

Aceable Real Estate School

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<https://www.aceableagent.com>

## Policies & Procedure Disclosure

**Date of Publication:** *July 2025*

**Legal Name of Education Provider:** *Aceable Inc,*

**Advertised Name of Education Provider:** *Aceable Real Estate School*

**Name of Education Director:** *Blake Garrett*

**Names of Full-Time Officials and Faculty:**

*Education Director - Blake Garrett*

*Course Instructor - Kandyce Ellis*

### Education Provider Certification

[Aceable Real Estate School](#) 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.

**NO STUDENT SHALL BE DENIED ADMISSION ON THE BASIS OF AGE, SEX, RACE, COLOR, NATIONAL ORIGIN, FAMILIAL STATUS, HANDICAPPING CONDITION, OR RELIGION.**

## Course Offerings

Aceable Real Estate School conducts:

- ❖ the *Broker Prelicensing Course* required to qualify to take the license examination to become licensed as a real estate provisional broker in North Carolina

### Broker Prelicensing Course

#### Purpose of the Course

Successful completion of the *Broker Prelicensing Course* is generally required to qualify for the North Carolina (NC) real estate license examination and to obtain a NC real estate broker license. The primary objectives of this course are (1) to provide students with the basic knowledge and skills necessary to act as licensed real estate brokers in North Carolina in a manner that protects and serves the public interest and (2) to prepare students for the NC real estate license examination. This course may only be offered by education providers certified by the NC Real Estate Commission. At [Aceable Real Estate School](#), the *Broker Prelicensing Course* consists of a total of 75 instructional hours, including the end-of-course examination.

After passing the Prelicensing course, a student must submit a license application to the NC Real Estate Commission to be eligible to take the license examination. License application instructions are provided in the free publication *Real Estate Licensing in North Carolina* (RELINC) which is available on the Commission's website at [www.ncrec.gov](http://www.ncrec.gov). The minimum age requirement to obtain a real estate license in North Carolina is 18.

#### Course Description

Major topics addressed in the *Broker Prelicensing Course* include basic real estate concepts and law, property taxation, land use controls, environmental hazards, brokerage relationships and practices, real estate contracts, real estate financing, closing a real estate sale transaction, real property valuation, property insurance basics, fair housing laws, landlord and tenant, property management, federal income taxation of real estate, basic construction, basic real estate investment, North Carolina Real Estate License Law and Commission Rules, and Trust Account Guidelines. *Real estate mathematics is an important component of this course and calculations will be required.*

#### LEARNER ACCOMMODATIONS

Aceable does not discriminate based on disabilities and is committed to providing students of all abilities and backgrounds the same opportunity for a quality learning experience. Aceable courses are designed with features such as adjustable text size and subtitles to assist students. Course images also include alternative text and long descriptions that may be read with screen readers for students with visual impairments. These features are available for use by all students.

#### TECHNOLOGY SUPPORT SERVICES

Students may contact Aceable's Customer Experience team for technology and troubleshooting support Sun-Thur, 8am-9pm; Fri, 8am-7pm; Sat, 10am-7pm. These services are available via email at [support@aceableagent.com](mailto:support@aceableagent.com), phone at 512-645-1081, and the live chat box located on our website, [aceableagent.com](http://aceableagent.com).

#### End-of-Course Exam

There will be one final examination at the end of all the course content. Students must complete all previous levels and assignments before they can attempt. This final assessment will consist of 135 questions and will have a minimum passing score of 75%. The Exam will be closed book and only a simple calculator will be allowed during the examination.

The final examination will be administered by Examity Proctoring, a remote proctoring service. Students will need to use a computer, either personal or in a public library, this must have a webcam and a microphone as well as internet access. They will be directed in the course to schedule their exam, this will not occur additional fees for the student.

An end-of-course exam will not be administered to any student who does not satisfy the course attendance requirement.

### **Missed Exams**

[Aceable Real Estate School](#) WILL allow a *Broker Prelicensing Course* student who does not take the initial end-of-course exam as scheduled to take a makeup exam as many times as necessary as long as it is within 180 days of their course purchase.

### **Failed Exams**

[Aceable Real Estate School](#) WILL allow a *Broker Prelicensing Course* student who takes but does not pass the initial end-of-course exam to retake the end-of-course exam as many times as necessary, however all retakes must be within 180 days of course purchase.

Should a student fail their final proctored exam, they will be informed they have failed and will be unable to check the correct answers to the exam questions. They will be given the opportunity to take it as many times as they want. They will be unable to schedule another exam on the same day and must wait 24 hours before taking the exam again

### **Eligibility Requirements for Course Completion Certificate**

To successfully complete the *Broker Prelicensing Course* and receive a course completion certificate, a student must:

- a) meet the attendance requirements,
- b) complete all assessments/course content, and
- c) pass the end-of-course exam with a minimum score of **75%**.

### **All-Inclusive Tuition/Fees**

The total cost of the Mobile App and/or Online course is stated at the time of purchase.

### **Annual Summary Report**

During the July 2023 - June 2024 license year, [Aceable Real Estate School](#) had 3,231 students who initially enrolled in a *Broker Prelicensing Course*. Of that initial number, 678 of those students successfully passed the course, 346 of those students completed the course but did not pass the end-of-course exam, and 1,841 students did not complete the course.

