

Quick Bullet Points about Course Withdrawal

- To avoid discrimination, ALL students, regardless of circumstance, are treated the same relative to the withdrawal process.
- If the course is an online / home study course, the student cannot withdraw after 30 calendar days from enrollment. No tuition will be refunded after 30 calendar days. **This exceeds Nevada law wherein there is no exception to this.**
- If the course is a classroom course, the student cannot withdraw after 90 calendar days from enrollment. This exceeds Nevada law. The ONLY exception to this is when no classroom offering was scheduled during the aforementioned 90 day period.
 - If the student attended or had the ability to attend 60% or more of a classroom setting, the student cannot withdraw from the course. This meets and exceeds Nevada law and therefore, **there is no exception to this.**

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 formal request supplied by the student to withdraw from any course. This withdrawal form notes a specific date 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. It is strongly suggested that the student keep a copy of the completed withdrawal form.

Q If a refund of tuition applies, how is it returned?

A Refunds are issued in the same method in which the original tuition was paid. The only exception is when the original tuition was paid via cash. Students who originally paid cash will be refunded via mailed check only.

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. See the example refund for an exact description of how the refund is applied to the course of instruction.

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 (Section 20 of policies)

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

A No. If approved for material return, the student will be provided with directive as to how to return course materials that are in new condition OR, student can use the directions for course materials return: <http://www.keynv.com/dtrcm.pdf>

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)

Example of Refund Calculation

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 (11 days of tuition total to complete 90 hours) The tuition cost of \$234 / 11 days = \$22 per day

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

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