

Commonly Asked Questions and Answers when withdrawing from course work enrolled through Key Realty School.

NOTE: The content of this information bulletin does not supersede the statements noted in the Key Realty School academic catalog of policies and procedures or Nevada / Federal law. This bulletin is designed to merely aid a student in their understanding of the process. Questions are asked from a student prospective.

Answers are supplied by Key Realty School Accounting division.

Q Why do I have to complete a withdrawal form?

A It is important that Key Realty School has a written request supplied by the student to withdraw from any course. This withdrawal form notes a specific date next to the school / student signature and therefore actual date of student withdrawal.

Q Is it required that I show proof of or supply my receipt at the time of withdrawal?

A No, but supplying a copy of the receipt can speed up the withdrawal process from an accounting prospective. It is strongly suggested that the student keep a copy of the completed withdrawal form.

Q If I paid by credit card, why is the tuition not refunded to my card?

A The Key Realty School accounting division only refunds any tuition via check for tracking purposes. The statement that all refunds will only be paid via check is noted on the original enrollment form.

Q Will I be reimbursed for all of the tuition paid?

A The refund policy dictates that there is a 10% non refundable registration fee. All tuition is prorated based on the start date noted.

Q Why will a school counselor not provide me with the amount of my refund?

A The accounting division will make an assessment of all factors of monetary exchange before any amount of refund is divulged to the student. Factors include but are not limited to: Method of payment by the student, funding of any promise to pay such as check or card, start dates noted on file.

Q Can I speak with someone in accounting to know exactly what amount I can expect my refund to be?

A The accounting division will first issue a written letter mailed to you only after the withdrawal has been completed by the student and submitted. The student may then elect to contact the accounting division based on the information supplied in writing.

Q Who can I call to make sure that my refund is being processed?

A Anyone in the school admissions office can verify that a withdrawal has been received and the current status of the withdrawal.

Q Where can I find all of the policies and procedures of the school?

A The refund policy is defined on the student receipt of tuition. A copy of all policies and procedures is located in the back of every course workbook or as the student receipt notes, policies can be found online at www.KeyRealtySchool.com

Q Do I need to return my materials to complete the school withdrawal?

A Yes, or the student will be charged for any books not returned. A school counselor can dictate the cost of any book or course material that is not returned.

Q How long does the assessment and withdrawal process take?

A The accounting division processes withdrawals on the closest business day to the 1st and 15th of every month. Therefore the withdrawal traditionally takes 15 business days.

Q What can I expect after completing the withdrawal form?

A The students file will be processed. Key Realty School will contact the student by phone to answer any questions incurred when examining student records. The withdrawal will be processed within the time allotted by law and the student will be provided with a refund and or a clear explanation to the refund or lack of refund issued.

Q How long can I wait after my original enrollment and still be issued a refund?

A Students are always allowed to complete the withdrawal form, but time is of the essence when considering the withdrawal. Students are reminded that all withdrawals are assessed based on the time elapsed from the start date noted at enrollment.

Q How can I contact the state regulatory body governing Key Realty School if I have concerns about the withdrawal process?

A Key Realty School of Nevada is governed by the Nevada Post Secondary Education Division: 702 486 7330

Q How can I view the Nevada law governing education and my ability to withdraw from a course?

A The Nevada legislative website is the best resource for viewing all Nevada law: www.leg.state.nv.us (Most education law can be found in section NRS 394)

The information provided below is an excerpt of the catalog of policies and procedures supplied to all students through workbooks and or online at www.KeyRealtySchool.com

20. Refund Policy -

20.1 All refund requests must be in writing and directed to Key Realty School. Refund requests shall be calculated as follows:

20.1.1. Requests made during the first 60% of a course shall be prorated based on that portion of the course completed as of the date written on the request (but not dated after receipt of such request).

20.1.2. The course shall be prorated based upon the start date noted on the enrollment form.

20.1.2.1. Due to the availability of correspondence courses, classroom attendance is not an indicator of attendance. Therefore the request for a refund will always be processed in accordance with the start date noted on the enrollment form. The maximum number of hours of classroom instruction for the class in question will be used. An example of this refund policy would be:

20.1.2.2. Example: Student 1 purchases the 90 hour real estate correspondence course for \$260 (start date is the same as registration date for home study courses, start date is also noted on the enrollment form)

Student 1 applies for a refund 3 days late after the course start date

Course cost \$260 X 90% (registration fee) = \$234

90 hours of pre licensing has a maximum of 8 hours of education per day (11days of tuition total to complete 90 hours) The tuition cost of \$234 / 11days = \$22 per day

3 days X \$22 per day = \$66 of tuition used

\$234 - \$66 = \$168 of tuition still refunded to Student 1

- 20.2.** There will be no refund given after 60% of a class has been completed.
- 20.3** All forms required to submit for a refund are readily available at the admissions office of the school.
- 20.4.** Refunds will be made within 15 days after receipt of written request or information will be supplied to the student indicating that no tuition is remaining.
- 20.5.** Key Realty School will withhold a nonrefundable registration and processing fee of 10%. (Maximum of \$100)
- 20.6** Credit will not be issued for partial or completed courses that are no longer offered or have been changed.
- 20.7.** Key Realty School adheres to the minimum refund policies set forth in the Nevada Revised Statute 394.449
- 20.8.** Key Realty School maintains a limitation of sixth months from the original enrollment date to apply for a refund regardless of attendance. Refunds submitted after six months have passed from the original enrollment date will not be considered.
- 20.9.** Refund and completion policies for VA students
- 20.9.1.** If a veteran, or other eligible to receive Dept. of Veterans Affairs educational benefits payments, withdraws or fails to enter the course for which he or she enrolls, the school will refund the unused portion of the tuition and fees. Refunds are based on the approximate pro-rata portion of the total charges.
- 20.9.2.** Registration fees in excess of \$10.00 will be subject to prorating. Refunds will be promptly made within 15 days of withdrawal or expulsion from the program
- 20.9.3.** VA students must either pass or fail the course or be subject to returning the benefit payments to the Department of Veterans Affairs. The passing of the educational courses approved for VA benefits can only be proved by the passing of a final or completion exam.
- 20.9.4.** Failure to pass the final exam with intent to pass at a later date is considered incomplete. The VA will be notified of any incomplete status. The VA will allow the student 12 months to pass the completion exam before the return of the benefits may be demanded.
- 20.9.4.1.** If the VA student does not pass the final exam within the allotted 12 month period, a grade of withdrawal will be noted in the student file an a return of the benefits may be immediately demanded.