### **License Examination Performance Report**

Student candidates can access the education provider's state license examination performance records by visiting <https://www.ncrec.gov/PrelicensingEducation/ExamPassRates>. A provider's exam performance record is also accessible by clicking on any scheduled Prelicensing course on the Commission's website or by going to the Education Provider Details page.

## Registration, Enrollment, and Conduct

### Registration

To enroll in a course at [Aceable Real Estate School](#), prospective students must in consideration of STUDENT's use of the Mobile App and/or Online course, STUDENT hereby: (a) agrees to provide true, accurate, current and complete information about himself or herself upon his or her registration to take the Mobile App and/or Online course (such information being the "Registration Data"); (b) agrees to maintain and promptly update the Registration Data to keep it true, accurate, current and complete; (c) acknowledges and agrees that ACEABLE shall not be liable to STUDENT or any third party for any termination of his/her access to his/her password, account or the Mobile App and/or Online course ; and (d) certifies that he or she is at least 18 years old, or if STUDENT is younger than 18 years old, that the legal guardian of STUDENT consents to STUDENT accessing the Mobile App and/or Online course gives permission for ACEABLE to collect information on STUDENT, and consents to STUDENT taking the Mobile App and/or Online course. If STUDENT is not 18 years or older proceed no further, until STUDENT's legal guardian has reviewed this CONTRACT and consents to STUDENT accessing the Mobile App and/or Online course. If STUDENT provides any information that is untrue, inaccurate, not current or incomplete, or ACEABLE has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, ACEABLE has the right to suspend or terminate STUDENT's access to the Mobile App and/or Online course and refuse any and all current or future use of the Mobile App and/or Online course (or any portion thereof).

### Tuition and Fees

[Aceable Real Estate School](#) accepts the following forms of payment: Credit/debit card/paypal/Google Play store

The total cost of the Mobile App and/or Online course is stated at the time of purchase.

AceableAgent courses are fully refundable if the student has not completed the course AND if the refund request is made within 30 days of purchase. If the purchase was made via credit card, Paypal or the Google Play store, please contact customer support ([support@aceableagent.com](mailto:support@aceableagent.com)) to request a refund. If the purchase was made through Apple iTunes, please request the refund through Apple. Here are instructions for that process:

<https://support.apple.com/en-us/HT204084>.

### Attendance

Aceable Real Estate School online courses are provided and made available to students in their entirety on the AceableAgent website and the AceableAgent mobile app for iOS and Android. Courses will expire 180 days from the date of purchase. 100% attendance is required and can be verified utilizing the clock hour enforcement mechanism in place.

### Course Cancellation or Rescheduling / Refunds

A full refund for the course will be made to any student who cancels the enrollment contract before midnight of the thirtieth day, excluding Saturdays, Sundays, and legal holidays, after the enrollment contract is signed by the prospective student, unless the student has successfully completed the course or received a failing grade on the course examination. A student failing the personal or course validation is considered to have completed the course but failed.

If ACEABLE believes that STUDENT has violated or acted inconsistently with the letter or spirit of the enrollment agreement or the Terms of Access, STUDENT agrees that ACEABLE, in its sole discretion and at any time, may terminate STUDENT's access to his/her password, account (or any part thereof), or his or her access to or use of the Mobile App and/or Online course. STUDENT acknowledges and agrees that any termination of his/her access to his/her password, account or access to or use of the Mobile App and/or Online course may be effected without prior notice and that ACEABLE may immediately deactivate or delete his/her account and all related information and files in his/her account and/or bar any further access to such files or the Mobile App and/or Online course.

Further, STUDENT acknowledges and agrees that ACEABLE shall not be liable to STUDENT or any third-party for any termination of his/her access to his/her password, account or the Mobile App and/or Online course. Termination or cancellation of the enrollment agreement shall not affect any other right or relief to which ACEABLE may be entitled, whether at law or in equity.

## **Cheating**

If a student is discovered to be cheating in any manner during an examination, the student will be immediately dismissed, will receive a failing course grade, will not be eligible for any retake or makeup policies, and will be reported to the NC Real Estate Commission [per *Commission Rule 58H .0203(h)*].

## **CERTIFICATION OF TRUTH AND ACCURACY**

*I certify that the information contained in this Policies & Procedures Disclosure is true and correct and that [Aceable Real Estate School](#) will abide by the policies herein.*

[Blake Garrett](#)

A handwritten signature in black ink, appearing to read 'Blake Garrett', with a stylized, cursive script.

*Education Director*

## **CERTIFICATION OF RECEIPT**

*I certify that I received a copy of [Aceable Real Estate School's](#) Policies & Procedures Disclosure prior to payment of any non-refundable course registration fee or tuition.*

[\[Signature of Prospective Student\]](#)

*Full Legal Name of Prospective Student*



**North Carolina Real Estate Commission**

P.O. Box 17100, Raleigh, NC 27619-7100

Phone: (919) 875-3700 | Email: [educ@ncrec.gov](mailto:educ@ncrec.gov)

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