

Terri Whitehead School of Real Estate

2157 Taylor Road, Montgomery, AL. 36117

334-207-0632

137395

SCHOOL POLICY

State specific links

- [Alabama Academic Catalog](#)
- [Alabama Enrollment Agreement](#)

If the school's policy differs from the state-specific policies, the state specific enrollment agreement and catalog shall supersede (replace) the school's general policies.

ABOUT US

Terri Whitehead School of Real Estate's foundation is rooted in the legacy of our leading professional education brands that have supported and nurtured real estate careers for decades.

This expertise fuels our commitment to delivering an outstanding online learning experience for every customer looking to begin, advance, and succeed in their profession. As a nationally approved real estate school Terri Whitehead School of Real Estate provides online courses for real estate agents, brokers, appraisers, and home inspectors.

Our online real estate course catalog is designed to prepare you for your exam, help you become licensed, and maintain your license through continuing education. Our real estate, appraisal, and home inspection pre-licensing courses satisfy the educational requirements for licensure by the appropriate jurisdictions and adhere to all state licensing requirements.

MISSION

Empower aspiring and accomplished real estate, home inspection, and appraisal professionals with the tools they need to succeed.

ADMISSION REQUIREMENTS

Admission is open to any qualified applicant. No qualified person may be excluded from enrollment on the basis of race, color, religion, gender, gender identity and/or expression, national origin, disability, marital status, sexual orientation, or military status.

APPLICANTS MUST MEET THE FOLLOWING REQUIREMENTS

1. Be at least 18 years of age.
2. The submission of any required forms (Enrollment Agreements, etc.) as required by state postsecondary regulations.
3. Pay appropriate fees. See ENROLLMENT AND TUITION.

SYSTEM REQUIREMENTS

The system requirements for Terri Whitehead School of Real Estate's Learning Management System (LMS) can be found [on our website](#).

ENROLLMENT AND TUITION

Students may enroll in courses through www.Davidkahn.com. Certain states require a signed Enrollment Agreement and other disclosures to complete registration.

Training must be paid in full upon enrollment.

FINANCIAL AID

No financial aid is available for any courses offered by Terri Whitehead School of Real Estate.

REFUND AND CANCELLATION

COURSE REFUNDS

Within seven (7) calendar days after the date of purchase, a student may cancel and request a full refund. Requests for cancellation of registration must be made by contacting Terri Whitehead School of Real Estate by phone or e-mail. The request must be received by Terri Whitehead School of Real Estate before midnight of the seventh calendar day from the date of purchase.

If a request for cancellation and refund is made after seven (7) calendar days of purchase and if online training has not been accessed, then a student is eligible to request a refund and be charged a cancellation fee. The cancellation fee is 15% of the total purchase amount.

Terri Whitehead School of Real Estate reserves the right to deny refund requests outside of the guidelines of this policy and/or charge a \$25 usage fee if the online course has been accessed.

SHIPPING POLICY

Following are the terms and condition that constitute our Shipping Policy (for orders containing hard copy textbooks).

DOMESTIC SHIPPING POLICY

Shipment Processing Time

All orders are normally processed within two (2) business days of purchase.

Orders are not shipped or delivered on weekends or holidays.

Shipping is available to a physical address only; UPS cannot ship to a PO Box.

If our carrier is experiencing a delay in delivery, then shipments may be delayed by a few days. Please allow additional days in transit for delivery.

Shipping Delivery Estimates

Shipment Method	Estimated Delivery Time	Notes
UPS Ground	3-5 Business Days	NOTE: Orders placed after 3pm CST will not be processed and shipped until the following day.
UPS Second Day	2 Business Days	
UPS Next Day	1-2 Business Days	

*Overnight delivery is only available for orders with delivery addresses within the continental United States.

**Delivery delays can occasionally occur.

INTERNATIONAL SHIPPING

Shipment Processing Time

All orders are normally processed within two (2) business days of purchase.

Orders are not shipped or delivered on weekends or holidays.

Standard international shipping rates apply.

Estimated delivery time for international orders depends on Carrier. If shipping via UPS; delivery should occur 2-7 business days after processing.

COURSE EXPIRATION AND EXTENSIONS

All course lessons must be completed within 180 days (6 months) from the date of enrollment. Course access will expire at midnight on the 180th day after enrollment.

If you are unable to complete your course within the initial 180 days, then you may request a maximum of three 60-day extensions thereafter, when allowed by the regulatory body.¹ If you are eligible to purchase an extension, then the first extension is free of charge and the second and third may be purchased at \$50 each.

