



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:** April 10, 2023

**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:**

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Name:	Title:
Kyle Wentz	Education Director
Christina Stallings	General Manager
Frank Fields, DREI, GSI, CDEI	Education Manager, Instructor
Julia Swaenepoel	Lead Scheduler
Cynthia Smith	Livestream Operations Manager
Dawn Fellers	Pre/Post Coordinator
Maribeth Damron	B2B/Sponsor Coordinator
Marsha Bailey	Site Staff Administrator
Bill Gallagher, DREI	Founder, Instructor
Andrea Williams, GSI	Instructor
Angel Trombly	Instructor
Ashley Johnson	Instructor
Derrin Dunweiler	Instructor
Jack Marinello, DREI	Instructor
John Walker, DREI	Instructor
Lynda Sargent	Instructor
Mel Black	Instructor
Melea Lemon, DREI	Instructor
Mike Thornburg, GSI	Instructor
Patricia Moylan	Instructor
Sam Martin, PhD, DREI	Instructor
Sandra O'Connor	Instructor
Stephanie Rhodes	Instructor
Spencer Clifford, DREI	Instructor
Tracy Frazier, DREI	Instructor
Vee Morton	Instructor
Vic Knight	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.

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### 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.**

**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 recommends 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 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/livestream 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 mailed to student's home address. Please contact Customer Service at (877) 944-4260 for questions about your book order and shipment. 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 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. 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**

Adventure Guide will be shipped directly to student's home address. Please contact Customer Service at (877) 944-4260 for questions about your book order and shipment. If enrolling in a course near the start date, your books may arrive after the course starts. 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**

**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>.

## 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.

**Communication:** Our staff and customer service associates are only able to speak with the student of record regarding their account.

## 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. Any book shipments will include a \$20 shipping fee. **Superior School of Real Estate does not accept cash or check payments.**

- Broker Prelicensing Course: \$549 tuition
  - plus \$47 + tax for the cost of a textbook and \$20 shipping fee
- Repeating Broker Prelicensing Course (after failing two examinations): \$200.00 + applicable taxes
- Broker Postlicensing Courses: \$269 tuition per 30-hour course
- 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

## 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.**

# REFUND & RETAKE POLICY

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## Refund Policies:

### Online:

- Starting from the date the course was purchased, students have 30 days from the date of purchase to request a refund.

### Livestream and Classroom Courses:

- 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. Notice is required for withdrawals and transfers. No refund will be issued without notice prior to the start of a course.
  - Students can swap to a self-paced online course if they no longer qualify for a refund.
  - Livestream and Classroom students who do not attend class – whether one or multiple classes – will not receive a refund.
- With notice, within 24 hours of beginning the course, students may withdraw and receive a tuition refund less a \$200 fee.
  - Physical textbooks, manuals, and shipping are non-refundable.
  - Any refunds for packages that included physical textbooks will be refunded less a \$50 refund fee.

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.

## Broker Prelicensing Course Retake:

A student who does not 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 with a payment of a \$200 reduced tuition fee + applicable taxes.

## Broker Postlicensing Course Retake:

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.

# 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 All students in a synchronous or distance-learning course will need either a laptop, smartphone, or tablet with a strong and dependable internet connection.
- 5 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 class time.
- 6 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.superiorschoolinc.com](http://www.superiorschoolinc.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. No weapons are allowed on any school premises. No smoking or vaping of any kind is allowed in the classroom. 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. Synchronous and distance-learning school exams are administered using an online proctor service. Students must abide by the rules set forth by the online exam proctoring company to complete their pre and post course requirements. **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 completed or 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.**

**All exams must be completed within 180 days of course registration as required by NCREC Rule 58H .0207(a)**

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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.superiorschoolinc.com](http://www.superiorschoolinc.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. For synchronous distance learning courses, any time spent without internet will count against attendance. Superior School will work with all students impacted by weather to make up missed class time

# BROKER PRELICENSING & POSTLICENSING COURSE COMPLETION CRITERIA

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## Attendance:

