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# Policy and Procedures

## That's My Instructor Course Offerings

### Continuing Education

The primary objective of the mandatory Continuing Education Program is to help assure that licensees possess the knowledge, skills, and competency necessary to function in the real estate business in a manner that protects and serves real estate consumers and the public interest.

Per G.S.93A-38.5, brokers must complete **eight (8)** credit hours of instruction annually in subjects approved by the Commission in order to retain eligibility to actively engage in real estate brokerage. Per Commission Rule 58A .1702, the eight hours must include one Update course and four credit hours (usually one) elective course(s).

All Continuing Education courses offered through That's My Instructor are

- following Commission [attendance](#) requirements
- four (or more) hours in length
- approved for 4 CE credit hours
- available only from July 1st through June 10th inclusive

### Postlicensing

The primary objective of the mandatory Postlicensing program is to ensure minimally competent Provisional Brokers attain additional education in the primary requirements for the provision of their licensed duties and services with the expectation that the eventual Broker will be competent to adhere to North Carolina law and rule with regular educational maintenance (CE). Per GS 93A-4.(a1),

Each person who is issued a real estate broker license on or after April 1, 2006, shall initially be classified as a provisional broker and shall, within 18 months following initial licensure, satisfactorily complete, through a real estate education provider certified by the Commission, a postlicensing education program consisting of 90 hours of instruction.

## **Course Descriptions**

### **Update Courses**

**(4 hours required per license year, July 1 - June 10)**

#### **GENUP (4 hours)**

Each year the North Carolina Real Estate Commission brings a new class into the world on July 1st: the Update Course. The General Update, or GENUP, is the Commission course required each year for the general brokerage population, including provisional and full brokers. The GENUP is broken into sections, including information that the Commissioners have identified as key current issues brokers should know more about, information on new rules and regulations, and information on maintaining and regaining a license. If you want to know what you need to know for the year, take this course as soon as possible! Otherwise, make sure you get it in before June 10th at midnight!

#### **BICUP (4 hours)**

The BIC Update, or BICUP, is the Commission Update course required for the brokerage population who have received BIC-Eligible status. If you have not submitted form 2.25 and received notice of approval, then you are expected to take the GenUp. If you have been granted BIC Eligible status and you want to maintain that status, then you must take the BICUP. Like the GENUP, the BICUP is broken into sections, including information that the Commissioners have identified as key current issues that brokers should know more about and information on new rules and regulations. Unlike the GENUP, the BICUP also includes a section of concerns that are just for BIC / BIC Eligible brokers. If you want to know what you need to know for the year, take this course as soon as possible!

### **Electives**

**(4 hours required per license year, July 1 - June 10)**

In addition to your yearly Update class, each North Carolina broker is expected to take at least one Elective course each year for 4 hours of elective credit. The following Electives have been prepared exclusively by and for the instructors at That's My Instructor.

#### **Fundamentals of Agency (4 hours)**

This elective's focus is on what Agency looks like to a Client and how to ensure we provide the best Agency for every Client we serve. We will explore our Fiduciary Duty compared to our duty to third parties, identify when we are acting as Special or General Agents, practice identifying First Substantial Contact, and sort Confidential Information from Material after reviewing some basic requirements for Material Fact disclosure. We will finish the class by reviewing the forms of Agency we practice and how they impact disclosure requirements.

### **Pricing to Appraise (4 hours)**

4 hours dedicated to learning the TRICK to achieving a balance between Contract Price and Appraised Value. We will delve into the reasons we can trust appraisers; walk step-by-step through improving the pricing process, including the nuances of picking comps; illuminate the best ways to communicate to appraisers, and review what the agent can do to assist their clients when an appraisal does come in lower than expected. From novice to expert, this course promises to help any agent improve and support their pricing process.

This course counts for 4 hours of Elective Credit with the North Carolina Real Estate Commission.

