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# MREA Education

## Frequently Asked Questions

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## Frequently Asked Questions (FAQ) – General Education Inquiries

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### Can I register over the phone and have the course materials sent to me?

Yes, however you must pay by credit card, and an additional shipping fee will be charged. An exception applies to relicensing education registration, which can only be completed online. Materials are shipped within Canada only.

### Can I register for the next Module online? (if in the salesperson licensing program)

Please follow the below instructions to register online.

Login - <https://mreastudents.myabsorb.com/#/login>

1. Login to your *My Absorb* account by using the above link
2. Click *Catalog*
3. Select *Salesperson Licensing Program*
4. Select the Module you would like to register for and *Add to Cart*
5. For Module 4 only - Scroll to view available dates
6. For Module 4 only - Select the session you wish to attend by selecting the bar with the price and shopping cart and then click *Add to Cart*
7. Proceed to checkout and enter payment information
8. You will receive an email confirmation once completed

### Are the courses offered in a classroom setting and are tutors available?

The MREA courses have been designed for self-study. The only classroom components are Module 4 of the salesperson licensing program and the annual Relicensing Education program. With the courses being self-study, tutoring services are not available, however, if students have a course content question, they can contact our office for their inquiry.

There are some brokerage firms that do offer mentoring classes; however, this may require a contractual agreement with the brokerage. We encourage students to have this conversation with potential brokers they are meeting with.

### I know someone who has the course materials; could I use their books?

No, the course material is included with the cost of registration to ensure that students have the most current material. In addition, students are encouraged to retain their texts as reference material after course completion.

### Can I transfer my license to a different province?

Agents coming from locations outside of Manitoba cannot transfer their license. Individuals currently licensed in other jurisdictions seeking registration in Manitoba should contact [realestate@gov.mb.ca](mailto:realestate@gov.mb.ca) for more information and to determine if they are eligible to register for the *Salesperson Challenge* course.

If an individual who is a licensed agent in Manitoba and wishes to transfer their license to a different province, they are required to contact the association within the province they are moving to.

### **Can an individual use R.E.S.P to pay for a program? / Are there grants/funding available to students?**

The courses offered by MREA are not considered by the Canada Revenue Agency to fall within the definition of a “qualifying educational program”, nor are we certified by Employment and Social Development Canada. However, we encourage you to speak with your financial institution, as some institutions have their own list of recognized post-secondary educational institutions.

### **How do I withdraw from the program?**

To withdraw from a course, a student must request and complete a *Course Withdrawal Form* within 30 days (including weekends and holidays) from enrolment date. A refund of the course registration fee less the administration costs will be returned. Course withdrawals due to medical reasons may be considered after the 30-day period on a case-by-case basis if accompanied by a medical note. Please contact [education@mrea.mb.ca](mailto:education@mrea.mb.ca) to request a withdrawal form.

### **How do I find a brokerage to work with?**

We recommend you speak with a minimum of three brokerages to explore your options and find the best fit. Students can start the process of finding a brokerage at any time, however, we suggest starting the process during Module 3 of the salesperson licensing program. Individuals who need assistance finding a brokerage, can visit the MREA office to view the brokerage bulletin board.

### **How do I get an extension for my course?**

Prior to the program’s expiry date, students may request a one-time extension. The duration of the extension is specific to the program/course in which students are enrolled. Students requesting extensions must complete and submit the *Course Extension Request* form along with the required fee to the MREA for consideration.

Extension requests for medical reasons or other extenuating circumstances where documentation is provided will be considered on a case-by-case basis. Granting of an extension will be at the sole discretion of the MREA. Students seeking extensions are asked to contact the MREA office at 204.772.0405 or email [education@mrea.mb.ca](mailto:education@mrea.mb.ca).

### **Do you offer any special exam writing accommodations?**

MREA is committed to providing an environment that is inclusive and free of barriers. Exam accommodation requests are assessed on a case-by-case basis to ensure equal opportunity for students to fully demonstrate their qualifications. Exam accommodations are granted on an individual basis and are dependent on the nature and extent of the request, documentation provided and requirements of the exam. However, submitting a request does not guarantee receiving accommodation.

