

Admissions Policy:

PAAR Center for Professional Education welcomes all individuals interested in advancing their real estate education and professional development. Admission is open to licensed real estate professionals, aspiring licensees, and any individual eligible under the guidelines set forth by the Illinois Department of Financial and Professional Regulation (IDFPR) and the National Association of REALTORS® (NAR). Admission into any course requires the completion of an online registration form and payment of the course fee prior to the start date. Special accommodations and requests must be made known during registration.

Attendance Policy:

Attendance for the full duration of the course is mandatory in order to receive Continuing Education (CE) credit. To ensure compliance with the Illinois Department of Financial and Professional Regulation (IDFPR) and National Association of REALTORS® (NAR) guidelines, participants must adhere to the following:

- **Punctuality:** Arrive on time and remain present for the entire session. Late arrivals and early departures will result in disqualification from receiving CE credit.
- **Full Engagement:** Actively participate in discussions, activities, and course exercises. Passive attendance (e.g., simply logging in or being physically present without engagement) will NOT meet the participation requirements.
- **Breaks:** Only scheduled breaks are permitted. Taking unscheduled breaks during class sessions may lead to disqualification from earning credit.
- **Late Arrivals or Early Departures:** If you arrive late or leave early by more than 5 minutes, you will **NOT** be eligible for CE credit. This will be treated as a no-show, and no refunds will be issued.
- **Virtual Attendance:** Please see “2025 PAAR Education Rules from IDFPR for Virtual Attendance” below

Please note that no exceptions will be made to these requirements, as they are mandated by IDFPR, unless special accommodations are granted under our Disability Services and Accommodation Policy.

If you anticipate any issues with attending the course in full, please notify PAAR in advance. We reserve the right to disqualify attendees from CE credit if these guidelines are not met.

Tuition and Refund Policy:

Tuition (Registration) fees must be paid in full prior to the start of the course. If you need to cancel your registration, please notify us in writing at least five (5) days before the course start date for a full refund. Cancellations made less than five (5) days prior to the start of the course, or no-shows, will result in the registration fee being non-refundable. PAAR Center for Professional Education reserves the right to cancel or reschedule any course due to low enrollment or unforeseen circumstances. In such cases, registered participants will receive a full refund.

Grading and Assessment Policy:

Some courses may require assessments or exams to measure students' understanding of the material. Grading will be based on attendance, participation, and completion of course assessments. For courses that do not require formal exams, students will receive credit for full attendance and participation. Certificates of Completion will only be awarded to those who meet these requirements.

NAR Policies:

PAAR Center for Professional Education courses adhere to the policies and standards established by the National Association of REALTORS® (NAR). This includes the NAR Code of Ethics, which is incorporated into many of our courses. All members must uphold NAR's values of integrity, honesty, and fairness in real estate practices. Any violations of NAR policies will be subject to disciplinary action.

Complaints and Grievances Policy:

PAAR Center for Professional Education is committed to addressing complaints and grievances in a fair and timely manner. Complaints may be submitted regarding course content, instructors, facilities, or other matters related to the educational experience. To file a complaint:

1. Submit a written statement to education@paarealtors.com within 10 business days of the incident.
2. Include detailed information regarding the issue, including any evidence.
3. Complaints will be reviewed by the Education Director and PAAR CEO, and a response will be provided within 10 business days.
4. If the complainant is unsatisfied with the resolution, the matter will be escalated to the PAAR Board of Directors for further review.

We aim to resolve all complaints in alignment with IDFPR and NAR guidelines.

Disability Services and Accommodation Policy:

PAAR Center for Professional Education is committed to providing equal access to all students, including those with disabilities, in compliance with the Americans with Disabilities Act (ADA). If you require any special accommodations to participate in a course, please notify us at least five (5) days in advance by emailing education@paarealtors.com. We will work to ensure that reasonable accommodations are provided to enable full participation in our programs.

Ethics and Compliance Policy:

PAAR Center for Professional Education is committed to promoting ethical behavior in compliance with the NAR Code of Ethics and IDFPR regulations. All students, instructors, and staff are expected to conduct themselves with integrity and professionalism at all times. Any behavior that violates NAR's Code of Ethics or IDFPR regulations will result in disciplinary action, including removal from the course and potential reporting to the PAAR Board of Directors.

Continuing Education Policy:

PAAR Center for Professional Education's Continuing Education (CE) courses are designed to help licensed real estate professionals fulfill their license renewal requirements, in compliance with IDFPR and NAR regulations. Most courses provide CE hours as approved by IDFPR. To receive CE credit, students must:

- Attend the full course as per the Attendance Policy.
- Complete any course assessments or evaluations if required.
- Ensure that their license number is correctly provided during registration.

Certificates of Completion will be emailed within 10 business days following course completion, and course completion will be submitted to IDFPR within the same period.

Curriculum Policy:

All PAAR Center for Professional Education courses are developed to meet or exceed the educational standards set by IDFPR and NAR. Our curriculum is designed to provide comprehensive, up-to-date knowledge in the field of real estate, with a focus on practical application and adherence to legal and ethical standards. Courses are regularly reviewed to ensure relevance and compliance with new industry regulations, and modifications are made as necessary.

Student Conduct Policy:

All students are expected to maintain professional behavior during courses. Disruptive behavior, including inappropriate use of electronic devices, harassment, or disrespectful conduct toward instructors, staff, or other participants, will not be tolerated. Violations of this policy may result in removal from the course, disqualification from receiving CE credit, and further disciplinary action as necessary. Repeated violations will be reported to the PAAR Board of Directors.

Course Materials Policy:

PAAR Center for Professional Education will not be providing physical copies of course materials. All necessary materials will be emailed to the students five (5) days prior to the course. Students may print these materials on their own or use appropriate technology in class.

2025 PAAR CPE Rules from IDFPR for Virtual Attendance

- Video is mandatory and must be on the entire time of the class for attendance. We need to fully see your whole face the entire time.
- Attendance will be taken several times throughout the webinar class via poll questions to ensure participants are logged in.
- Participants are required to attend the entire webinar class.
- Participants who log off before the class is complete or do not have their camera on will not receive CE credit.
- Breaks will be provided by the instructor. Participants will be notified when they are able to break and what time to return. Failure to return on time and on camera will result in not receiving CE credit.
- Participants will be monitored throughout the entire class. Participants may NOT:
 - turn off their camera,
 - leave their camera during class,
 - use a photo of themselves instead of using the camera,
 - drive OR be a passenger in a vehicle,
 - take phone calls,
 - monitor email, text, or work/talk during the class (unless the instructor is asking you to),
 - no napping or sleeping during class, and
 - Participant must be fully engaged in the class.
- If the participant is noted to not fully comply with these rules, it will result in failure to receive CE credit. During the class you may be called upon and asked to engage with the instructor. If a response is not received, it will result in failure to receive CE credit.
- If you have a question for the instructor, please use the chat messaging feature found at the bottom of your screen.
- Your microphone or telephone will be muted upon entry into the Zoom class. The instructor may call on you during the class, so a microphone is necessary.

LATE ARRIVALS: In accordance with the Real Estate Commission's Administrative rules & IDFPR, successful completion of continuing education requires Full-Time attendance throughout the program, course or activity. A student who arrives late, leaves during class or leaves early shall not receive a certificate and such circumstance will be treated as a no-show.

Student Signature: _____ Date: _____