

# Alamo Title Company

## School Policy Manual for Mandatory Continuing Education

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Austin, TX 78759

512.483.6710

Approved by the Texas Real Estate Commission  
**School Provider #0173**

### **NOTICE!!!**

**This manual contains important information about the procedures for completing your course(s).**

**Please read this manual carefully, to avoid any delay in obtaining your credit for courses.**

# **Alamo Title Company**

## ***Statement of Policy***

### ***Background***

Alamo Title Company is approved by the Texas Real Estate Commission (TREC), approval number 0173, for the purpose of offering the Alternative Delivery Method courses via the Internet.

### ***Notice to Students***

All questions pertaining to registration, refunds, school policy, course content, explanation of state licensing law, final exams (if applicable), and completion certificates should be addressed to the school coordinator. The school coordinator may be reached at 512.970.3795.

### ***Registration Cancellation Policy***

You have the right to cancel your registration for any reason up to seven (7) calendar days from the date of purchase. Requests for cancellation of a registration must be made by contacting Alamo Title Company by phone, FAX, or e-mail. The request must be received by Alamo Title Company before midnight of the seventh calendar day from the date of purchase.

A cancellation fee will be charged to the student to cancel a registration. The amount of the cancellation fee is 15% of the total purchase amount. If the course includes one or more textbooks, the books must be returned at the student's expense. The request for cancellation will not be processed until the book(s) are returned to the school in reusable condition.

### ***Course Expiration and Review***

All course lessons on the computer must be completed within 180 days from the date of enrollment. Access to the computer lessons will expire at midnight on the 180th day after enrollment. You have 90 days to access and review the course content after you have completed the last lesson in a course. (Regardless of when the course is completed within the 180 days from enrollment.)

### ***Course Extension Policy***

If you can not complete your course within the 180 days, then you may purchase a 60 day extension from Alamo Title Company. The 60 day extension period begins from the date your course originally expires. You may purchase up to three extensions per course. It is your responsibility to contact your school coordinator to find out about purchasing an extension. It is recommended that you purchase the extension immediately after the course has expired in order to be able to have the full 60 days of the extension.

### ***End of Course Examinations and Grading Policy***

All exams are available on-line after the completion of all of the course material. If a student is locked out of the final exam, you must make arrangements with Alamo Title Company to take a proctored final exam.

To schedule a proctored exam you must call (512.970.3795) or email Alamo Title Company ([cgallagher@alamotitle.com](mailto:cgallagher@alamotitle.com)) to schedule your end of course exam.

You must pass the exam with a minimum score of 70%. If you fail the first exam you may schedule a second exam no sooner than the next day. Should you fail both exams, you must re-register and repeat the course from the beginning before taking the final exam again. A discounted re-enrollment fee will be charged.

### ***Requirements for Completing the Course(s)***

Please refer to the directions on your course home page for specific instructions regarding the completion of your course and the “Introduction” lesson located at the beginning of each course. To complete the course and receive your Completion Certificate, you must successfully complete the following requirements:

- Complete ALL instructional lessons in the course by answering each question correctly at least twice. The questions are timed and need to be answered within the prescribed time for credit.
- Return a signed and dated Alternative Instructional Methods Reporting Form to Alamo Title Company when the course is complete. The Reporting Form is a signed document from you certifying that you have personally completed each assigned lesson of instruction. This signed form must be returned to the school before you can receive credit for a distance learning course. (A “Course Certificate Instructions” link will appear on your course home page upon completion of the course. Click on that link to obtain a copy of the Alternative Instructional Methods Reporting Form.)

### ***Certificate of Course Completion***

Upon completion of course, you will receive a Completion Certificate. In the event the certificate is lost, a duplicate may be obtained from offices by request. An administrative fee may be charged for the duplicate.

### ***Processing Times***

After you have completed all the lessons on the computer, you must allow the following times for processing to complete the course and receive your Course Completion Certificate: These times are all estimates:

- Scheduling the proctored final exam (if needed)  
  
3 business days
- Mailing of exam from proctor to Alamo Title Company

3 days (estimated)

- Grading of Exam and issuing Course Completion Certificate

3 business days

- Receipt of the Course Completion Certificate by U.S. Mail

3 days (estimated)

### ***Important Notes***

"Issuing" a Course Completion Certificate means that we will place the Certificate in the U.S. Mail.

The minimum time you should allow between taking the exam and receiving your course completion certificate is approximately 9 business days, (depending on mailing time) so **PLAN YOUR SCHEDULE ACCORDINGLY!**

The proctor cannot fax or e mail exams, answer sheets or scores to Alamo Title Company and we cannot fax or mail course completion certificates to the student.

We must receive your signed "Alternative Instructional Methods Reporting Form" before we can issue a Course Completion Certificate. (Click on the "Course Certificate Instructions" link to go to the page with the "Submit Documentation" link.)

In the event the certificate is lost, a duplicate may be obtained from Alamo Title Company by written request. An administrative fee of \$10 will be charged for the duplicate and must be included in the written request.

### ***Technical Support***

For technical assistance, please call Technical Support at 1-800-743-8703 or email them at [techsupport@mycoursepage.com](mailto:techsupport@mycoursepage.com) . Technical Support is available Monday – Friday from 9:00am to 11:00pm EST and on weekends from 12:00 – 4:00pm EST. (Holidays are an exception to this schedule. On holidays, the Technical Support hours may change.)

The best and quickest way to address tech support issues is to go to [www.mycoursepage.com/support](http://www.mycoursepage.com/support) . If you call Technical Support, please be prepared to explain your problem in detail and have access to your computer. In order to effectively troubleshoot your issue, our technicians begin the call by asking you a series of questions regarding your operating environment. We will need to know what type of computer you are using, the operating system you are using, the version number of your software, etc. Your call may be documented or monitored to help us maintain quality of service standards.

### ***System Requirements***

In order to take this distance education course, your computer must meet the following system requirements:

IBM PC Compatible Computer (minimum 350 MHz processor with 64 MB RAM)  
SVGA (800x600) video card, driver, and monitor  
Microsoft Windows 98/ME/2000\*/XP\*  
Adobe Acrobat Reader 5.0 or greater (free download available with course)  
Internet connection (minimum 56Kbps required, although we highly recommend a high speed connection such as DSL, cable or TI)  
Microsoft Internet Explorer version 5.5 or greater (free download available with course)  
(Alamo Title courses do not support any "Beta" versions of Internet Explorer)  
Printer (for course documentation and Student Affidavit)  
Flash Player plug-in (free download available with course)  
Working Sound Card  
Speakers or Headphones

### ***Financial Aid***

No financial aid is available for any courses offered by Career WebSchool.

### ***Hours of Operation***

Monday thru Friday, 9:00am to 5:00pm (EST)

### **Holidays (School closed for business)**

Alamo Title Company will be closed for business the following holidays:

New Years Day  
Memorial Day  
Fourth of July  
Labor Day  
Thanksgiving Day  
Day After Thanksgiving Day  
Christmas Day

### ***Student Behavior / Disciplinary Policies***

When taking our educational courses, you are expected to comply with all policies as stated within this school catalog. If you fail to adhere to these policies, it may invalidate your eligibility for course credit. (These situations will be handled on a case by case basis.)

### ***Non Discrimination***

Alamo Title Company will not discriminate on the basis of race, color, sex, religion, national origin, handicap, or familial status in the establishment of fees, entrance qualifications or standards for successful completion in any course.