

# PROVINCIAL LICENSING COURSE POLICIES

*Policies apply to in-class, virtual 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 / Virtual 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 & VIRTUAL 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 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 in-person or virtually 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 + applicable taxes.
- A **one-time, two (2) 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. Further details on exam centre locations, dates, and procedures, can be found on our [website](#).
  - ↳ [Online exams](#) are a new option available to all licensing course students (with the exception of Manitoba), and cost \$75. Online exams are proctored virtually, and offer students a greater range of booking options, as well as the ability to write in the comfort of their home.
- 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 three weeks of receiving a pass email notification.

### EXAM REWRITE POLICY

- Students who are unsuccessful, or are a “no-show”, on their first exam attempt may request a rewrite within six months of their original exam date.
- Should a student request to schedule their exam rewrite outside of the GTA, or wish to rewrite their final exam online, exam booking fees 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 for in-person examinations is \$75 applicable taxes.
- Rescheduling fees *do not apply* to online exam bookings.
- Online exams cannot be rescheduled within a 24-hour period.