

# PROVINCIAL LICENSING COURSE POLICIES

*Policies apply to both in-class and online courses unless otherwise noted.*

## GETTING STARTED

BY REGISTERING INTO ANY OF MORTGAGE PROFESSIONALS CANADA'S LICENSING COURSES, YOU AGREE TO THE TERMS AND CONDITIONS OF THE POLICIES LISTED BELOW.

PLEASE READ THIS DOCUMENT CAREFULLY ***BEFORE*** REGISTERING.

### REGISTRATION POLICY

- Registration process must be done by the individual taking the course. You may not register another individual using your account.
- Students must register using their **full legal name** as shown on government-issued photo I.D.
- Shipped materials will be sent to the address provided at the time of registration. **Please note that we cannot ship to P.O. boxes.**
- Accommodations can be made for students with special physical and/or learning needs. Medical documentation may be required. Please email [education@myMPC.ca](mailto:education@myMPC.ca) **prior to** registration.
- Any applicable taxes are included in all licensing course prices, unless otherwise indicated.
- Please ensure the information in your online profile (including email address) is accurate, as **all** communication is through email.
- Please be advised that we must provide respective provincial regulators with a list of all students who successfully complete the licensing course; this information is cross-referenced upon licensing application.

Please direct your email inquiries as follows:

- General Inquiries and Course Changes: [education@myMPC.ca](mailto:education@myMPC.ca)
- Address Information / Shipping: [info@myMPC.ca](mailto:info@myMPC.ca)
- Exam Information : [exams@myMPC.ca](mailto:exams@myMPC.ca)

# PROVINCIAL LICENSING COURSES POLICIES

## CANCELLATIONS AND TRANSFERS

### CANCELLATION / TRANSFER POLICY

- Cancellation fee is \$150.00 + applicable taxes.
- Transfer fee is \$75.00 + applicable taxes.
- Cancellation/Transfer requests must be received via email at [education@myMPC.ca](mailto:education@myMPC.ca) in the timeframe specified below (*based on course delivery method*). Please ensure you receive an email confirmation of cancellation.
- No cancellations or transfers will be accepted past the timeframe specified below.
- Any materials shipped are yours to keep; materials are not returnable or refundable.
- For in-class transfers, students must choose a session within 6 months of their original registration. If a new course date cannot be selected, the cancellation policy and fee will then apply.
- Registration cannot be transferred or assigned to another individual.

### CANCELLATION AND TRANSFER TIME LIMITS

#### In-Class

- Requests must be received via email **at least 14 calendar days prior to** course start date.

#### Online

- Requests must be received via email **within 7 calendar days** from purchase date.
- Students **must not** have started their online program.

# PROVINCIAL LICENSING COURSES POLICIES

## PARTICIPATION AND COURSE EXTENSION

### IN-CLASS PARTICIPATION POLICY

- Students attending the intensive one week course are expected to review all textbook modules prior to the first class. Other daily reading and/or homework may be assigned.
- All textbook content, handouts and in-class discussions are subject to appear on the final exam.
- Classes run from 9:00 AM to 4:30 PM.
- **Attendance on all five days is required\* and will be monitored.** Failing to attend all days of class *may* result in the student's ineligibility to write the final exam, and thus, complete the course.

*\*Exceptions may be made for extenuating circumstances.*

### ONLINE PARTICIPATION POLICY

- Access to online studies is available immediately upon registration.
- The online program is accessible for a period of **six months** from the date of purchase.
- Online students must read the textbook in conjunction with the online modules.
- The instructor-moderated *Virtual Study Group* provides students with resource materials, discussion forums, FAQs, as well as other course information.
- Modules may contain a quiz to verify material comprehension. Preparatory practice exams will be provided **at the end** of the online course.
- **All online modules must be completed prior to booking an exam.**

### ONLINE COURSE EXTENSION

- Extension fee is \$75.00 + applicable taxes.
- A **two** month extension is available for students who cannot complete the online program and write their exam within the six month allotted time period.
- Extension requests must be received via email at [education@myMPC.ca](mailto:education@myMPC.ca) **prior to the course expiry date.** The course expiry date is indicated in your online course profile.

# PROVINCIAL LICENSING COURSES POLICIES

## EXAM

### EXAM POLICY

- The exam format is 50 multiple choice questions (100 MC questions for Manitoba & Saskatchewan).
- Passing grade is 60% (70% for Manitoba).
- Valid, government-issued photo I.D. is required to write the examination.
- For in-class sessions, exams are written on the afternoon of the last class.
- For online courses, the exam must be written **within six months** of the course purchase date.
  - ↳ Regularly scheduled exam sessions are held in the Greater Toronto Area (GTA) at no additional cost.
  - ↳ Students living 2 hours outside of the GTA can arrange an individual exam booking at one of our approved test centres across Canada. The fee for individual exam bookings is \$75.00 + applicable taxes.
  - ↳ For further details on exam centre locations, dates, and exam procedures, please visit our *Virtual Study Group* on Facebook or contact [exams@myMPC.ca](mailto:exams@myMPC.ca).
- Exam “no-shows” automatically receive a mark of 0.
- Pass/fail notifications are sent via email within five business days\* of writing the exam.
- A Certificate of Completion will be mailed to the address on file within two weeks of receiving a pass email notification.

\*For exams written outside of the GTA, notifications will be provided via email within five business days of Mortgage Professionals Canada *receiving the exam back from the test centre.*

### EXAM REWRITE POLICY

- Students who are unsuccessful, or are a “no-show”, on their first exam attempt may request a rewrite at a date and location available within six months of their original exam date. Should a student request to schedule their exam rewrite outside of the GTA, the individual exam booking fee will apply (please refer to section EXAM POLICY).
- Students who fail to rewrite their exam within six months will be required to re-register into the full course in order to continue with their studies.

### EXAM RESCHEDULING POLICY

- Rescheduling requests must be received via email at [exams@myMPC.ca](mailto:exams@myMPC.ca) at least 24 hours prior to the currently scheduled exam date.
- The exam rescheduling fee is \$75.00 + applicable taxes.