The maximum time to complete a course, including any eligible extensions and completion of the final exam, is 12 months (180 days + purchase of 3 60-day extensions).

The 60-day extension period begins from the date your course originally expires. It is your responsibility to contact Terri Whitehead School of Real Estate to request an extension. It is recommended you purchase the extension immediately after the course has expired in order to be able to have the full 60 days of the extension. Access to a course after the extension period(s) requires re-enrollment.² A discounted re-enrollment fee of 50% of the original purchase price will be charged.

If you are not eligible for an extension due to regulatory requirements, then you will be eligible to re-purchase the course with a discounted re-enrollment fee of 50% off the original purchase price.

EXAMINATION AND GRADING

You must pass the course exam with a minimum score that is set by the Commission Rules in your state. All final exams are accessed via the LMS at the end of your course. If required by the applicable regulatory body, then you will receive notification your exam must be proctored. Some states require that your exam be proctored which means you are required to complete the examinations in the presence of another person.

Should you fail the exam, please contact the school to receive additional exam attempts. If required by the regulatory body, then you will be required to re-enroll and repeat the course from the beginning before taking the final exam again. A discounted re-enrollment fee of 50% of the original purchase price will be charged.

MONITORING PROGRESS

Terri Whitehead School of Real Estate's innovative approach is entirely user-driven with a platform allowing learners to progress at their own pace. Learners range from beginners, those who want to build on their training, to veterans who would like a refresher course in best practices.

Terri Whitehead School of Real Estate's learning management system (LMS) emphasizes teaching to mastery and fluency and giving the learner dynamic control of the learning process.

Each module:

1. begins by stating the learning objectives for that specific module;
2. frequently assesses with multiple choice questions the extent to which the learner has absorbed the material and met the stated learning objectives;
3. offers remediation for any items not yet mastered; and
4. continues remediation until the learner can demonstrate mastery of all items in the instructional content for that module.

No module may be completed until the stated learning objectives have been met. Students must satisfy the preset criteria for fluency and mastery.

COMPLETING THE COURSE

Please refer to the directions on your course home page for specific instructions regarding the completion of your course and the "Introduction" lesson located at the beginning of each course. To receive your Completion Certificate, you must successfully:

1. complete all instructional lessons in the course within the prescribed time for credit
2. pass the final exam if an exam is required
3. complete the final affidavit at the end of the course; and
4. complete the end-of-course survey

REPORTING: If your course completion is required to be reported to the state, then please allow 2-3 business days for the school to report your completion.

Mandatory Timing Device and Student Inactivity

Some jurisdictions require that a timer be enabled. This timer, visible to the student, prevents click-through activity and requires the student to be in the course for the minimum time. Should the student remain inactive for longer than is reasonable without either advancing to the next screen and/or answering the questions which are posed periodically throughout the course, the timer will stop. This prevents students from logging time during an inactive period of the course.

SUPPORT

INSTRUCTOR SUPPORT

For questions regarding the course content, exam information, and/or mentorship, an instructor is available for assistance. Please contact tmartin@davidkahn.com to communicate with an instructor.

TECHNICAL SUPPORT

For technical assistance, please call Technical Support at 800-532-7649 or email them at support@mbitiontolearn.com. Technical Support is available to provide support during the following times:

Monday – Thursday:	8:00am to 7:00pm (Central)
Friday:	8:00am to 6:00pm (Central)
Saturday:	8:00am to 4:00pm (Central)

Sunday: Closed

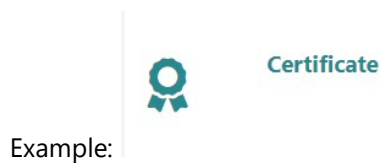
Holidays are an exception to this schedule and times may vary.

When you call Technical Support, please be prepared to explain your problem in detail and have access to your computer. To effectively troubleshoot your issue, our technicians begin the call by asking you a series of questions regarding your operating environment. We will need to know what type of computer you are using, the operating system you are using, the version number of your software, etc. Your call may be documented or monitored to help us maintain quality of service standards.

COMPLETION CERTIFICATE

Terri Whitehead School of Real Estate issues electronic certificates unless state regulations require otherwise.

Upon completion of all course requirements, a Completion Certificate will be unlocked and can be accessed in your student portal via the clickable image.



RECORD RETENTION

Student files are retained for the minimum time required by state regulations. Online student files are maintained in our cloud-based servers, and paper files are held at our corporate office located at:

*Terri Whitehead School of Real Estate
2157 Taylor Road
Montgomery, AL. 36117*

Student records may be requested in writing by the student at any time. Student records are confidential. No records will be made available to employers, prospective employers, or other schools unless a written request has been made by the student.

