

# **Colorado Bulletin**

**Kaplan Real Estate Education**

**2200 S. Monaco Parkway, Unit R  
Denver, Colorado 80222**

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As a matter of public policy, DF Institute, LLC dba Kaplan Real Estate Education does not discriminate among applicants, participants, or employees on the basis of race, color, religion, ethnicity, national origin, age, sex, marital, or handicapped status. This Bulletin is provided to each student upon enrollment.

### Officers

#### Governing Officials as of December 1, 2018

Adams, David	Vice President, General Counsel & Secretary
Corser, Kevin	Vice President & Treasurer
Dervin, Jerry	Vice President
Elie, Jeffrey L.	Vice President - Real Estate
Friske, Jennifer	Assistant Treasurer
Gefen Sicilian, Lisa	Chief Administrative Officer
Marino, Gregory	Chief Executive Officer, KHPE
Peyer, Michael	Chief Financial Officer
Pomonis, Ashley	Assistant Secretary
Temte, Andrew	President
Iowa College Acquisition, LLC	Member

DF Institute, LLC dba Kaplan Real Estate Education is approved and regulated by the Colorado Department of Higher Education, Private Occupational School Board.

## **School Administrative Officials**

Ruth Hughes, Operations Manager, Colorado  
Adrian Bjorklund, Campus Operations Coordinator

## **School Faculty**

Jo Ann Apostol  
Sonda Banka  
Lori Caudill  
Darcy Ciambello  
Betty Clark-Wine  
Rick Debolt  
Gerald Flory  
Lon Henderson  
Davienne Jacobson  
Carl Johnson  
Cherice Kjosness  
Dawn Lefevre  
Stacey Lehner  
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Keelan McCamey  
Michele McCarty  
Michael Morton  
Robert Meyers  
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Cynthia Robertson  
Bruce Simon  
Sharon Stahly  
Ron Tipton  
Julie Wright  
Nathan Hawk  
Karen Hermelink  
Jeff Peshut

## **INTRODUCTION**

Kaplan Real Estate Education offers State regulated/approved courses to prepare students for licensing examinations and fulfills the legal requirements for real estate licensure in Colorado. Kaplan Real Estate Education is one of the leading providers of real estate pre-license education in Colorado for over 40 years in offering complete training programs for professional licensing. Kaplan Real Estate Education also offers appraisal and home inspection pre-license education. In addition to pre-license programs, Kaplan Real Estate Education offers a full range of continuing education courses to serve the real estate and appraisal industries.

Kaplan Real Estate Education offers State regulated/approved courses for the home inspection industry, including one-week and two-week enhanced training for new home inspectors. We offer potential home inspectors lecture classes and hands-on training on the business of home inspection, teaching them how to establish their own home inspection business or to find employment with established home inspection companies. Our courses help prepare students for the entrance examinations of the American Society of Home Inspectors (ASHI), the California Real Estate Inspection Association (CREIA), the International Association of Certified Home Inspectors (InterNACHI), the Canadian Association of Home Inspectors (CAHI), and other nationally recognized inspection associations.

Kaplan Real Estate Education is an approved provider in compliance with all rules and regulations of the Colorado Department of Higher Education, Division of Private Occupational Schools (DPOS) and are proud to serve the public in Colorado. All programs and courses described in this bulletin that require approval are approved by the Colorado Division of Real Estate (Colorado Real Estate Commission and Colorado Board of Real Estate Appraisers). From time to time, Kaplan Real Estate Education offers special seminars and courses to enhance the effectiveness of professionals in the industries Kaplan Real Estate Education serves. Some of these courses are exempt from approval by the Division of Private Occupational Schools and by the Division of Real Estate. All other courses are approved by the Division of Private Occupational Schools.

### **VETERANS**

Veteran students wishing to use benefits may take the programs for which we are approved to accept Veterans benefits in a live classroom format only. This limitation applies to every course and program we offer (and for which we are approved to accept Veterans benefits) and supersedes anything in this catalog to the contrary.

