



Student Handbook

REVISED 12/2022

OUR MISSION & VALUES

Our Mission:

To empower students of all levels (from first-time homebuyers to investors to inspectors) by unveiling the truth through enlightening experiences and interactive education. In emphasizing the importance of cadence, Foundation Rescue seeks to provide the proper tools and guidance in the field to encourage successful property management and development.

Foundation Rescue is committed to sharing, teaching, gathering, and collaborating with real estate professionals for the benefit of their professional learning, growth, and development.

Cherished alumni of Foundation Rescue become the cornerstone of our institution. We encourage all students to contribute to our treasury of waterproofing and foundation-based material. We believe that a consensus-driven standardization of foundation repair methods and property management tools (presented in conjunction with a growing list of quick reference forms and various investigative analysis materials) helps our students round out a risk management strategy beneficial for the foundation repair industry at large.

Together, we will add true, superior value to clients and to properties for years to come.

Our Values:

An organization established to assist, maintain, and educate home buyers and inspectors, we maintain these values:

Creating a culture where all are welcome encourages overall productivity.

Now is the right time for courage in challenging the status quo.

We will constantly seek new ways to contribute to our consensus-driven, ever-expanding database of reference material.

The importance of being present, connecting with each other transparently, and participating respectfully with dignity.

Holding ourselves accountable for results.

Delivering our very best at all times, in all we do.

Dear Student,

As Foundation Rescue continues to grow and evolve, our commitment to our students and to our craft, endures.

As property managers, we are entrusted to make decisions that affect the livelihood of others. Conducting business with integrity, ethically and transparently, is essential to preserving the culture of Foundation Rescue.

We present to you our first attempt at compiling informative documents, relevant forms, and general reference material for the benefit of clients and properties everywhere. It is our desire to unveil some of the mystery beneath the surface of waterproofing and foundation repair, a broad industry involving many trades crammed full of products and problems.

It is extremely rare for a house to be built without the help and coordination of many hands from many skilled trades. Mastery of any one of these trades can take decades or longer. Our skills may vary, but our access to information should not. We may find ourselves unable to master certain jobs or skills, but we should be able to look up the right way to do something. We should be able to point out if something has been addressed incorrectly.

If you have questions or concerns or if you are unsure of what to do in a situation, please speak up.

Let's be proud of the legacy we will create together.

A handwritten signature in black ink, appearing to read "Stephen G. Burton". The signature is fluid and cursive, with a large initial "S" and "B".

Stephen G. Burton
Founder, Foundation Rescue

Missouri Deadlines & Requirements:

Each Real Estate licensee who holds an active license shall complete during the two (2)-year license period prior to renewal a minimum of twelve (12) hours of real estate instruction approved for continuing education credit by the Missouri Real Estate Commission.

At least three (3) of the twelve (12) hours of approved instruction shall be taken in a course approved by the Missouri Real Estate Commission as core credit.

The balance of the twelve (12) hours of instruction shall consist of courses which have been approved for either core or elective continuing education credit by the Missouri Real Estate Commission.

- Brokers must complete CE by 6/30 every even year.
- Salespersons must complete CE by 9/30 every even year.
- Courses cannot be repeated more than once in a 2 year license term.
- Excess credits may not be carried forward to the next license term.

License renewal for Brokers begins in April 2022 with a deadline to renew by June 30, 2022. License renewal for salespersons begins in July 2022 with a midnight, September 30, 2022 deadline. In order to renew online, address and name information must be current, and continuing education courses must be on file with the MREC.

The following are exempt from Missouri CE requirements:

- Individuals who have a serious physical injury or illness of the licensee throughout the two (2)-year license period immediately preceding renewal of license
- Individuals on active duty in the armed services throughout the two (2)-year license period immediately preceding renewal of license
- Individuals who are licensed to practice law Licensees who are at least eighty (80) years of age.
- Individuals who are a member of the United States or Missouri Senate or House of Representatives at any time during the renewal period to which the waiver applies.
- Individuals who are a member of the Missouri Real Estate Commission during any portion of the renewal period to which the waiver applies.