**Mortgage Matters: A Practical Guide to Residential Mortgages (4 hours)** Buyers and Sellers look to you, as their Real Estate Agent, to be knowledgeable about all aspects of buying and selling a home. They rely on you to have a basic understanding of the typical processes that affect them most directly, particularly the financing process. This course is designed to help build and support your knowledge of the mortgage processes and products available to borrowers, including the positives and negatives of both typical Conventional and Government loan programs, and lesser known Reverse and NCHFA Mortgage programs.

**REALTOR Code of Ethics: Our Promise of Professionalism (4 hours)** This is THE ethics class written and branded by NAR in 2023, and delivered by our amazing, engaging instructors in a 4 hour CE that gives you Elective credit towards your license maintenance in North Carolina and may give you your ethics credit for the cycle, too! (Only your local REALTOR® organization can determine if this course meets their requirements for Ethics training in this cycle.) This course focuses on Articles 1,2, 12 and 17 of the Code and how to use the code in your marketing and day-to-day practice.

**FAIR HOUSING AND THE REALTORS'® CODE (4.5 hours)** This 4.5 hour Elective course meets all the required learning objectives of the REALTORS®' 2025 -2028 cycles for both Fair Housing and Code of Ethics using a variety of engaging techniques including lecture and discussion, videos and case studies, and small group and individual activities. Though it specifically addresses REALTORS®, this course will be valuable for all NC Brokers who want to work ethically and fairly.

## **Postlicensing Courses**

### **(90 hours required within 18 months of licensing)**

Postlicensing courses consist of 30 required hours, required “homework” activities, and one final course test. The course test will be proctored and administered only to learners who meet the RE Commission’s attendance requirements. Final Exams must be completed during the scheduled exam period; passing requires a score of 75% or better; any student who scores below a 75% will be allowed to take one retest within 24 hours of notification. The Postlicensing courses offered through That’s My Instructor are listed below. To see the current syllabi for these courses, follow this link: <https://www.ncrec.gov/Education/PLSyllabi>

### **301: Broker Relationships and Responsibilities**

This is the course that dives deep into the world of agency to ensure you understand how to practice brokerage legally by properly addressing agency disclosure, the process of representing a buyer or seller including completing the standard agency forms. There’s even a little property management thrown in for good measure.

### **302: Contracts and Closings**

This is the course where you really get to understand the 2T and all related addenda as they are currently written and produced by the Standard Forms Committee. This is also the class that addresses the creation and interpretation of the RESPA required borrower's Closing Disclosure, including prorating taxes, rents and dues.

### **303: NC Laws, Rules and Legal Concepts**

This is a compendium of the laws and rules that govern North Carolina brokerage practice, from the various license statuses and how to achieve them, to how we take title and disclose material facts. If the rule applies in NC, you're going to hear about it again in this class - or for the first time, if you are joining NC from another state as a provisional broker.

## **Tuition and Fees**

**Continuing Education Course: \$69.00**

**Post Licensing Course: \$199**

All course offerings are priced inclusive of sales tax. Tuition includes:

- 1) Digital versions of
  - a) sample forms (if required for course completion)
  - b) required activity /study materials
  - c) Course Completion Certificate issued upon the satisfactory completion of any CE or Postlicensing course
- 2) Real Estate Commission fees
- 3) 3% payment processing fee
- 4) Help desk/troubleshooting for online courses
- 5) Instructor time
- 6) Administrative fees

## **Entrance Requirements**

In order to receive Commission credit for an approved licensing course with That's My Instructor, a licensee must

- be at least 18 years of age at the time the course is provided.
- Hold a North Carolina Real Estate License.
- Register through the website, [thatmyinstructor.com](https://thatmyinstructor.com).
- Pay for all courses through the website prior to participating in any course offered by That's My Instructor. Payment of monies for any course offered by That's My Instructor qualifies as informed acceptance of all of That's My Instructor policies and procedures, including [refunds and exchanges](#).
- Have proof of purchase of a recent [NC Real Estate Manual](#) (for Postlicensing courses only)

- Signal acceptance and review of the complete Policies and Procedures disclosure by agreeing to the terms of service prior to course purchase.
- Inform the Education Director immediately via [email](#) if there are any special accommodations required for the completion of any required course exam. Proof of medical need will be required for accommodations.