# **KAPLAN REAL ESTATE EDUCATION: REAL ESTATE, APPRAISAL**

## **REAL ESTATE BROKER PROGRAM**

To begin your real estate career, you must obtain a valid Colorado Associate Broker License. To obtain a license, you must satisfy certain educational requirements, including exams that are part of the Kaplan Real Estate Education program, and pass The Colorado Real Estate Broker Licensing Exam administered by a state-approved independent test provider. When you have successfully passed the examination, you then submit your application for the Associate Broker license through the Colorado Division of Real Estate's Website (DORA).

### **Real Estate Pre-License Associate Broker Program**

(Note: tax and shipping will be added to the listed package prices)

- Our program includes 6 core courses which combined covers the required 168 hours of education. The package also includes a 12-hour exam prep course (not counted as part of the 168 hours of required education). With Kaplan Real Estate Education, students can choose to complete their education via three delivery methods:
  - Basic Home Study (\$599) - Students will receive textbooks with online final exams. A syllabus is provided outlining a recommended study plan to guide the student through their program.
  - OnDemand (\$799) - Same as the basic home study with one difference, the package includes pre-recorded online video instructor lectures that will supplement the information the students are reading in their textbooks. A syllabus is provided outlining a recommended study plan to guide the student through their program.
  - Live Classroom Review (\$999) – Same as the OnDemand, with one difference. The students who choose this package will receive the lectures in a live classroom setting. A syllabus is provided outlining a recommended study plan to guide the student through their program.
- Courses are not required to be completed in a specific order. The order in which the courses are listed below is a recommended order.
- Kaplan Real Estate Education students will be provided an initial six month access period to complete their education. A paid extension option of up to an additional six months is available upon request. Extension fees will be equal to 50% of the current package pricing.

## **The Core Courses**

### **Real Estate Law and Practice**

- In this course students will learn the basic principles of real estate. This includes definitions of terms, contract law, agency law, real estate valuation, transfer, alienation, finance, and government controls of real estate and real estate transactions. The course is 48 hours. The cost of this course is included in the package tuition covered under the above section titled “Real Estate Pre-License Associate Broker Program”.

### **Colorado Contracts and Regulations**

- Students learn about the specific Colorado laws and regulations relating to real estate licensing and practice. In addition, students study the contract forms that are approved by the Colorado Real Estate Commission and are mandatory for use by licensees. Students will also learn about the professional practice of completing standard forms. The course is 48 hours. The cost of this course is included in the package tuition covered under the above section titled “Real Estate Pre-License Associate Broker Program”.

### **Real Estate Closings**

- Students learn how to calculate and complete a real estate settlement worksheet and the process of preparing a real estate settlement or closing for various types of financing. The course is 24 hours. The cost of this course is included in the package tuition covered under the above section titled “Real Estate Pre-License Associate Broker Program”.

### **Trust Accounts and Recordkeeping**

- This course reviews the specific Colorado requirements for the records a broker must keep and the proper maintenance of trust accounts in which a broker holds money belonging to others. The course is 8 hours. The cost of this course is included in the package tuition covered under the above section titled “Real Estate Pre-License Associate Broker Program”.

### **Practical Applications**

- Students will focus on the practice of real estate. Topics include selecting a broker, technology in real estate, counseling with buyers and sellers, and personal career planning. The course is 32 hours. The cost of this course is included in the package tuition covered under the above section titled “Real Estate Pre-License Associate Broker Program”.

### **Current Legal Issues**

- This course reviews recent legal issues, problems, and disciplinary matters identified by the Real Estate Commission. The course is 8 hours. The cost of this course is included in the package tuition covered under the above section titled “Real Estate Pre-License Associate Broker Program”.

## **OPTIONAL COURSE**

### **Exam Prep**

In addition to the 168 hours of instruction mandated by state law, Kaplan Real Estate Education offers a specific course to prepare students for the state licensing examination. The exam prep material is broken down into a state specific portion and a national portion to align with the current exam administered by PSI. This course is both a review of the topics covered by the examination and a lesson in how to take the test most effectively. This is a not-for-credit course which is 12 hours. This course is FREE with the full Associate Broker Program. Students who do not purchase the full Associate Broker Program can also purchase the exam prep course for \$199.

