



Education Policies & Guidelines

Applicable to All Continuing Education Offerings

- If you need to cancel your registration, you must do so at least 48 hours in advance of the course. You may [use this form](#) to submit cancellation notices.
- Please plan to arrive or sign-in to all classes at least 10-15 minutes early.
- Admission to the classroom after the instructor has begun teaching will not be allowed.
- Technological use outside of what is necessary for the course is not allowed. This includes, but is not limited to, cell phones, laptops, tablets, and smartwatches.
- You must attend the entirety of the course to receive credit. Leaving early or arriving late is prohibited.
- You must not be visibly engaged in any other activities for the duration of the class. This includes, but is not limited to, phone calls, texting, side conversations, driving, or work of any kind other than note taking and active participation in the class.
- Taking photos of the presentation materials is prohibited. The sharing of class materials is at the discretion of the instructor. If the instructor chooses to share these materials, they will be passed along to participants by Pen-Mar REALTORS® staff.
- Breaks are built into our classes. Therefore, breaks from the class are only allowed when scheduled by the instructor.
- You are responsible for promptly responding to engagement from the instructor during the class session.
- You are responsible for maintaining a professional demeanor and engaging only in professional behavior.
- You must interact with other individuals in a way that promotes and enhances learning for all.
- Only one warning will be issued during a class.

Additional Policies Applicable Only to Virtual Classes

Please sign into the virtual classroom at least 10-15 minutes prior to the start time of the class. This allows us to help you troubleshoot any potential technology issues. You are responsible for having the proper equipment necessary for remote learning, including a working camera and microphone. Please see additional guidelines below.

- Prior to entering the classroom, please ensure that your name is listed as “Pen-Mar – First Name Last Name”. This allows us to know who you are and prevent any undesirable participants from being admitted to the classroom.
- You are responsible for designating a distraction free area to attend the class. This area must be free from background noise, other people or things that may distract your attention from the course.
- Virtual backgrounds are not allowed.
- You must keep your microphone always muted, except when asking or responding to a question.
- Your face must be in full, clear view of the camera at all times. A continuous video feed must be maintained during all classroom instruction.
- You may only turn off or pause your video camera feed (or assign an avatar) during scheduled breaks.
- Warnings will be sent via the chat function. You are responsible for reading all chat messages.

Violation of these guidelines will result in being removed from the class, forfeiting continuing education credit, and a \$25 fee.

If you require special accommodations for continuing education courses, please notify us at least 72 hours in advance of the class date so that we may best try to accommodate you.

Thank you for your cooperation and adherence to these policies.