******* IMPORTANT DATES TO REMEMBER *******

March 30, 2022 Deadline for broker type licensees to submit applications for non-pre approved course credit (ICE forms)

June 30, 2022 Broker Licenses expire

June 30, 2022 Deadline for salesperson type licensees to submit applications for non-pre approved course credit (ICE forms)

September 30, 2022 Salesperson Licenses expire

Each school shall request that any applicant or licensee registering for a course verify the applicant's or licensee's registration or license number and use the applicant's or licensee's name exactly as it appears on file with the commission to ensure that the applicant or licensee will receive credit for the course.

Student I.D.:

We request that all students arrive at the training facility at least 15 minutes prior to the scheduled instruction period. During this time, a photograph of the student will be captured.

If you have a photograph you would prefer to use instead of arriving early, email the photo to **foundationrescue@proton.me** along with your full name and phone number. Double check that our office has received your photo (a confirmation email will be sent after successful reception).

NOTE: Photographs of students in hats, bandanas, sunglasses, hoods, or other face/head coverings are likely to be rejected.

Required Course Material:

Our courses are entirely self-contained and do not require additional study materials. All course materials are available for students in print during classroom lectures. All course materials are also available for students to virtually access upon request. To access, a student will need a connection to the internet. Any internet speed will be adequate for the text-based version; however, a high-speed connection is recommended for the course presented in PowerPoint/Audio format, so the student may appreciate the visual aesthetics of the presentation. Any additional software, such as Adobe Reader (needed to access the .pdf files), is available in the course for immediate download.

Policy Purpose:

Foundation Rescue is an institution of higher education dedicated to the highest ethical standards in pursuit of its mission. Students of Foundation Rescue enter into a collective commitment with other members of the community to uphold the ethical, professional, and legal standards we use as the basis for our long-term decision-making and actions.

To Whom the Policy Applies:

The following outlined policies apply to Foundation Rescue students, faculty, staff, and visiting scholars and guest speakers.

School Policies:

Students are responsible for sustaining the highest ethical standards of property management, and of the broader community in which they function. Foundation Rescue values integrity,

honesty and fairness, and strives to integrate these values into its courses, research, and business activities.

Students must be cognizant of, and comply with, the relevant policies, standards, laws and regulations that guide our work. Each student is individually accountable for his or her own actions.

- The student is responsible for verification of qualifications for licensing, before registering for a course of study.
- Registrants with any form of criminal history, including misdemeanor or felony convictions, or who are currently on parole, must contact the relevant licensing agency before registering for any pre-licensing or pre-certification course.
- An email account is essential to participate in the online program.
- Any attempt to take the course under an assumed identity, or to accept assistance from others in completing any portion of the course, may result in rejection of a license application, revocation of an existing license, fines, or other penalty provided by law governing the relevant state regulatory agency to whom the student submitted documentation.

Code of Conduct:

- Understanding the importance of the task at hand, all current and former students and staff are subject to the highest standards of ethical conduct and behavior. These standards help make decisions for the benefit of all parties involved, at the expense of none.
- Students will ask questions when they are unsure.
- Students will speak up when they see or suspect misconduct.
- Students will set high expectations for partners and lead by example.
- All students are entitled to learn in an environment that is free of harassment and discrimination. Foundation Rescue actively creates and promotes an environment that is inclusive of all people and their unique abilities, strengths and differences.
- A gift or favor should not be accepted or given if it might create a sense of obligation, compromise your professional judgment or create the appearance of doing so. Giving or accepting valuable gifts might be construed as an improper attempt to influence the relationship. A gift of money should never be given or accepted.
- Students must comply with all local laws.
- Students at no time are permitted to influence the outcome of any business decision by exchanging bribes or kickbacks of any kind.
- If you are contacted by a government or regulatory representative and asked to provide information or submit to an inspection, you should inform an employee of Foundation Rescue immediately. A member of our staff will take the appropriate actions or contact the appropriate department for guidance.
- Students will manage information in such a way that supports the needs of clients while ensuring efficiency, security, and compliance with any legal or regulatory requirements.
- Students will not knowingly destroy or discard information that is subject to a legal hold. Records relevant to a legal action cannot be destroyed or discarded and must be preserved.
- Political activities must be conducted on your own time using your own resources. You must not promote any political or personal views or beliefs on or around Foundation

Rescue premises, and you may not indicate or suggest that you speak for Foundation Rescue or that the company supports your views.