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

- **Broker prelicensing** in-person and synchronous students must attend a minimum of 67.5 scheduled instructional 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 prelicensing students must also complete 29 of 29 progress exams in Superior's exam prep program located on their student dashboard on Superior's website 2 days prior to their final course exam.**
    - **STUDENTS MUST COMPLETE ALL 21 OF 21 CHAPTER REVIEWS, ALL 3 NC LICENSE LAW REVIEWS, AND ALL 5 SECTION REVIEWS TO PASS THE BROKERPRELICENSING COURSE AND BE ELIGIBLE TO TAKE THE FINAL COURSE EXAM.**
- **Asynchronous online students must complete the entire course as well as passing the course exam with a 75% within 180 days of purchase. Per NCREC rules, no extensions or exceptions are allowed.**
- **Broker Postlicensing** in-person and synchronous course students must attend a minimum of 27 scheduled instructional 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 instructional hours before registering for a class.
- **Live stream/synchronous distance learning courses**, all attendance requirements are still in place and will be monitored using attendance tracking software and course moderators. **Students attending a live stream/synchronous distance learning course are required to be logged in with their cameras on, faces on camera, attentive, and actively participating in the course to receive credit. Students must be in a quiet room, not driving or in a vehicle, working, doing chores, etc. All rules that apply in a classroom apply to live stream courses. Superior School moderators and course auditors will be present to ensure students are meeting these attendance requirements.** Students should sign on to the course 15 minutes prior to the start time of class. 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 student 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.**

**Sick Policy:**

If you have symptoms now or in the last 24 hours including but not limited to cough, fever, nausea, Flu-like symptoms, etc. we ask that you remove yourself from live, in-person classes. If you are showing symptoms during a Live Class, an instructor or staff member may ask you to leave class. You will be welcome to return when you are no longer showing symptoms

## 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 the confidential exam content. To take the exam a student will need *each* of 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 Exam 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 COURSE EXAM ON THEIR SCHEDULED EXAM DATE! IF A STUDENT DOES NOT TAKE THEIR FINAL COURSE 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.

*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 are take 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 \$200 + applicable taxes provided the course is retaken within a period of 12 months from the beginning date of the initial course.

### Broker Postlicensing Exam 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 COURSE EXAM ON THEIR SCHEDULED EXAM DATE. IF A STUDENT DOES NOT TAKE THEIR FINAL COURSE EXAM AS REGULARLY SCHEDULED, THE STUDENT IS ELIGIBLE**

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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.

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.

## Annual License Exam and Summary Performance and Report

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

For the entire license year of July 1, 2021-June 30, 2022, 1,032 Superior School of Real Estate students took the Commission's licensing exam. 64% or 660 of the 1,032 students passed the exam.

- 211 of these students completed our In-Person instruction method of the Broker Prelicensing Course. 124 of those students passed, resulting in a 59 % pass rate on the North Carolina Examination.
- 536 of our students completed our Broker Prelicensing Course by Synchronous instruction method. 343 of those students passed, resulting in a 64 % pass rate on the North Carolina Examination.
- 285 of our students completed our Broker Prelicensing Course by self-paced distance instruction method. 193 of those students passed, resulting in a 68 % pass rate on the North Carolina Examination.

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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).

### Live Stream/Synchronous Distance Classroom:

All attendance requirements are still in place and will be monitored using attendance tracking software. Students are required to have their cameras on. Please be 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. Anytime spent logged out of the course will count against student 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:

- 14815 Ballantyne Village Way, Suite 270, Charlotte, NC 28277
- 28 Schenck Pkwy., #102, Asheville, NC 28803
- 84 Walton St NW STE 120, Atlanta, GA 30303
- 111 Realtors Way, Cary, NC 27513
- 100 Marriott Way, Chapel Hill, NC 27517
- 101 Cosgrove Ave #200, Chapel Hill, NC 27514
- 14825 Ballantyne Village Way, Suite 270, Charlotte, NC 28277
- 9009 Bryant Farms Rd., Charlotte, NC 28277
- 12325 Johnston Rd., Charlotte, NC 28277
- 100 Beatties Ford Rd Charlotte, NC 28216
- 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
- 7007 Fayetteville Rd, Durham, NC 27713
- 4192 Sycamore Dairy Rd., Fayetteville, NC 28303
- 1108 E Ash St., Goldsboro, NC 27406
- 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
- 6007 Landmark Center Blvd., Greensboro, NC 27407
- 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** (herein after "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 Upon purchase of a course, 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 agreement to the policies and procedures within the document upon 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, alter the schedule of a course in progress, or change instructor for the course. 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.**



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

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W. Kyle Wentz, Education Director