**How do I submit my assignment?** (Applies to *courses: Principles of Commercial Real Estate, Risk Management, and Real Property Law*)

Assignments can be dropped off at our office during regular business hours or submitted electronically to [education@mrea.mb.ca](mailto:education@mrea.mb.ca).

**Can I purchase individual course textbooks?**

Course textbooks are provided upon registration. You can access a PDF version under your course materials in your *My Absorb* account. If you have lost your workbook and would like to purchase another hard copy, please call our office at 204.772.0405 or email [education@mrea.mb.ca](mailto:education@mrea.mb.ca).

**Does MREA issue a tax receipt for education courses?**

The courses offered through MREA are not considered by CRA to be part of a “qualifying educational program”, nor are we an institution certified by Employment and Social Development Canada. For these reasons, we do not have the ability to issue T2202 tax forms.

**Are there any educational pre-requisites or qualifications I must have before I register for the salesperson licensing program?**

No, there are no pre-requisites for the salesperson licensing program. It is beneficial to have attained a high school diploma as there are mathematics involved in the course work and would require knowledge of basic mathematical operations.

Once students have completed the program, the MSC will require applicants to be at least 18 years of age, a permanent resident of Canada (or if they are not a Canadian citizen, they must provide documentary evidence stating they are entitled to work in Canada) and have a good past record of financial responsibility and conduct.

**Can I put my course on hold or transfer to another individual?**

Courses cannot be transferred or put on hold.

**What do I do after I have completed Module 4 of the salesperson licensing program?**

Once you have completed Module 4 (including the online courses), you have 12 months to become engaged with a real estate brokerage firm in Manitoba and you must submit your licence application to MSC. The brokerage firm will assist you in applying for your licence through the MSC. MREA will provide you with a *Next Steps* document during the Module 4 classroom course. This document is a useful reference in the planning and implementation of your business.

**What is the annual relicensing education (RLE) program?**

All registrants in Manitoba are required to annually complete relicensing education through a combination of classroom learning and online computer-based learning. This requirement must be completed in order to renew your license with the MSC. The classroom learning must be completed prior to the online computer-based learning.

## Frequently Asked Questions (FAQ) – Exams

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### How do I schedule my exam?

Exams can be scheduled by emailing [education@mrea.mb.ca](mailto:education@mrea.mb.ca), or by calling 204.772.0405.

### Are the exams offered online?

No, exams must be written at the MREA office or under the supervision of an approved invigilator. MREA has several rural exam locations available. Please contact the MREA office to inquire about the rural locations available.

### Are there practice exams available?

We do not provide practice exams, however there are practice questions throughout the course workbook.

### Where do exams take place?

Exams take place at the MREA office, REALTOR® Place, 1873 Inkster Blvd. If an exam needs to be held off site, you will be notified of any changes.

### What materials are permitted in the exam room?

Basic calculator (no text-storage), a pencil, eraser, pen, and beverage are allowed.

### What materials are prohibited in the exam room?

Students are NOT permitted to bring the following items into the exam room:

- Wireless electronic devices, laptop computers, cellular telephones, smart phones, personal data assistants, pagers, headsets, any remote communication, or other electronic organizers that permit the saving of text materials (including smart watches)
- Scrap paper, course textbooks
- Bags or purses
- Jackets
- Calculators that store data (Scientific)

### Do you have somewhere to store my personal belongings while I write my exam?

The MREA office has small individual lockers for students to use to store their personal belongings. The MREA is not responsible for lost or stolen items. We advise you to leave any personal belongings at home, or in your vehicle.

### How far in advance should I contact the MREA to book my exam?

We advise students to book their exams two weeks before they wish to write to secure their desired date and time.

### How often do you have exams?

MREA currently offer's exams weekly. An exam schedule is available at <https://realestatemanitoba.com/careers-in-real-estate/fees-registration/exam-schedule-2022> or you can email [education@mrea.mb.ca](mailto:education@mrea.mb.ca) to request available dates. The scheduled exam dates may vary and are subject to change.



