



## **School Policies and Procedures**

All of our courses and policies and procedures are approved by the Illinois Department of Professional Regulation (IDFPR).

### **FLEXIBLE TIME**

You can complete this course in as little as two weeks from receipt of your course materials. However, the course must be completed within six months (this includes completing all quizzes and passing the course final/finals).

### **COORDINATOR**

State-approved instructors are available by phone (during regular business hours) to answer any questions that you may have about the course material.

### **REGISTRATION**

The tuition and registration form are submitted to the corporate office of Your House Academy. Payment can be made by cash, check, money order, credit card, or PayPal. Course materials are distributed at the first class. If you enrolled in a Total Home-Study course, materials are shipped within two business days of receipt of tuition and registration.

### **REFUND POLICY**

Students can request a refund (minus an administration fee of 10% of the total tuition) within three (3) days of registration. If the student received course materials, they must be returned to the school office in salable condition before the refund is processed. No refunds will be issued after 3 days.

### **TESTING PROCEDURE**

We offer two options for taking quizzes: paper-based or online. A passing score of 75% is required on all quizzes prior to scheduling the course final. In the event that you do not score 75% or better, you can retest as often as you need. Once you've passed all of the course quizzes, you will be permitted to complete the course final.

Final exams are given in class, at the Academy offices, or in the presence of a proctor who has been approved by the School. You have three attempts to pass. Course completion will be reported to the AMP Testing Service and a certified transcript issued upon successful completion of the course.