboro, NC 27409
- 1501 Highwoods Blvd., Suite 400, Greensboro, NC 27410
- 438 W Friendly Ave, Greensboro, NC 27401
- 305 Greenville Blvd. SW, Greenville, NC 27837
- 102 East Arlington Blvd., Greenville NC 27858
- 16617 Statesville Rd, Huntersville, NC 28078
- 14510 Boulder Park Dr., Huntersville, NC 28078
- 215 N Main St, Mooresville, NC 28115
- 425 Towne Centre Blvd, Pineville, NC 28134
- 1101 Gorman St., Raleigh, NC 27606
- 1041 Wake Towne Drive, Raleigh, NC 27609
- 3741 Thistledown Drive, Raleigh NC 27606
- 7751 Brier Creek Pkwy #100, Raleigh, NC 27617
- 4537 Country Club Rd., Winston-Salem, NC 27104

These training facilities are approved by the North Carolina Real Estate Commission and meet all safety and health requirements as outlined in city, state, and federal regulations. These locations provide free and accessible student parking.

## School Licensure & Approval:

Superior School of Real Estate Ed. LLC is licensed by the North Carolina Real Estate Commission. Any complaints concerning the School should be directed in writing to:

[North Carolina Real Estate Commission](#)

ATTN: Education & Licensing Division

P.O. Box 1700

Raleigh, NC 27619

# Superior School of Real Estate Ed., LLC

## CERTIFICATION

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This agreement is between **Superior School of Real Estate Ed., LLC** (hereinafter “SCHOOL”) and the customer or student (hereinafter “STUDENT”). The physical or digital signature of STUDENT constitutes the complete agreement of policies and procedures between the parties.

1. SCHOOL agrees to provide STUDENT the purchased course(s) indicated below in accordance with the requirements prescribed by the North Carolina Real Estate Commission.

*Broker Prelicensing Course*

*Broker Postlicensing Education Courses (30 classroom hours each):*

- #301 – Broker Relationships and Responsibilities (BRR)
- #302 – Contracts and Closing (C&C)
- #303 – NC Law, Rules & Legal Concepts (NCL)

*Broker Continuing Education Courses*

2. STUDENT agrees to pay tuition for the course(s) indicated above
3. STUDENT agrees to all policies and procedures outlined in this document
4. By their signatures, the official signing for SCHOOL certifies delivery of a copy of SCHOOL’s Policy and Procedure Document to STUDENT and STUDENT acknowledges receipt of such Document before purchase of course or product.
5. **Student agrees and acknowledges that unforeseen events such as weather, instructor illness, and technical or facility issues may cause SCHOOL to reschedule a future course or alter the schedule of a course in progress. SCHOOL will make a reasonable effort to accommodate STUDENT and complete the course however such completion may require changes in dates, location, or instructor. Such unforeseen changes do not entitle STUDENT to a refund. More detailed policies are in the Policies and Procedures document.**



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Signature of **Superior School of Real Estate, Ed.**  
**LCC Official**

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W. Kyle Wentz, Education Director