

## Newfoundland & Labrador Mortgage Brokerage Management course

### Policies & Frequently Asked Question

#### FREQUENTLY ASKED QUESTIONS

<b>Are there any pre-requisites I need to take the Program?</b>	<p>Yes, you must take the Newfoundland &amp; Labrador Mortgage Brokerage Management Course as a pre-requisite to taking this house.</p> <p>Full details on licensing in Newfoundland &amp; Labrador can be found here <a href="#">Digital Government and Service NL licensing requirements page</a>.</p>
<b>What is the focus of the program? What will I learn?</b>	<p>Mortgage Professionals Canada's Newfoundland and Labrador Mortgage Brokerage Management Course (NLMBMC) is designed in line in line with the educational requirements established by the Superintendent of Mortgage Brokerages and Brokers under section 6 of the regulations. The program was developed with the assistance of education experts and through extensive industry consultation, ensuring that the curriculum aligns with actual practice.</p> <p>The Program focuses on the skills and knowledge required to effectively <i>supervise</i> supervise mortgage brokers and ensure that the brokerage complies with applicable rules. Learning focuses on:</p> <ul style="list-style-type: none"> <li>▪ Implementing policies and procedures to ensure that brokers comply with the Act and Regulations;</li> <li>▪ Supervisory skills;</li> <li>▪ Operating your brokerage;</li> <li>▪ Dealing with costumers; and</li> <li>▪ Protecting your customers.</li> </ul>
<b>Program Format</b>	<p>The Newfoundland and Labrador Mortgage Brokerage Management Course is self-study online in order to be accessible to students across the province.</p> <p>The online modules cover all regulator mandated learning objectives so that students acquire the knowledge and skills necessary to supervise brokers and carry out the responsibilities of a Principal Broker.</p> <p><b><i>Mortgage Professionals Canada's Approach</i></b></p> <p>The focus of the program is the foundational knowledge. The facts, concepts, processes, procedures and principles will be taught and tested throughout each module.</p> <p>Students also have access to the <a href="#">Virtual Study Group</a>. This online forum allows students to interact and learn from others' ideas and experiences, and builds collaboration among students.</p>

<b>General</b>	<ul style="list-style-type: none"><li>▪ Participants must register using their full legal name as shown on their current/valid government-issued photo ID.</li><li>▪ Each participant must register <u>under their own account</u>.</li><li>▪ All program communication is through email, so please verify the details. You can update your profile on <a href="http://www.MortgageProsCan.ca">www.MortgageProsCan.ca</a>.</li></ul>
<b>Final Exam</b>	<ul style="list-style-type: none"><li>▪ <b>85 Multiple Choice questions.</b> Passing benchmark is set at <b>60%.</b></li><li>▪ Students will receive their pass/fail email notification within (1) week</li><li>▪ Two (2) pieces of identification are required at the in-person exam:<ol style="list-style-type: none"><li>1) Government-issued photo identification with signature (i.e. driver's license, passport, citizenship card); and</li><li>2) Secondary piece of identification (credit/debit card, transit ID card).</li></ol></li><li>▪ A Certificate of Completion will be available for download once the pass email notification is received.</li><li>▪ Certificates are valid for <b>2 years</b> from exam date.</li></ul>