## Registering for a course

To register for a course through [thatsmyinstructor.com](https://thatsmyinstructor.com), a licensee will need to

- Identify the course/courses that meet the licensing and scheduling requirements of the licensee;
- Add a course(s) to the cart;
- Review the Policies and Procedures disclosure before finalizing purchase;
- Pay for the course on the secure website using a credit card;
- Read confirmation email to review the course requirements; the link for the course will accompany this email.
- [Test equipment for live-online courses before the first session.](#)

## Course Completion Certificates

Course Completion Certificates will be emailed to the participant at the email address with which they purchased the course, once they have met the requirements of the course.

## Passing a CE course is as easy as

Following Commission Rule 58A .1705(a):

- 1) Arriving in the class by the advertised start time of the course - **anyone who is more than 5 minutes late will not be admitted into the Zoom classroom.**
- 2) Attending at least 90% (216 minutes) of the scheduled instructional hours for the course\*;
- 3) providing your legal name and license number to the education provider;
- 4) presenting your pocket card or photo identification card, if necessary; and
- 5) personally performing all work required to complete the course.

## Passing a Licensing Course

Postlicensing courses, like CE courses, also have 90% attendance requirements, as well as Commission required participation in specific activities.

Passing these courses **also** requires learners to pass a final test with at least a 75% or above. The final test will be

- Scheduled independently
- Proctored
- Closed book, closed notes, and
- timed

Students who do not pass the final test on the first attempt will be allowed one second attempt within 24 hours of notification.

## Proctoring

Postlicensing exams will be administered during the final class session in the Zoom room via a link to a Google form. The tester will need to be logged into their Google account in order to access the final exam, and be able to share their screen during the testing session, so make sure the Google account is set up prior to the exam date. Instructors will act as or employ proctors who will supervise the tester through shared screen mode to monitor the student's completion and to ensure the tester is completing the test without any form of assistance. Proctors have the right to record testing and to withhold test scores until the recording can be reviewed in order to confirm compliance.

## \*Attendance Requirements

For all Continuing Education and Post Licensing courses, licensees are required by NC Commission rule to attend at least 90% of all course time.

- The allowable 10% of missed time **cannot** be used at the end of the course unless the student has received prior approval from the instructor for an emergency beyond the licensee's control.
- Learners are expected to be able to use the Chat function in their Zoom classrooms to indicate their arrival, return from breaks and before leaving, as well as to periodically respond to questions.
  - That's My Instructor relies on the written records in live-online environments to demonstrate meeting the Commission's attendance requirements. While the instructor may also ask for oral / visual feedback, the written chat record is the main recorded proof that the licensee has met attendance requirements.
  - Chat records are backed up by individual attendance records and observations maintained by the instructor, and may also be maintained as video recordings of live sessions.

## Classroom Expectations

### For Live-Online Courses, learners should expect to

- Receive login information via email receipt from **That's My Instructor** once their payment has been processed.
  1. The link will be sent to [katherine@thatsmyinstructor.com](mailto:katherine@thatsmyinstructor.com) and blind-CCed to you roughly an hour prior to the start of a CE class via [katbuchholz@gmail.com](mailto:katbuchholz@gmail.com)
  2. In a series of Postlicensing classes, the link for login will be sent as in 1. above for the first session only, and will be the same link for every class session that follows.
- [Test their equipment](#) as soon as possible to ensure all components are working and there is adequate internet access.
- Create or confirm a Google account if required (Postlicensing only).
- Login to the classroom **at least 5 minutes** prior to each session to ensure connection is stable.
- Stay logged into the class for the entire session.
- Remain in one location for each session and not attempt to
  - drive,
  - attend other appointments or meetings, or

- engage in any other activity that would not be welcome in a live classroom.
- Stay on camera through all class sessions to ensure attendance requirements are met.