Dress Code:

Students will dress appropriately in a manner that is not distracting.

Sexual Harassment Policy:

Sexual Harassment in any form is not tolerated.

Drug & Alcohol Policy:

Foundation Rescue does not permit the use or distribution of drugs or alcohol in or around the premises at any time. Any staff or students found in violation of this policy will be subject to immediate disciplinary action and/or dismissal.

Raising a concern in good faith is a service to the University and does not jeopardize one's position, employment or academic standing.

The standards and policies stated herein are not all the applicable Foundation Rescue standards and policies nor are they a comprehensive or complete explanation of the laws that are applicable to Foundation Rescue or students of Foundation Rescue. All Foundation Rescue students and staff have a continuing obligation to familiarize themselves with applicable laws relating to their job responsibilities and all Foundation Rescue policies. Breach of these standards, Foundation Rescue policies or the law may give rise to disciplinary action up to, and including, dismissal.

The standards and policies discussed herein may be amended from time to time. Students should access the Code of Conduct posted at <http://www.FoundationRescueSTL.com/conduct> for the most current version.

Distance Learning:

All classroom lectures will soon be released in Distance Learning formats. If you would like to be notified upon the release of these virtual courses, email foundationrescue@proton.me (be sure to include your name and contact info in this email).

Distance Learning Course Completion Expectations:

- Students must complete the course lessons/modules and the final exam before the course expiration date. Course completion will include completion of all group

discussions and case studies. Each lesson will have a quiz at the end that must be passed in order to continue to the next lesson.

- The quiz will consist of multiple-choice format questions requiring a minimum passing score of 70%.
- Quiz questions will be displayed one at a time.
- Upon submission of the student's response (answer) to each presented quiz question, the system will display the correct/incorrect answer.
- The final exam questions are also presented in multiple-choice format requiring a passing score of 70% or higher. If a passing score is not achieved on any quiz or the final exam, the exam will reset and the student will be presented with a different set of randomly selected questions.
- The student will be allowed to retake until a passing score has been achieved, or until the course expires, whichever occurs first.
- The username and password will be deactivated after the course expiration date has passed.

Distance Learning Course Final Examination:

- Students will be administered a timed final examination consisting of multiple choice questions.
- The countdown timer will be located in the upper left-hand corner of the screen.
- In order to pass, you must score at least a 70% on both parts of the final exam.
- While you are taking this exam, you must answer at least one question each 5 minutes or the system will time you out and you will have to begin the exam again.
- Students who fail the examination may retake throughout the duration of their course.

Course Participation:

- As part of your enrollment, you agree to read through the Student Handbook, including the Code of Conduct.
- Students are asked to please be certain that their address book is updated to include acceptance of e-mails from answers@foundationrescuestl.com and foundationrescue@proton.me
- Instructors may not, in any venue, answer questions of a personal, professional, business, or legal nature, and students should not interpret any information received from instructors, or course content, as being legal or professional advice.
- The instructional staff will respond to questions by email as quickly as possible. In general, questions received by noon on any business day are responded to by 5 pm the following business day.
- Students who abuse the email opportunity may be dropped from the course, solely at the discretion of the school, without penalty to the school beyond refund of tuition.

School Contact Information:

- By Phone: For questions regarding administrative issues, the administrative offices may be contacted by phone at (314) 620-6871, weekdays between 8 a.m. and 5 p.m. central time.
- By Email: Ask technical or course content questions 24 hours a day by emailing the school office at the addresses listed below. A response will typically be received by close of business on the next business day.