<b>FEES</b>	
<b>Newfoundland and Labrador Mortgage Brokerage Management Course Tuition</b> \$495.00 (no tax)	<i>Includes:</i> <ul style="list-style-type: none"> <li>– Access to online program for six (6) months</li> <li>– Access to Virtual Study Group (online) for six (6) months</li> <li>– Online Study Guide and reading materials</li> <li>– Course materials including case studies, documentation, resource materials, etc.</li> <li>– Certificate of Completion</li> <li>– Completion status reporting to provincial regulators</li> </ul>
<b>Program Extension</b> \$75.00 + tax	<ul style="list-style-type: none"> <li>▪ Requests must be received in writing to <a href="mailto:education@MPC.ca">education@MPC.ca</a> <b><u>prior to</u></b> course expiration. Two, (2) month extensions, may be processed.</li> </ul>
<b>Online Final Assessment Reset</b> \$75.00 + tax	<ul style="list-style-type: none"> <li>▪ Students' access to the assessment will be reset; a maximum of two (2) additional attempts are provided, and must be completed prior to the course expiration.</li> </ul>
<b>Exam Scheduling</b>	<ul style="list-style-type: none"> <li>▪ Students can choose to schedule their exam online (\$75) or in-person (\$100) at an approved testing site (if available). Exams must be completed within six (6) months of registration date.</li> </ul>
<b>Exam Rescheduling</b> \$75.00 + tax	<ul style="list-style-type: none"> <li>▪ Requests must be received in writing via email to <a href="mailto:education@MPC.ca">education@MPC.ca</a> 24 hours prior to current booking.</li> </ul>
<b>Final Exam Rewrite</b> \$150.00 (no tax)	<ul style="list-style-type: none"> <li>▪ (1) rewrite attempt may be requested and must be completed within six (6) months of the original exam date. If unsuccessful on the rewrite, students must re-enrol in the full program to continue their studies.</li> </ul>
<b>Cancellation</b> \$150 + tax	<ul style="list-style-type: none"> <li>▪ Requests must be received by email to <a href="mailto:education@MPC.ca">education@MPC.ca</a></li> <li>▪ Cancellation requests submitted within one (1) week of registration and online course <b><u>not</u></b> accessed = full refund.</li> <li>▪ Cancellation requests submitted within four (4) weeks of registration (regardless if course was accessed) = <b>\$150 + tax.</b></li> <li>▪ <b><u>No refunds for cancellation requests more than one month after registration.</u></b></li> </ul>

## ACADEMIC HONESTY & CODE OF CONDUCT

### Offences

Mortgage Professionals Canada takes a serious view of those who copy, cheat, or otherwise engage in unacceptable practices.

Unacceptable practices under this policy include, but are not limited to, cheating, impersonation or attempts to cheat. Cheating is the attempt to gain an improper advantage in an academic evaluation, i.e.:

- Obtaining a copy of an examination before it is officially available or learning an examination question before it is officially available;
- Copying another person's answer to an examination question;
- Consulting an unauthorized source during an examination;
- Disruption of an academic evaluation by any means;
- Changing a score or a record of an examination result;
- Falsifying or forging a Certificate of Completion, medical documentation, or any other supporting documentation for the purpose of gaining an academic advantage.

Impersonation is to have someone impersonate you in a class, online, at an examination or in connection with any other aspect of the course. Both the impersonator and the individual impersonated are engaging in unacceptable behaviour including, but not limited to:

- Registering for the course in a name other than your legal name.
- Impersonating someone in class/online, or having someone impersonate you in class/online.
- Taking an examination for someone else or having someone take your examination for you.

Attempting to cheat includes soliciting or obtaining an examination or any other course material in advance of its distribution by the instructor or without the permission of the instructor. For example:

- Stealing an examination.
- Making unauthorized copies of the examination.
- Possessing an unauthorized copy of the examination or other course materials.
- Using or sharing a link to an unauthorized copy of the examination or other course materials.

**The Academic Honesty policy is not limited to the descriptions and/or examples provided. Anyone judged to be engaging in unethical practices will be subject to the penalties under this policy.**

<b>Enforcement</b>	<p>If a student is suspected of engaging in unacceptable behaviour, the instructor or a representative from the Education Department will discuss the alleged behaviour with the student directly.</p> <p>If the instructor or Education Department representative is not satisfied with the explanation of the alleged behaviour, or the evidence does not reasonably align with the explanation, the student shall be subject to the penalties under this policy.</p> <p>A student may appeal the decision of the Education Department in writing.</p> <p><b>Cheating in Examinations</b></p> <p>It is the responsibility of the examination invigilator(s) to undertake appropriate measures to deal with unacceptable behaviour during an examination (whether online or in-person). Examination invigilator(s) who suspect individual(s) of unacceptable behaviour may take the following steps to ensure the integrity of the examination:</p> <ul style="list-style-type: none"> <li>▪ Issue one or more verbal warnings;</li> <li>▪ Move or isolate suspected student to a different location, and/or any other requests by the invigilator;</li> <li>▪ Confiscation of unauthorized materials and/or electronic devices (to be returned upon examination completion);</li> <li>▪ Immediate termination from the examination at any time, before or during the examination, as determined by the invigilator.</li> </ul> <p><b>Penalties for Academic Dishonesty</b></p> <p>If it is determined that a student has breached this policy by engaging in unacceptable behaviour, the following penalties may apply:</p> <ul style="list-style-type: none"> <li>▪ A mark of "0" on the examination</li> <li>▪ Require a re-write examination</li> <li>▪ A notation in the student's education history</li> <li>▪ A report to the provincial regulator regarding the unacceptable behaviour during the examination</li> </ul>
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