***When off camera, students will be counted as absent.***

- Participate in activities and discussions.
- Complete required activities and/or assignments.
- Have working equipment as described in the section [Course Equipment](#).
- Be courteous and respectful of cohorts and instructor
  - make a plan ahead of time to minimize interruptions,
  - only use other devices to access course materials,
  - direct your questions to the whole group (if you think it, you are probably not alone!)
  - Try to leave outside concerns outside of the classroom environment, but
  - Alert the instructor as soon as possible to any emergency situation that diverts your attention.

**\*\*Any attendee of a CE course that fails to meet these expectations may be removed from the classroom until the instructor/proctor readmits the licensee, or the licensee misses more than 24 minutes of the course, whichever occurs first.\*\***

## Course Equipment

For all of the That's My Instructor courses purchased through the website, licensees will need

- A computer or tablet that will run the Google Chrome browser
- The Google Chrome browser
- A Google account (this must be created and logged into prior to the course final.)
- A stable, strong high speed internet connection
- Speakers / headphones
- A microphone
- A working webcam
- A well-monitored email address
- note taking supplies

## Refunds and Exchanges

That's My Instructor reserves the right to cancel or reschedule a course as needed. Students enrolled in a rescheduled or canceled course will be given a minimum 24 hours of notice of the cancellation or revised course schedule, except for Acts of God, serious illness or injury, or loss of connectivity through no fault of the instructor.

### Canceled / rescheduled courses

If a course must be canceled attendees will be given as much notice as possible to exchange their course for another course, assuming one is available, or to receive a full refund if no exchange can be accommodated.

- If a course must be postponed or rescheduled, participants will be notified as soon as possible by email from [katbuchholz@gmail.com](mailto:katbuchholz@gmail.com), or from [katherine@thatsmyinstructor.com](mailto:katherine@thatsmyinstructor.com) explaining
  - Why the class has been postponed/rescheduled

- The new class date(s) and time(s)
- What to do if the new schedule does not work (aka how to exchange)

## Schedule Conflicts and Exchanges

- If a learner finds they are unable to attend the originally scheduled, live course after purchase but *at least 48 hours prior to the start* of the course, the purchaser must email their course **Instructor** as soon as possible (in no case later than 48 hours prior to the course start) and
  - notify of the issue,
  - request an exchange
  - identify the instructor's course that will replace the original course (must be completed within 180 days of original course)

The Instructor may work with the licensee to reschedule a replacement course **one** time for each individual course the licensee schedules.

- There will be NO REFUND or EXCHANGE issued to any licensee who fails to exchange a scheduled course or identify a duplicate purchase prior to 48 hours of the course's scheduled start date.
- *That's My Instructor reserves the right to issue a refund at its sole discretion; any refund issued by That's My Instructor will be less an 8% administrative fee per transaction.*
- **Licensees who are not admitted to the Zoom classroom within the first 5 minutes** of a CE course, or who fail to meet Commission attendance requirements during any licensing or continuing education course, will NOT receive credit for the course and will not be eligible for any refund or exchanges.

## About

**Legal Name of Education Provider:** Katherine Kirchner

**Advertised Name of Education Provider:** That's My Instructor

**Education Director:** Katherine Kirchner

**Education Provider Certification: #1734**

That's My Instructor is certified by the North Carolina Real Estate Commission. The Commission's address is 1313 Navaho Drive, Raleigh, NC 27609. Any complaints concerning the Education Provider or its affiliated instructors should be directed in writing to the Commission. A link to the Complaint Form is provided on the Commission's homepage ([ncrec.gov](http://ncrec.gov)).

Per Commission Rule 58H .0204, the Education Provider must provide each prospective student with a copy of the Education Provider's Policies & Procedures Disclosure (PPD) prior to payment of any non-refundable tuition or fee. The PPD, which is required by the NC Real Estate Commission, outlines Education Provider policies plus the rights and obligations of the Provider and the student. A signed certification that a student received a copy of the PPD must be retained by the Provider.

**That's My Instructor will never discriminate in our policies or practice against any person(s) on the basis of age, sex\*\*, race, color, religion, national origin, familial status, or ability. We're just not that kind of school.**

**\*\*That's My Instructor follows all REALTOR guidelines to include gender, gender identity, and sexual orientation.**

**We want everyone who is welcoming to feel welcome.**

## **Assistance and Concerns**

Anyone who is having difficulty with their course schedule should contact the Education Director via email asap to identify and correct the issue. Go to [Contact](#) for a link to the email account.

