

# Class Policies & Procedures

## CLASS LOCATIONS

- Omni Austin Southpark, 4140 Governors Row Austin, Texas 78744. Please be advised that all reservations must be made at least two weeks before the first day of class. There will be no exceptions. If you reserve a room after the cut off deadline, you will pay approximately \$200 plus tax. Reservations must be made online. You will be provided with a link to the Omni Southpark hotel website for the TAAO group block to receive the contracted rate of \$125 per night plus tax.
- **Dallas courses:** Dallas CAD, 2949 N. Stemmons Freeway, Dallas, TX 75247  
Dallas CAD has arranged discounted rates at several nearby hotels; view the most up-to-date list of hotels and rates on the TAAO website (under Education / Course Locations).
- **Other regional locations** do not have contracted hotels. Please consult the course location to make hotel arrangements.

## CONFIRMATION OF REGISTRATION & PAYMENT

Once a registration is processed, a confirmation e-mail is sent to the address on the registration form confirming the class, location, date, time and other pertinent information. **No on-site registrations are allowed.** Course fees are due prior to class unless alternate arrangements have been approved by the TAAO office.

## CANCELLATION POLICY

All cancellations must be received in writing at least seven days prior to the start date of the class and will incur a \$75 processing fee (per class cancelled). In the event TAAO cancels a class, we will refund the registration fee in full. Not showing up to a class without communication disqualifies a cancellation refund or transfer credit. **Except for USPAP Refresher, partial day classes or workshops are not eligible for refunds.**

TAAO will transfer a registration to another attendee and/or future class without charging a cancellation fee, provided:

- TAAO is notified in writing of the intent to transfer 7 days prior to the start of class, AND
- The transfer is completed within 30 days of the notice. If the transfer information is not provided by that time, TAAO will issue a refund less the cancellation fee.

## TIME & ATTENDANCE

Classes start at 8:30 a.m unless stated otherwise. Sign-in is 7:30-8:30 a.m. each day; manuals are provided during sign in on the first day of class. Consult your confirmation email about end of course information.

TDLR does not allow partial credit to be awarded for either certification or continuing education credit; if a student does not attend 90% or more of the course, no credit will be awarded. Students must sign the roster each morning and afternoon to document attendance. Students who are taking a course for continuing education credit only are not required to attend the course review or take the exam, although they are welcome to do so.

## WHAT TO BRING TO CLASS

Bring a silent calculator with a 12-digit display and any personal notebooks and writing utensils you prefer to use. Meeting room temperatures can vary so it is advisable to bring a light jacket.

- **USPAP Courses (31 & 32)** – Registrant is required to bring the most current USPAP Standards Manual to all USPAP courses. It can be ordered as a bound manual or PDF from the [Appraisal Foundation](#).
- **Appraisal of Real Property (2), Income Approach to Value (3) & Business Personal Property Appraisal (4) Courses** – Registrant is required to bring *Property Assessment Valuation, 3rd Edition*, to class; it can be ordered from [IAAO](#).

## EXAMS

**STUDENTS ARE NOT ALLOWED TO USE CELL PHONES, INCLUDING THE CALCULATOR, DURING THE EXAM.** Time allowed for the exam is 2-3 hours, depending on the course. Per PTAD policy, credit for partially correct answers is not given on any exam.

## GRADES AND COURSE CREDIT

Students may obtain their numerical grade from the instructor after the exam is graded at the exam site. TAAO will report pass/fail and continuing education information to TDLR, and TDLR will apply the appropriate credit to your records in their system.

Students taking a course for continuing education credit will receive a completion certificate at the conclusion of the instructional portion of the course. Students taking a course for certification credit will receive a course completion certificate after the grading of the end-of-course exam.

Important! TAAO cannot report any credit to TDLR without your TDLR number. When signing in on the roster, please confirm your TDLR number is correct, as well as whether the course is being taken for core or continuing education credit. If you do not have a TDLR number when the class is taken, please report your number to TAAO as soon as possible after receiving it.

## FAILING A COURSE

A student making a grade below 70 in any course may retake the exam only (contingent on space availability) at no additional charge at a TAAO primary or regional site within 12 months of the original course date.

## EMERGENCIES

If a student must leave due to an illness or emergency, notify the instructor immediately. The instructor will notify TAAO so arrangements can be made for the student to attend the course at a later time. If the instructor is not notified, all course credit will be forfeited.