



# Cusack Center

FOR PROFESSIONAL DEVELOPMENT  
Meeting the Demands of Today's Marketplace in...  
Professional Licensing & Continuing Education

## Cusack Center Online Terms & Refund Policy

75 Hour Salesperson, 30 Hour (Remedial) Gap & 45 Hour Broker Online Courses

Please read all school policies carefully before enrolling in online courses.  
Please print these pages for online policies & support information.

**ONCE YOU HAVE PURCHASED AN ONLINE PRELICENSING, REMEDIAL GAP OR QUALIFYING COURSE, REFUNDS WILL BE GIVEN WITHIN FIVE (5) CALENDAR DAYS OF PURCHASE, WHETHER OR NOT YOU HAVE BEGUN THE COURSE. OTHERWISE, THERE ARE NO REFUNDS OR EXCHANGES.**

You can take this course from any computer, anywhere as long as you always log in with the same user I.D, password and email address you provided at the time of course registration. Under no circumstances should you share an email address with another online student.

### **COURSE CONTENT SUPPORT**

If you have any questions about an online course please call our administrative staff prior to enrolling. Call 716.683.4080 during normal business hours Monday through Friday, from 8:30 AM to 5:00 PM, or email [coursesupport@cusackcenter.com](mailto:coursesupport@cusackcenter.com) evenings or weekends (with the exception of government recognized holidays). This email address is for pre-registration questions or course content support only.

### **TECHNICAL SUPPORT**

For technical issues experienced at set-up, subsequent log-in or any time while taking an online course please contact Technical Support at 1-888-213-5124 or email at [retechsupport@dearborn.com](mailto:retechsupport@dearborn.com)

### **SWITCHING PRODUCTS**

Students who wish to discontinue an online licensing or remedial gap course and elect to transfer into an instructor-led class at the Cusack Center, may do so only under the following conditions:

Students must pay a change fee depending on the course format (Accelerated or Evening & Saturday format). There are no prorated refunds for partially completed classes. All registration changes must be pre-approved by the Cusack Center.

Students registering for online prelicensing, qualifying or remedial gap courses are not eligible to audit or review instructor-led classes. Likewise, students who are enrolled in instructor-led programs do not have access to online courses. Should a student of an instructor-led course decide to switch to an online course no refunds, exchanges or acknowledgement of classroom time will be granted.

### **INSTRUCTOR-LED & ONLINE PRODUCTS ARE NOT INTERCHANGEABLE**

It is very important to note that time spent in online and instructor-led courses are not interchangeable; should a student elect to switch from one product to another, time spent is not cumulative between courses and a course must be started again in its' entirety.

### **ONLINE COURSE COMPLETION REQUIREMENTS**

The online course is available for one year from date of purchase. The course and live-proctored final exam must be completed within this time frame. No extensions can be granted. Only one registered student may take this course; you will be asked



# Cusack Center

FOR PROFESSIONAL DEVELOPMENT  
Meeting the Demands of Today's Marketplace in...  
Professional Licensing & Continuing Education

## ONLINE COURSE COMPLETION REQUIREMENTS, CONT'D.

to sign an affirming affidavit at time of completion that you, exclusively, participated in this NYS qualifying program.

You must complete each unit of the course. All quizzes, end of unit evaluations and required seat time must be satisfactorily completed or your course progress will not be considered complete and you will not be eligible to sit for the final course exam.

Upon course completion, you will receive a congratulatory email recognizing that you have successfully completed the online course. If you have not received this email either you have not completed some aspect of the course (including evaluation) or we suggest you check your junk mail as the email may have been caught in a spam filter.

You must then contact the school to arrange for taking the proctored final course exam. At this time your course completion requirements will be verified by the school. The following documents must be presented prior to or at the time of examination or you will not be administered the final course exam:

- A signed Student Affidavit of Course Completion
- Legal form of Photo ID recognized by the State of New York
- You may be charged an exam fee, depending on your choice of exam site location.

If you achieve a passing grade, you will be reported to the NYS Department of State Division of Licensing within 15 days from final exam date. You will receive a certificate of satisfactory completion issued by the school via USPS within the same time frame. If you do not achieve a passing grade on the course final exam, one make-up exam may be rescheduled. There is a 7 day waiting period before you can retake the exam a second time. You will have a total of two opportunities to take the course final exam; if unsuccessful after two attempts, you will be required to retake the course.

## YOUR ONLINE COURSE

At the course start-up page, please take time to orient yourself so you understand how the course navigates and clocks time. After several minutes of inactivity, your online course will time out, so try to time your breaks at the end of a unit to prevent losing your work. We recommend that you routinely check your progress as you proceed through the course. This online course is self-contained and does not require any additional materials. If you opt to purchase a companion textbook, you can do so at the online bookstore but it is not required to complete this course:

I have read the online course policy; I agree and accept all terms and conditions.  
Please print this page for future reference and to keep the course and tech support information handy.

---

Name (Print)

---

Date

---

Signature

*We encourage you to contact Arello and provide feedback about your experience with this online program once you have completed it. You can email ARELLO@ at info@arello.org with feedback.*