- Learners who wish to test or troubleshoot their Zoom access should go to the [Zoom test room here](https://zoom.us/test): <https://zoom.us/test>.
- Anyone who has concerns about the Education Director, course Instructor, or a course content's veracity or adherence to Commission guidelines should contact the North Carolina Real Estate Commission's Education and Licensing division to log a complaint and/or speak to Department staff by calling (919) 875-3700, or by visiting their office at 1313 Navaho Drive (subject to hours) in Raleigh.

## **Contact**

If you need assistance or if you have questions, please feel free to reach out to That's My Instructor's Education Director via [katbuchholz@gmail.com](mailto:katbuchholz@gmail.com). *Please allow at least 24 hours for a response before sending a follow-up email.*

### **IF You Cannot Find the Email Link:**

- the email address you signed up with may not have been your usual email address. Check your other accounts for emails and receipts from [thatsmyinstructor.com](https://thatsmyinstructor.com). Don't forget to check your spam, junk, social and promotions folders.
- Inform your instructor that we need to update your email address.

### **If You need technical assistance During the Class:**

- Email the instructor and inform them that you are trying to get into the class as soon as you are aware there is a problem.
- In the event that an enrollee, who has received a confirmation email and successfully tested their equipment prior to the course's start date cannot access the course during the class session, they should
  - ◆ First: close the Zoom application/browser window and all other programs. then go back to the original invitation link and click it again. If that does not work,
  - ◆ Close the entire computer down, wait 30 seconds, then restart the system and try following the course link again. Then, if there are still connection issues,
  - ◆ Return to the Zoom launch and attempt to login through the browser or by downloading the application, whichever is different from how you'd come in before. (there is a link at the bottom of the launch window to join by browser).
    - If there are still problems, click on the send report link at the bottom of the browser window and follow the prompts.

## **Education Director / Instructor**

**Katherine Kirchner**

6325 Falls of Neuse Rd. Ste 35-306

Raleigh, NC 27615

katherine@thatsmyinstructor.com

Thatsmyinstructor.com

(919) 307-6450

For problems with an instructor, please email [here](#) and include the instructor's name in the subject line.

If you have any concerns with the Education Director / Provider, please direct your concerns to the

### **NC Real Estate Commission**

919-875-3700

Mailing address: P.O. Box 17100; Raleigh, NC 27619

Physical address: 1313 Navaho Dr.; Raleigh, NC 27619

**Purchasing the NC Real Estate Manual:** <https://rem.ncrec.gov/#undefined>

## **From the Education Director:**

### **CERTIFICATION and WELCOME**

I, Katherine Kirchner, certify that the information contained in this Policies & Procedures Disclosure is true and correct and that "That's My Instructor" will make every reasonable effort to abide by the policies herein.

Furthermore, I welcome you to licensed Real Estate Education with That's My Instructor! Here we try to have a good time wherever we go, while still learning useful information that can translate into real life skills to improve our lives and our bottom line figures. At That's My Instructor, we are steeped in real estate law and rule and ready to use that deep knowledge to help brokers perform their jobs legally, ethically and successfully. Whether this is your first class with That's My Instructor or just another in the series, we are so glad that you have chosen us to be your home for Real Estate Education.

Tell your friends!

Sincerely,

Katherine Kirchner

### **ATTENDEE CERTIFICATION OF RECEIPT & EXAM COMPLIANCE**

I certify that I received and had access to a copy of That's My Instructor's Policies & Procedures Disclosure prior to payment of any non-refundable course registration fee or tuition. I further certify that I understand it is my sole responsibility to complete the Final Exam under proctored conditions for each Licensing Course based on my recall of the course material only and without the assistance of any additional resources, electronic or otherwise, and I give my consent to have my computer and my person monitored during the exam to ensure compliance and exam integrity.

Signature of Enrollee: Enrollee signs by entering their name at checkout.