# **APPRAISER LICENSING REQUIREMENTS**

## **REAL ESTATE APPRAISER PROGRAMS**

(Note: tax and shipping will be added to the listed package prices)

We provide the necessary education and exam prep for the following real estate appraiser licensing levels:

- Licensed Appraiser
- Certified Residential Appraiser

Kaplan Real Estate Education students will be provided an initial six month access period to complete their education. A paid extension option of up to an additional six months is available upon request. Extension fees will be equal to 50% of the current package pricing.

### **Licensed Appraiser Program**

This program fulfills the 150-hour Colorado requirement for licensed appraiser. The program may be completed utilizing a variety of in-class schedules where students learn the principles and mechanics of time adjustments, paired sales analysis, income property analysis, and land valuation. Students will learn how to apply proper procedures to analyze the data and how to interpret the mathematical conclusions, including appraisal of 1- to 4-unit residential properties, gross rent multiplier, income approach, estimation of income and expenses, and operating expense ratios. Students must pass exams as part of the program. Our instructors will use theory and examples to make the class informative and interesting. Students must pass exams as part of the program.

- Program Core courses include:
  - Basic Appraisal Procedures – 30 hours
  - Basic Appraisal Principles – 30 hours
  - Uniform Standards of Professional Appraisal Practice (USPAP) – 15 hours
  - Residential Market Analysis and Highest & Best Use – 15 hours
  - Residential Report Writing and Case Studies – 15 hours
  - Residential Site Valuation and Cost Approach – 15 hours
  - Residential Sales Comparison & Income Approach – 30 hours
- Tuition for the package is \$2,499\*.
- The package is offered in a live classroom.
- We offer day and/or night class options where applicable.

### **Courses within this program may also be purchased individually:**

- Basic Appraisal Procedures - \$499
- Basic Appraisal Principles - \$499
- Uniform Standards of Professional Appraisal Practice (USPAP) - \$329
- Residential Market Analysis and Highest & Best Use - \$329
- Residential Report Writing and Case Studies - \$329
- Residential Site Valuation and Cost Approach - \$329
- Residential Sales Comparison & Income Approach - \$499

### **Certified Residential Appraiser Program**

To become a Certified Residential Appraiser, a Licensed Appraiser must complete an additional 50 hours of specified licensing education, for a total of 200 creditable class hours (including the 150 hours you've already completed to become a Licensed Appraiser). Students must pass exams as part of the program.

The following core courses will provide the theory & practice on statistics, real estate finance, valuation

modeling, complex properties and unique properties.

- Program Core courses include:
  - Advanced Residential Applications & Case Studies – 15 hours
  - Mastering Unique & Complex Property Appraisals – 20 hours
  - Statistics Modeling & Finance – 15 hours
- Tuition for the Essential Package is \$899.
- Tuition for the Premium Package is \$999\*.
- The packages are offered in a live classroom.
- We offer day and/or night class options where applicable.

**Courses within this program may also be purchased individually:**

- Advanced Residential Applications & Case Studies - \$329
- Mastering Unique & Complex Property Appraisals - \$429
- Statistics Modeling & Finance - \$329

**OPTIONAL COURSE**

**\*Exam Prep**

The Appraisal Review Crammer Class is FREE with the purchase of this package. Students who do not purchase this package can also purchase the exam prep course for \$199.

\*IMPORTANT NOTE: The following continuing education courses are approved by the Division of Real Estate. These courses are exempt from the regulation of the Colorado Department of Higher Education, Division of Private Occupational Schools (DPOS).

## **REAL ESTATE AND APPRAISAL CONTINUING EDUCATION AND LICENSING UPGRADE**

### **REAL ESTATE BROKER CONTINUING EDUCATION**

#### **Brokerage Administration 1**

This course provides 12 hours of elective continuing education credit, and is also the required 24 hour course for associate brokers and independent brokers wishing to upgrade their license to employing broker status. Brokers taking this for continuing education credit may do so one time during their career. Brokerage Administration provides training on the basics of the laws, rules, and procedures employing brokers must know in order to run their own office.

#### **Broker Reactivation**

If you hold an active Colorado real estate broker license and have fallen behind in CE requirements, or hold an inactive or expired Colorado real estate broker license for up to 36 months, the Colorado Real Estate Commission allows for you to complete your CE requirements and renew/reactivate your license through successful completion of the Broker Reactivation Course. Please visit our website for details: [www.kpscolorado.com](http://www.kpscolorado.com).

