

Your Licensing Course Instructions

STEP 1: Read the materials

- Course reading materials are available 1) in the printed books and 2) online under the "Reading" tab of your student account.
 - Online reading access is **not available** for the Real Estate Appraisal course.
- Before reviewing any course material, the DRE requires you to acknowledge, under penalty of perjury, that you are the person enrolled and you will be the only person to complete the course.

STEP 2: Meet your minimum study time

- The **minimum** study time for **each** licensing course is 2 1/2 weeks (18 days).
 - The day **after** you place your order is considered day 1 of your study time.
 - Your personal exam schedule is online under the "Exams" tab of your student account. Exams may be taken in any order.

Example: If you enroll in 3 licensing courses, your first exam is available on day 18, the second exam is available on day 36, and the third exam is available on day 54.

STEP 3: Take the quizzes

- Quizzes are optional and may be taken as many times as you like.
- Quizzes are available 1) in the printed books (answer keys are provided for self-grading) and 2) online under the "Quizzes" tab of your student account (answers are provided after the quiz is submitted).
 - Online quiz access is **not available** for the Real Estate Appraisal course.

STEP 4: Take the final exam(s)

- Exams are available online under the "Exams" tab of your student account. Online exams are scored instantly upon completion.
- Each final exam is open book, timed and consists of 100 multiple choice questions.
 - The time allotted is 2 hours and 30 minutes per exam.
 - You must obtain a **minimum passing score of 60%**.
 - A backup exam is available immediately if you fail an exam. The backup exam covers the same course material as the original exam, but the questions are not the same. If you do not pass the backup exam, that course is automatically reset and requires you to wait another 18-day study period before you may attempt the exam again.

STEP 5: Receive your certificate(s)

- When you pass the exam for a course, the Certificate of Completion for that course becomes available online under the "Certificates" tab of your student account.
- Print your Certificate(s) of Completion and send them to the DRE with your exam/license application.
- Once you pass an exam, the Certificate of Completion never expires.

STEP 6: Apply for the DRE exam and license

- You are responsible for sending your Certificate(s) of Completion to the DRE with your exam/license application. DRE does not accept course completions directly from schools.
- DRE forms, fees, addresses and application instructions are available under the "License" tab in your student account. Choose either "Applying for the Sales Agent State Exam" or "Applying for the Broker State Exam".
- To contact the DRE directly, call 877.373.4542 or visit dre.ca.gov.

Other Important Information

One-year enrollment period / re-enrollment

- Your enrollment includes one year of access to the course reading materials, quizzes, exams and the **first tuesday** services.
- If you do not pass an exam within the 1-year enrollment period, you must re-enroll in that course to take the exam. **The re-enrollment fee is \$35 per course**, and includes updated books and another full year of enrollment.
- Re-enrollment restarts the 18-day minimum study time per course. Re-enroll by 1) calling 951.781.7300 or 2) logging into your online student account and selecting the "Course History" tab.

Refund / cancellation / substitution policy

- If you are not satisfied with your courses, **first tuesday** offers a 100% moneyback guarantee. The refund request for a course must be made during the 1-year enrollment period, and **before** the exam is taken.
- If you want to substitute courses, we will send you a different licensing course of your choice for a **\$17.50** substitution fee.
- Refunds for the State Exam Prep Book and Video Crash Course must be requested within 90 days of purchase.

Course and instructor evaluation

- A course and instructor evaluation is available on the DRE's website, dre.ca.gov. Access this form by typing "RE 318A" in the search box in the upper right corner of DRE's website.

Course provider complaint statement

- A course provider complaint form is available on the DRE website at www.dre.ca.gov.
— Access this form by typing in "RE 340" in the search box located in the upper right corner of the home page. An informational form regarding course provider complaints, "RE 340A" is also available.

DRE disclaimer

- These courses are approved for licensing education by the DRE. However, this approval does not constitute an endorsement of the views or opinions which are expressed by the course sponsor, instructor, authors or lecturers.

Contact us

- For the fastest response, please direct your question to the correct department below. For emails, include the subject title, your name and T-number or 8-digit DRE license number.
— For phone calls, please have your 8-digit DRE license or T-number ready.

Customer Service Inquiries: For product information, order status, exam procedures, billing inquiries, student services, technical issues or operational questions, please email customerservice@firsttuesday.us, or call 951.781.7300.

Editorial Inquiries: For questions, comments or suggestions regarding our course material content, please email editorial@firsttuesday.us. We answer questions regarding our course materials. . For legal or tax advice on your specific fact situation, seek the advice of a qualified, licensed professional.

Thank you for choosing first tuesday!