Please visit our website to view our FERPA policy.

ADMINISTRATIVE OFFICE HOURS

Administrative offices are open Monday through Friday and are available to provide full student and graduate support during the following times:

Monday – Friday: 8:00am to 5:00pm (Central)

Saturday – Sunday: Closed

Phone: 334-246-5025

Email: tmartin@davidkahn.com

Students enrolled in classes held over the weekends and during times not reflected above have access to trainer/trainers for support and other questions that may arise.

Terri Whitehead School of Real Estate will be closed for business the following holidays:

New Year's Day

Martin Luther King Jr. Day

Memorial Day

Fourth of July

Labor Day

Thanksgiving

Day after Thanksgiving

Christmas Eve Day

Christmas Day

New Year's Eve Day

Technical Support will be closed for business the following holidays:

New Year's Day

Martin Luther King Jr. Day

Memorial Day

Fourth of July

Labor Day
Thanksgiving
Day after Thanksgiving
Christmas Eve Day
Christmas Day
New Year's Eve Day

GREIVANCE POLICY

Students are expected to address any disagreements or conflict directly with the school. If the complaint cannot be resolved by management, then the student's information will be forwarded to the leadership team for resolve. Please allow a minimum of 3 business days to receive communication from Terri Whitehead School of Real Estate. Every attempt at a satisfactory resolution will be made.

ACADEMIC INFORMATION

NON-DISCRIMINATION

Terri Whitehead School of Real Estate does not discriminate on the basis of race, color, religion, gender, gender identity and/or expression, national origin, disability, marital status, sexual orientation, or military status, in the establishment of fees, entrance qualifications, or standards for successful completion of any course.

It is expected students will conduct themselves in a professional manner and demonstrate respect for their instructors and fellow classmates. The school administration reserves the right to terminate a student on any of the following grounds listed below. The termination notice will be in writing citing the reasons for termination. Tuition will be refunded according to the applicable refund policy.

Reasons for Termination:

- Not complying with school rules and regulations
- Unprofessional conduct

- Unsatisfactory academic progress
- Excessive absence or lateness
- Failure to pay fees when due
- Cheating or falsifying records
- Breach of enrollment agreement
- Entering school site while under the influence or effects of alcohol, drugs, or narcotics of any kind
- Carrying a concealed or potentially dangerous weapon
- Sexual harassment
- Harassment of any kind including intimidation and discrimination

DISMISSAL/READMISSION

Students who have been dismissed or terminated may be readmitted at the school director's discretion.

SEXUAL HARASSMENT AND HAZING

The administration of Terri Whitehead School of Real Estate takes the issue of sexual harassment very seriously. Sexual harassment includes unwelcome sexual advances or offensive comments, gestures, or physical contact of a sexual nature between and/or among students and staff. Sexual harassment or harassment because of age, race, color, religion, national origin, sexual orientation, gender, or disability, will not be tolerated. This includes any kind of intimidation or discrimination. Investigation of such concerns will be undertaken promptly and handled confidentially. Behavior denigrating the integrity of another student (hazing) will not be tolerated. If a student or employee feels he or she has suffered a form of discrimination or harassment, then the individual should immediately contact a supervisor or school director. Students or staff involved may be subject to termination or dismissal.

ATTENDANCE

To receive credit for a course, you must complete 100% of the course. Under no circumstances will credit be given for courses in which 100% of the lessons were not completed and/or the final exam was not passed. We do not have a leave of absence policy or probationary period.

Additionally, if a course requires a final exam, then the student will be required to pass that final exam. Information on the final exam requirements may be found in the course instructions at the beginning of the course. Final exam requirements vary depending on the regulatory requirements by state.

Disclosures

Terri Whitehead School of Real Estate makes no representations except as expressly set forth in this catalog, and under no circumstances does Terri Whitehead School of Real Estate make any claim, promise, or guarantee for employment or state licensure.

Terri Whitehead School of Real Estate reserves the right to change courses, start dates, tuition, and to cancel courses. Any changes will be made in accordance with State Board rules and regulations. The information contained in this policy is true and correct to the best of Terri Whitehead School of Real Estate's knowledge.

¹ Dependent upon student's state's requirements. Some states require that students who do not complete within the six-month timeframe restart the course from the beginning. Contact your school coordinator for details.

² In the event of an extension or re-enrollment, it is the responsibility of the student to verify with a school representative that the course approval is still active.