#### **Additional Continuing Education Courses**

In addition, Kaplan Real Estate Education offers a number of courses approved by the Colorado Real Estate Commission and required for real estate broker license renewal in Colorado. We offer live classes and correspondence courses in book form and online. Please request a brochure for these offerings or visit our website: [www.kpscolorado.com](http://www.kpscolorado.com).

### **APPRAISER CONTINUING EDUCATION**

Kaplan Real Estate Education offers a number of live courses approved by the Division of Real Estate and required for license upgrade or renewal in Colorado. Please request a brochure for these offerings or visit our web site: [www.kpscolorado.com](http://www.kpscolorado.com).

# **KAPLAN REAL ESTATE EDUCATION POLICIES AND PROCEDURES**

## **Correspondence Courses**

Pre-license associate broker programs are available by correspondence (home study including online formats). These courses allow the student who is unable to attend classroom instruction to complete the education requirements. Correspondence students are able to attend the Exam Prep in the classroom at no additional charge when enrolled in the pre-licensing package.

## **Admission Requirements**

Kaplan Real Estate Education: Minimum age is 18 years old with no minimum formal education required. It is important to understand that the Colorado Real Estate Commission cannot issue a license to a person under 18 years of age. Students may be required to have a valid social security number or other form of acceptable identification in order to obtain a license. Kaplan Real Estate Education does not warrant that a student accepted for enrollment will be permitted to take the state licensing examination or, if successful in passing the state exam, that a license will be issued. All prospective students should consult the appropriate regulatory agency regarding any questions about their eligibility for licensing.

Kaplan Real Estate Education: Minimum age is 18 years old with no minimum formal education required. Experience in construction practices is helpful. Previous training, education, and/or experience is not accepted for course credits. The school does not guarantee the transferability of its credits to any other institution.

*The student is acknowledging by signing the enrollment agreement that they have checked with the appropriate industry regulators, meet the school's minimum admission requirements and have in place any degree, industry specific prerequisite or completion of equivalent assessment in order to proceed and successfully complete the course of study.*

## **Registration**

You may register in advance for any of the school's courses and programs by calling, visiting the website, or stopping by the Kaplan Real Estate Education campus. While you may register for a class immediately preceding the scheduled starting time of the class, we recommend that you register and get your materials ahead of time, since most courses have a pre-class study assignment. At registration you will complete your enrollment agreement and make your tuition payment. We will ship the materials to you. No student will be accepted after the start of the first class of a course except after counseling and after having made arrangements to make up the missed class.

## **Schedule and tuition**

If a current schedule is not included with the bulletin, it can be accessed through our website by calling or writing for the schedule information and course fees. We will be happy to provide the information by email, phone, fax, or mail. Tuition is due in full upon enrollment. Tuition fees, unless otherwise indicated, include tuition and course materials. Tuition does not include licensing and testing fees, which are not handled by Kaplan Real Estate Education.

## **School Holidays**

Holidays observed during a scheduled term or year are, New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after Thanksgiving, and Christmas Day. Except for the aforementioned holidays, Kaplan Real Estate Education's courses are on-going.

## **Clock Hour Conversion Policy**

Fifty minutes of instructional time equals one clock hour. One clock hour equals one credit hour for each course.

## **Prior Education/Transfer of Credits**

Kaplan Real Estate Education does not guarantee the transferability of credits to any other educational institution; transferability is up to the receiving institution unless a written agreement exists between Kaplan Real Estate Education and the receiving institution.

- **VA Students:**
  - Title 38, Code of Federal Regulations, Sections 21.4253(d)(3) and 21.4254(C)(4) requires Kaplan Real Estate Education to review prior credit and grant credit as appropriate to all VA students.
  - Prior to initially enrolling in one of our courses you will need to provide an official or unofficial transcript from all previous s/universities, training schools, etc. you have attended. Once transcripts have been received we will then evaluate your prior credit and grant credit if applicable.