### **I live outside of Winnipeg; can I write somewhere closer to me?**

The MREA has a list of approved rural invigilation centers. The list is provided to students with their Module 1 materials, however, there are fees associated with writing at the other invigilation centers outside of the MREA office. Please contact [education@mrea.mb.ca](mailto:education@mrea.mb.ca) for further information.

### **How much notice should I give if I need to reschedule or cancel my exam?**

Students who wish to cancel or reschedule an exam are required to contact the MREA office at least 48-hours prior to the original scheduled exam time. Students who cancel/reschedule an exam within 48-hours of the original scheduled exam time will be charged a short-notice cancellation/rescheduling fee of \$50.00 (+GST). If no attempt is made to contact our office, there will be a no-show fee charge of \$50.00 (+GST). Students who have an outstanding short-notice cancellation/rescheduling fee or a no-show fee, will not be permitted to write or schedule their next exam until the applicable fee has been paid.

### **What if I miss my scheduled exam?**

If you arrive after the scheduled exam start time you will be denied entrance to the exam and will be charged a fee of \$50.00 (+GST). If no attempt is made to contact our office to advise us that you are not attending, there will be a no-show fee charge of \$50.00 (+GST). Students who have an outstanding short-notice cancellation/rescheduling fee or a no-show fee, will not be permitted to write their next exam until the applicable fee has been paid.

### **What happens if I fail my exam?**

If a student does not pass their first exam, they have two additional opportunities to rewrite the exam for the corresponding course. The fee to rewrite an exam is \$260.00 (incl. GST) payable to MREA at the time of scheduling the rewrite exam. If a student does not attain a passing mark on the third attempt, the student must wait one year from the date of the third exam to re-enroll in the program. A feedback sheet outlining the content that needs revisiting will be provided. Rewrite exams are worth 100 per cent with no credit for marks on previous exams.

Exam rewrites are not permitted for the following courses: *Salesperson Challenge*, *Salesperson Interprovincial*, *Broker Challenge*, or *Broker Interprovincial*.

### **How long do I have to write the exam?**

The exam session is three hours in length; however, students may leave once their exam is complete. Students are responsible for monitoring their time during the exam.

### **What happens if a student is caught cheating during the exam?**

Any individual caught cheating during the exam will receive an automatic failure on the exam and may face disciplinary action from The Manitoba Securities Commission, including removal from the program.

### **What happens if a student is caught with an electronic device in the exam room?**

Prohibited items brought into the exam room constitute a breach of exam procedures. Students found to have a prohibited item in the exam room will have their exam confiscated, will receive

an automatic fail, and will be required to reschedule and to pay a rewrite fee. In addition, the automatic fail will count towards the maximum number of exam attempts allowed.

### **How do I register for my next module?**

Registration for your next module/course can be done through your MREA Online Education account. Upon registering online, you will be granted immediate access to the online materials. A physical copy of the textbook will be ready for pick up at the MREA office the following business day or will be shipped to students who elect to have materials delivered to them.

### **What is the passing grade required for exams?**

The passing grade is 70%.

### **Can I use the washroom during exams?**

Students may be excused to use the washroom but must leave all materials at their desk. Students must travel directly between the classroom and washroom; any deviations from this path will indicate the student has completed their exam, and they will not be allowed to resume.

### **When will I receive my mark and how will it be delivered?**

MREA processes exam results as soon as possible and generally provide results to students within two weeks of their exam date. Rural exams are generally marked within two weeks once the exam has been received at the office.

Exam results are emailed to students at the email address provided to MREA at time of registration in the course. Students who do not wish to receive exam results via email or who wish to change their email address are required to contact MREA at 204.772.0405 or [education@mrea.mb.ca](mailto:education@mrea.mb.ca). Emailed exam results are delivered in a password protected PDF file. Students are required to enter their student number to access the file. Marks will not be released by telephone due to privacy protocol. Do not phone the Manitoba Securities Commission or the Manitoba Real Estate Association for your exam results.