

Continuing Education Credit (for accredited courses)

To receive CE credit, students must attend the **entire** course and achieve a 90% score or better on an open-book exam or a 70% score or better on a closed-book exam (for courses requiring an exam).

CE credit or refunds will **not** be given to late arrivals or early departures. To ensure compliance with K.A.R. 86-1-17(b)(2), it is WAAR's policy that **any arrival past the scheduled class start time, scheduled breaks or lunch is considered late**. Late arrivals are welcome to attend as long as they understand they will not receive any CE credit.

Refund Policy

A full refund will be given if the student cancels at least five (5) business days prior to the course.

If a course is cancelled, or the student withdraws at least 5 business days prior to the course, a full refund will be issued. Cancellation in less than 5 business days of the course will result in a refund of the tuition less a 25% administration fee.

There is NO refund if the student fails to appear for class, is not eligible for CE because of WAAR's compliance with K.A.R. 86-1-17(b) (2), cancels within one business day or twenty-four (24) hours of the course (whichever is longer), or fails to cancel. (Refunds due to the student will be issued within 30 days of cancellation.)

No Show Policy:

A "No-Show" is defined as a student that fails to cancel 24 hours prior to and then fails to appear for a course or Professional Development opportunity in which they are registered.

If an E-Card holder or student registered for a free Professional Development opportunity fails to appear for class, without notification 24 hours prior to the course, they will be charged a \$10 No Show Fee.

Course Recording Policy

Courses and their content held by the Wichita Area Association of REALTORS® are the intellectual property of the Wichita Area Association of REALTORS®, National Association of REALTORS® or the Instructor independently contracted by the Associations and protected under copyright law. Therefore, audio or video recording of classes by students is strictly forbidden. Students may make a request for permission from the appropriate entity to record a course. The granting of such requests will not be automatic and is within the discretion of each organization or instructor.

Violators of this policy will be removed from the course without tuition reimbursement and could result in legal action

Education Grievance Policy

The Wichita Area Association of REALTORS® will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of course attendees. The monitoring and assessment of compliance with these standards will be the responsibility of the Professional Development Director.

While WAAR goes to great lengths to assure fair treatment for all attendees and attempts to anticipate problems, there will be occasional issues that come to our attention that require intervention and/or action. This procedural description serves as a guideline for handling such grievances.

When a grievance arises pertaining to a WAAR Continuing Education program or process, the complainant is expected to notify the Professional Development Director in writing, as soon as possible so that the nature of the concern may be addressed in a timely fashion. Written complaints or grievances should include: the name, address, and phone number of the person submitting the complaint or grievance; the title of the Continuing Education course; and the exact nature of the complaint or grievance.

The Professional Development Director will attempt to resolve the grievance immediately if possible. If immediate resolution is not possible, the Professional Development Director will bring the complaint to the Executive Committee of the Association within one month. All possible care will be taken to uphold the confidentiality of the complainant. The Executive Committee will formulate a response to the complaint and recommend action if necessary, which will be conveyed directly to the complainant.

Confidential records of all grievances, the process of resolving the grievance, and the outcome will be kept in locked files of the Professional Development Director. A copy of this Grievance Procedure will be available upon request.

Please contact the Professional Development Director, Cindi Ferguson, to submit a complaint or if you have additional questions via email at Cindi@wichita-realtors.com or by calling 316-263-3167.