## **Payment of Tuition**

All class materials are included in the tuition. Tax and shipping are in addition to the listed package prices. Tuition fees must be paid at the time of enrollment. Kaplan makes no interest, carrying, or finance charges. Promissory notes are neither solicited nor accepted. Authenticated MasterCard, Visa, American Express, and Discover cards are accepted. Upon request the will invoice a party designated by the student provided, however, the student shall continue to be the primary party responsible for timely tuition payment.

## **Kaplan Real Estate Education Guarantee (Retake Policy for Live Class Enrollments)**

A student who successfully completes a full pre-license program (i.e., completes every class and earns a passing grade in every course) who takes and fails a licensing examination immediately following completion of their program is entitled to retake the full program without additional cost within six months of the student's initial date of enrollment in the course or program. The starting date of any such retaking of a program must be within one month after taking the examination. To affect this warranty, written notice of your intent to retake must be received by Kaplan Real Estate Education at least five days before a scheduled class starting date.

## **Attendance for Classroom Students**

Absences – Kaplan Real Estate Education:

- A. No absence is considered excused. The number of classroom hours is established by law in the case of real estate courses, and every absence must be made up either in another classroom session of the same lesson or under school supervision.
- B. Unsatisfactory attendance —a student absent from three consecutive class sessions shall be deemed voluntarily to have withdrawn from a course and the published refund policy will apply. At the school director's discretion, re-admittance may be granted to the next scheduled session of the same course without added tuition within the six-month enrollment period.
  - a. If a student is enrolled via the Veterans' Administration, the VA will also be notified
- C. Leave of absence—voluntary leave of absence from courses may be granted by the school director with resumption of courses at a started time. No leave of absence shall be granted for a period exceeding six months.

Absences – Kaplan Real Estate Education:

- A. Absence will be considered excused under the following circumstances: illness, death, or birth in the immediate family, and any other valid reasons substantiated in writing and at the discretion of the school director. All other absences will be considered unexcused.
- B. Tardiness is a disruption of a good learning environment and is to be discouraged. Tardiness without legitimate reason on two occasions in one class will be considered as one unexcused absence.
- C. Interruption for unsatisfactory attendance—Students with three unexcused absences in any class will be placed on academic probation.
- D. Cutting of classes will be considered as unexcused absences.
- E. Make-up work may be required for any absence. However, hours of make-up work cannot be accepted as hours of class attendance.

- F. Written requests for leaves of absence will be considered and such leaves may be granted to students at the discretion of the school.

### **Student Conduct**

Students are expected to conduct themselves as polite, mature adults. Repeated or gross breaches of this standard shall be grounds for dismissal. A student dismissed for misconduct will be readmitted only at the discretion of the school director. If readmission is denied, the published refund policy shall apply.

Students shall at all times when on school premises conduct themselves in an orderly and considerate manner, and shall appear for classes in a sober, drug free, and receptive condition. Use of drugs and alcohol during school hours, possession of firearms, dishonesty, disruption of classes, use of profanity, excessive tardiness, cheating on final exam, insubordination, violation of safety rules, or not abiding by the school rules will be considered a violation of this policy and is a just cause for dismissal.

### **Placement Assistance**

In accordance with the policies of Kaplan Real Estate Education, Kaplan Real Estate Education does not place students with any employer during or after the completion of our licensing program.

### **School Facilities and Equipment**

Carefully selected leased facilities are used. Furnishings and equipment include comfortable student tables and chairs, projector visual presenters, sound systems, computers, mouse and wireless keyboards, white boards, PowerPoint presentations, and screens. The building is handicapped accessible; students are requested to notify school in advance of any special needs.

### **Previous Training**

The school will evaluate prior real estate training stated at the time of enrollment. Based upon evidence of course approval by the Colorado Division of Real Estate, if judged suitable, the student will be exempt from re-taking particular courses.

## **Standard of Progress**

The Standard of Progress is used as a gauge for normal progress through a course or a series of courses in a program of study. The time periods are used to calculate completion rates for the refund policy.

Satisfactory progress for all classroom courses is based on attendance at every class session, obtaining a passing score on all of the quizzes, and passing the final exam given in that course. A satisfactory passing score is 80% or higher for real estate licensing and upgrade courses such as Brokerage Administration 1, 75% or higher for appraisal licensing (with the exception of USPAP which is 74%), and 70% or higher for home inspection programs. A satisfactory passing score is 70% for all continuing education programs that require exams, with the exception of Broker Reactivation which requires a 75% or higher passing score. Upon completing each course and passing the final exam (if applicable), successful students will receive a certificate of completion.