- Answers@foundationrescuestl.com for questions or comments about registration, administrative issues, purchases, or technical issues.
- Foundationrescue@proton.me for questions regarding course content.
- In Person: We are in the office to assist you with administrative questions Monday - Friday 8:00 a.m. to 5:00 p.m. central time. We are located at 1679 Springdale Blvd, Fenton, Missouri 63026.

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This brochure is made from trees. Do you *really* need to print another one?

STUDENT ACADEMIC AGREEMENT

FOUNDATION RESCUE STL - IN TRAINING (hereby known as Foundation Rescue) shall enter into a contract with each student enrolling to take a course of study. This contract identifies the tuition to be charged, the school's policy regarding refund of unearned tuition when a student is dismissed or withdraws voluntarily or through hardship, any additional fee to be charged for supplies, materials or books which become the property of the student upon payment, the standard for the issuance of a certificate of satisfactory completion and such other matters as are material to the relationship between the school and the student.

The Missouri Real Estate Commission will be referred to as "the commission".

TUITION:

The undersigned student assumes responsibility for the payment of all tuition and fees.

FOUNDATION RESCUE STL - IN TRAINING POLICY REGARDING REFUNDS: No refunds. When a student is dismissed or withdraws voluntarily or through hardship, the school will not be held responsible for the issuance of a refund, financially or otherwise.

ADDITIONAL FEES TO BE CHARGED FOR SUPPLIES, MATERIALS OR BOOKS WHICH BECOME THE PROPERTY OF THE STUDENT UPON PAYMENT: No additional fees.

STANDARD FOR THE ISSUANCE OF A CERTIFICATE OF SATISFACTORY COMPLETION: Foundation Rescue shall issue to each student who satisfactorily completes the prescribed course of study a certificate of satisfactory completion on a form prescribed by the Missouri Real Estate Commission.

RECORD KEEPING:

By signing this contract, each student acknowledges the following:

1. Each student is responsible for verification, via the Missouri Real Estate Commission's Internet system, that all Missouri approved continuing education courses taken during the current renewal period by the licensee have been reported to the commission by the school.
2. Foundation Rescue shall maintain for each student a record which shall include the course of instruction undertaken, dates of attendance and areas of study completed satisfactorily.
3. Foundation Rescue shall maintain a copy of the attendance records for each date and time a particular course is offered.
4. Foundation Rescue shall supply duplicate certificates to the individuals upon request. A reasonable charge may be made for duplicate certificates.
5. Foundation Rescue shall maintain records of all final examinations and examination administration.
6. Each student's records shall be maintained by Foundation Rescue for a minimum of four (4) years and shall be available for inspection by the student or by the commission or its authorized agent during regular business hours or shall provide them to the commission by certified mail within thirty (30) days of written request.
7. If Foundation Rescue is closed due to a merger or sale, the student records shall be turned over to and become the responsibility of the new school.
8. If Foundation Rescue closes for another reason, student records will be relocated to a temporary storage facility (to be determined at some point in the future by the Foundation Rescue Board of Directors), where they will be kept for four years (and available for inspection by students or the Commission upon request). After these last four years of storage, all student records will be discreetly and properly disposed of.

The undersigned student acknowledges that Foundation Rescue is in no way implying that it is commended or endorsed by the commission. The undersigned student acknowledges that any administrator, staff, or instructor(s), or any person in any way associated with Foundation Rescue is, to the best of their ability, providing accurate information and is in no way trying to provide misleading information to the public or prospective students.

The undersigned student acknowledges that he or she must attend all required orientation and in-person advisement and registration appointments. He or she agrees to abide by Foundation

Rescue's Code of Conduct as described in the Student Handbook as it pertains to rules and regulations governing student rights and responsibilities.

It is the responsibility of the student to report any missing or updated information to the course provider so that accurate records may be retained as requested by the Missouri Real Estate Commission.

By signing this form, the student acknowledges all of the above.

Student name (print): _____

Signature: _____ **Date:** _____