



Cusack Center

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

Cusack Center Online Terms & Refund Policy

NYS Real Estate Continuing Education 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 CONTINUING EDUCATION 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 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 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

ONLINE COURSE COMPLETION REQUIREMENTS

The online course is available for one year from date of purchase. No extensions can be granted. Only one registered student may take this course; you will be asked to sign an affirming affidavit at time of completion that you, exclusively, participated in this continuing education program.

You must complete each and every unit of the course. All quizzes, end of unit evaluations and required seat time must be satisfactorily completed or you will not receive credit for the continuing education course.

Once the course has been successfully completed and the affidavit signed, you will be reported to the NYS Department of State Division of Licensing within 15 days. If you meet seat time requirements for the course, you will receive a certificate of satisfactory completion issued by the school via USPS within the same time frame. If you do not meet the seat time requirements or provide an affidavit of course completion, you will not be reported to the NYS Department of State Division of Licensing as complete, nor will you be issued a certificate of satisfactory completion.

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 20 minutes of inactivity, your online course will time out, so try to time your breaks at the end of a unit to prevent losing



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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.

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