Correspondence students must complete each course with a satisfactory passing score on all quizzes and exams and must complete the course within specific time limits. Each course is divided into units. Satisfactory progress requires timely completion of an average of four (4) units per week. Many units include a quiz and each course has a final exam. Completing the applicable quiz online will demonstrate that each unit was completed in a timely manner. When a particular unit does not include a quiz, completion of the quiz for the next unit will demonstrate that two or more units have been completed. Progress is measured by completion of online exams (and obtaining a passing score on each) or by elapsed time following the student's date of enrollment.

The school maintains a student progress record on each student which contains the scores and dates of each quiz and final exam that a student completes online. This record is available to the student upon request.

A student has six months from the date of enrollment to complete a course either in the classroom or by correspondence. If state laws or regulatory authority policies render courses obsolete or no longer adequate for licensing, no refund or credit toward other courses will be available more than one year after the date of enrollment.

## **Enrollment Period**

Enrollment periods are dependent on the student's program of study. Student enrollments in real estate, appraisal, and the home inspection program are valid for up to six months from the date of enrollment. Course material must be completed within six months; there will be no refund or credit for enrollments delayed over six months. Any student who fails to complete a course within six months after enrolling will forfeit all tuition and fees. Any student who fails to complete a licensing course within six months after enrolling will be ineligible for a completion certificate for that enrollment. Students failing to complete the course within six months will have the opportunity to register as retake students. Retake students have an additional six months to complete their course upon paying the retake tuition, which will equal to 50% of the original tuition. If course materials have been revised between enrollment and the time a student actually attends the class, new materials will be provided at no additional charge for up to 90 days after enrolling. Beyond 90 days, there will be a charge for revised materials.

If state laws or regulatory authorities render courses obsolete or no longer adequate for licensing, no refund or credit toward other courses will be available more than six months after the date of enrollment.

## **Use of Technology in the Classroom**

**Recording Devices & Cameras:** the use of recording devices and cameras of any kind is prohibited at all times in the classroom to protect the school's proprietary information. ADA requests: please contact the school prior to attending your class to make any arrangements and accommodations.

**Electronic Devices Used for Notetaking Purposes Only:** the below list of devices (not limited to) are acceptable to take written notes during lectures. **Note:** for proprietary reasons, hard copies of the lectures are not available. **ADA requests:** please contact the school prior to attending your class to make

any arrangements and accommodations.

- Cellular/mobile phones, laptop computers, and tablet computers

**Calculators (for appraisal class final examinations only):** the use of calculators, including the HP-12C during a proctored, closed-book final examination is acceptable. If using a programmable calculator, you will be asked to clear the calculator's memory before and after the examination. Only one calculator is permitted per student in the testing room. **Note:** Cellular/mobile phones, laptops, tablets (iPads, etc.), wearable technology (smart watches, Apple Watch, Google Glass, etc.) and other devices that can store data or connect to the Internet are NOT permitted during the exam unless students show the instructor prior to taking the exam that they have placed these devices in airplane mode and are only connected to the calculator application.

### **Certificate of Completion**

At the end of the course, students complete and pass a final exam, if required. Upon completion, the student will immediately receive their score. If their score is passing, the certificate will be available online. If applicable, a certificate will be provided at the completion of class.

### **Refund Policies**

Refunds will be provided within 30 days of termination date provided the following conditions are satisfied. Termination date is the date the school receives written or verbal notice of a student's intention to terminate or cancel his/her enrollment, or the date on which the student violates the published attendance policy.

For all courses and programs, Kaplan Real Estate Education will pay a full refund of all tuition and fees paid by a prospective student if:

- 1) a prospective student is not accepted by Kaplan Real Estate Education;
- 2) for classroom courses and programs, within three days after initial payment a student notifies Kaplan Real Estate Education of his or her intention to terminate the enrollment, provided that training has not started. In the unlikely event that we cancel a class, you will be notified 5 calendar days in advance whenever possible, and you will be eligible for a full refund.
- 3) for correspondence courses and programs, within three days after initial payment a student notifies Kaplan Real Estate Education of his or her intention to terminate the enrollment; or
- 4) Kaplan Real Estate Education discontinues a course during the period of time within which a student could reasonably have completed the course as defined in the Standard of Progress above. Refunds called for by provision four shall not apply in the event that the school ceases operation.

For classroom courses and programs, Kaplan Real Estate Education will pay a full refund of tuition and fees paid less a cancellation charge (not to exceed \$150) of 20% of the tuition for the course(s) the student is terminating when terminated more than three days after the date of enrollment but before training has started. Training for correspondence courses and programs commences on the date of enrollment, so refund requests made more than three days after date of enrollment for correspondence courses are subject to the policy below.

For refund requests and terminations made more than three days after initial enrollment or after training has commenced, Kaplan Real Estate Education will retain a cancellation charge of 20% of the tuition (but not to exceed \$150.00) for all courses and then pay a refund based on the following policies. Note that this cancellation charge does not apply to the full refund conditions described above, or to refunds under the Veterans Refund Policy set forth separately below. The refund percentages described here shall be applied to full tuition and fees actually paid by the student after deducting the cancellation charge. Refunds will be calculated as follows:

## Refund Table

Student is entitled to upon withdrawal/termination	Refund
Within first 10% of program	90% less cancellation charge
After 10% but within first 25% of program	75% less cancellation charge
After 25% but within first 50% of program	50% less cancellation charge
After 50% but within first 75% of program	25% less cancellation charge
After 75% [if paid in full, cancellation charge is not applicable]	NO Refund

Completion percentages will be determined by the number of classroom sessions attended, the number of correspondence lesson quizzes returned (if applicable), or the number of correspondence lessons that should have been completed beginning on the date of initial payment, according to the satisfactory standards progress described above.

For continuing education courses, after three days from enrollment students will not receive a refund but students will be given credit toward another course of the student's choosing. Credit can be used for up to one year from the date of enrollment.

Books and materials provided for all courses and programs must be returned to Kaplan Real Estate Education before any refund can be issued and are not separately refundable. However, if a student cancels and fails to return the course materials, the cost of these materials will be deducted from the total refund given to the student. The charge for books and materials will be based on the tuition fee charged for the equivalent self-study (correspondence) material. No refund will be provided for shipping charges. Any materials which cannot be re-used will not be refunded. Retail books purchased from our bookstore that have not been opened or used may be returned for a full refund for up to 30 days from the date of purchase.

Postponement of a starting date, whether at the request of the school or the student, requires a verbal or written agreement signed by the student and the school. The agreement must set forth: (a) whether the postponement is for the convenience of the school or the student, and (b) a deadline for the new start date, beyond which the start date will not be postponed. If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

Kaplan Real Estate Education policies for granting credit for previous training, if applicable, shall not affect this refund policy.

### **Complaint Resolution Policy— Student Grievance Procedure**

Any student who has a comment or complaint is invited to write or call the school Operations Manager personally at our Denver location. Kaplan Real Estate Education is approved and regulated by the Colorado Department of Higher Education, Division Private Occupational Schools. Complaints or claims may be filed with the Division of Private Occupational Schools (DPOS) within two years after the student discontinues training with Kaplan Real Estate Education or at any time prior to the commencement of training. This policy is also described in our school's Colorado Bulletin, which is provided to students upon enrollment.

*Attempting to resolve any issue with the school first is strongly encouraged. Student complaints may be brought to the attention of the Division of Private Occupational Schools online at <http://highered.colorado.gov/dpos> or via telephone 303-862-3001. There is a two-year statute of limitations for the Division to take action on a student complaint (from student's last day of attendance).*

## Veterans Refund Policy

Students not accepted by the school and students who cancel the contract by notifying the school within three business days are entitled to a full refund of all tuition and fees paid. If any students withdraw after three business days, but before commencement of classes, they are entitled to a full refund of all tuition and fees paid.

In the case of students withdrawing after commencement of classes, the school will retain a cancellation fee plus a percentage of tuition and fees, which is based on the percentage of hours attended, as described in the table below. The refund is based on the last date of recorded attendance.

**Refund Table for Veteran Students**

<b>Student is entitled to upon withdrawal/termination</b>	<b>Refund</b>
10% of program of program completed	90% refunded
20% of program of program completed	80% refunded
30% of program of program completed	70% refunded
40% of program of program completed	60% refunded
50% of program of program completed	50% refunded
60% of program of program completed	40% refunded
70% of program of program completed	30% refunded
80% of program of program completed	20% refunded
90% of program of program completed	10% refunded

- The student may cancel this contract at any time prior to close of the third business day after signing the enrollment agreement.
- The official date of termination for refund purposes is the last date of recorded attendance. All refunds will be made within 30 days from the date of termination.
- The student will receive a full refund of tuition and fees paid if the school discontinues a course/program within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
- Complaints can be filed online, at any time, with the Division of Private Occupational Schools of the Colorado Department of Higher Education. The Division shall not consider any claim that is filed more than two years after the date the student discontinues his/her training at the school.
- Kaplan Real Estate Education policies for granting credit for previous training, if applicable, shall not affect this refund policy.

# **KAPLAN REAL ESTATE EDUCATION: HOME INSPECTION STAND-ALONE COURSE**

## **EDUCATIONAL OBJECTIVES**

The goals of Kaplan Real Estate Education are to provide qualified and interested individuals with intensive instruction in home and commercial property inspection. Our goal is for our students to successfully enter the field of home and commercial inspection, to start their own businesses, or work for others, and to increase their professionalism and customer satisfaction.

## **THE PROPERTY INSPECTION PROFESSION**

Property inspection is a rapidly growing industry. This is frequently tied to the activity of real estate transfers of sales. As more people buy and sell their property, they want to be sure they know about possible defects that may be present. A trained property inspector can do a lot to assure prospective buyers about the condition of the property.

## **PRINCIPLES OF HOME INSPECTION: SYSTEMS & STANDARDS**

Learn the skills of today's home inspectors with this new 100 hour interactive online home inspection course. From foundations to attics, this course fully explains each major system and component. It digs deeply into every component problem while fully explaining the implications and inspection strategies needed to discover each of these building defects. This course is unique because it takes two methods of learning—hands-on and live—and combines it with an enhanced curriculum, 11 hours of video instruction, and hundreds of pictures and technical illustrations. Throughout the entire course, there are interactive exercises, progress quiz questions, comprehensive exams, and report writing software instruction to build your confidence. This new hybrid training system, a first in the marketplace, keeps you fully engaged from start to finish. This is simply the most comprehensive online home inspection course on the market.

Each topic or unit is separated and dedicated to a particular system, and the subject matter is defined by its title. It then breaks down each component of that system, clearly delineating the issues and concerns.

### **Key Points:**

- Includes over 11 hours of brand-new instructional videos
- Hundreds of detailed full-color technical illustrations focus on important details of visual inspections
- Contains 29 brand-new interactive activities
- Contains nearly 100 video segments—a combination of classroom seminars, onsite inspections, and software instruction

### **Topics Include:**

- Standards of Practice
- Business & Marketing
- Exteriors
- Roofing
- Structure
- Insulation & Ventilation
- Interiors
- Electrical Systems
- Gas Furnaces
- Oil Furnaces
- Hot Water Boilers
- Other Heating Systems
- Air Conditioning & Heat Pumps
- Plumbing

Each unit has the learning objectives clearly laid out and explains exactly what you should know upon completion of that topic. Topics include numerous pictures and illustrations describing the principles being discussed. Throughout each unit, you'll find videos with classroom instruction and technical inspection methods. Classroom videos include an instructor with PowerPoint slides and an electronic blackboard. The technical videos take place in the field and display "how to inspect" each component.

**ONLINE EXAMINATION**

At the end of the course, students access their final exam. The test is secured, students are given up to three hours to take a 200 question test, and a score of 70% or better is required to pass. Upon completion of the test, the student will immediately receive their score. If their score is passing, the certificate will be emailed and/or mailed to the student from the Education Department.

**HOME INSPECTION – COURSE FEE**

(Note: tax will be added to the listed price)

**Total charges: \$799.00**