

SCHOOL POLICY

National Association of Jewelry Appraisers

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PLEASE PRINT THIS POLICY FOR YOUR RECORDS

Mission: The mission of the National Association of Jewelry Appraisers (NAJA) Appraisal Studies Course is to provide high-quality distance education courses teaching jewelry appraisal theory and methodology in compliance with the Uniform Standards of Appraisal Practice (USPAP).

Ownership: NAJA offers jewelry appraisal courses for delivery on computer.

Hours of Operation/Calendar: NAJA students may access their courses via the internet immediately upon enrollment. Courses are thereafter accessible to students at any time within the enrollment period.

Enrollment Policies: Students may enroll in an NAJA course at any time by going to najaappraisers.com. There are no late enrollment requirements. The student will have eighteen (18) months from the date of enrollment to complete the course, with the option to purchase one eighteen-month extension but must complete the course within three calendar years of enrollment. Each student has ninety (90) days to access and review the course content after completing the last lesson in the course.

Refund Policy: You have the right to cancel your registration for any reason up to three (3) calendar days from the date of purchase. Requests for cancellation of a registration must be made by contacting PSI by phone or email. A cancellation fee will be charged to the student to cancel a registration. The amount of the cancellation fee is 15% of the total purchase amount.

Attendance Policy and Requirements: In order to get credit for this course, you must complete 100% of the course. You must complete the following steps:

Complete each lesson and pass the end-of-lesson quiz.

Pass the final exam with a score of 80% or higher.

Submit two (2) appraisal reports for review and have them accepted [NAJA Members only].

As the course is taken entirely online, there are no absences, tardiness, or early departure policies. NAJA does not have a leave of absence or sabbatical policy, or a probationary period.

Overview of our Programs:

NAJA offers the following courses for NAJA Members:

Certified Member Track: Lessons 1-5

Certified Master Appraiser Track: Lessons 6-18

NAJA offers the following courses for students who are not NAJA Members:

Appraisal Studies Course: Lessons 1-18

Requirements:

Student must be at least 18 years old

Due to the fiduciary nature of jewelry appraisal work, NAJA's policy is to not permit membership for those who have been convicted or plead guilty to a felony.

Grading System/Minimum Grade Requirement: The course that NAJA offers is created by GMetrix. Below is an explanation of how GMetrix's Learning Management System works and how it monitors your progress. There is no "make-up" work policy because all course work must be completed before taking the final exam.

Lessons and Quizzes: In order to access the next lesson, you must complete the previous lesson and pass the quiz at the end. All lessons have end-of-lesson quizzes. You may take these quizzes as many times as you like until you pass them.

Final Exam: You must pass this final exam with a score of 80% or higher to receive credit for the course. The final exam should be taken within thirty (30) days of completing the course. You will be allowed a maximum of two final exam retakes at which time you should contact NAJA Education for further guidance. You should carefully review the material before retaking the final exam. The questions are pulled from a larger pool of questions, so if you retake the exam, you will see a different set of questions, in a different order. If you do not pass after three attempts, you may retake the course from the beginning, at a 25% discount. If you do purchase a retake, you will be required to start the course over and progress through each lesson again before you are allowed to take the final exam. Be sure to allot a sufficient amount of quiet time to take the final exam in its entirety. It should take you no more than four hours, more or less.

Appraisal Report Review: NAJA Members will be required to submit two appraisal reports for review. The course is not considered complete, nor will the member be awarded a new designation [if qualified to receive such a designation], until these reports have been reviewed and accepted. The reports must be submitted within sixty (60) days of passing the final exam.

NAJA will maintain your records, including exam scores, for a minimum of five years.

Signed Student Affidavit

NAJA requires that you certify that you have personally completed each module of a distance learning course and any written exercise or assessment required for completion of the course. You must provide an electronic signed Student Affidavit before scheduling any course examination and before NAJA may acknowledge your completion of any course. NAJA will not process your course completion without your submitting a signed affidavit. This form is available online and you will electronically submit this to NAJA when you have completed all required modules of the course. This form will appear on your course homepage once you have completed the course lessons.

In order for NAJA to acknowledge that you have completed a course, you must:

- complete all instructional lessons in the course
- submit a signed and dated Student Affidavit
- pass the required course final examination
- submit two appraisal reports for review [NAJA Members only]

Course Completion Records: NAJA will supply all students with an Acknowledgement of Completion. For those qualified NAJA member students, a certification indicating any appropriate change in NAJA member designation will be provided.

How Our Course Monitors and Evaluates Your Progress and Provides Feedback:

GMetrix courses utilize the computer to perform the functions traditionally performed by the teacher. Using GMetrix courseware, the computer becomes essentially a one-on-one tutor. It presents the material to be learned, provides adequate explanation to ensure that you understand what is being presented, and requires that you demonstrate your understanding through active participation in the learning process.

How to best take an OnCourse course:

Spending too much time in any one session will burn you out. Remember, our program actually challenges you to LEARN the material not just skim over text. So, we recommend you split up your effort into 30-40 minute sessions. You can do more than one session per day but do try to do something every day. The consistency of effort is what will produce the best learning for you.

As you work on the course, the time spent in each lesson is recorded, as well as how many questions are presented and how many attempts were required to answer the question correctly. So, the learning system serves as a record of attendance and academic achievement.

Technical Support:

You may contact Tech Support at 801-323-5800 or by email at support@gmetrix.com. Email support is available during normal business hours. Emails received after normal business hours will be answered the following business day. Before you call, please be prepared to explain your problem in detail and have access to your computer. In order to effectively troubleshoot your issue, our technicians begin the call by asking you a series of questions regarding your operating environment. We will need to know what type of computer you are using, the operating system you are using, the version number of any associated software. Your calls may be documented or monitored to help us maintain quality of service standards.

Instruction Support:

Instruction support will be available on the first Monday of every month during the hours of 4:00 PM EST to 6:00 PM EST through the Go To Meeting platform. The link to these live chats is available on your NAJA Appraisal Studies Course website, and reminders will be sent before each session. Additional queries may be sent to najaquestions@gmail.com, but please allow at least two business days for a response.

Check Your Email: As you are taking a distance education course, it is suggested that you check the email account used in registration for correspondence from your school. You will periodically receive auto-generated emails. NAJA administrators will also correspond with students most frequently via email. Please be sure to add PSI, GMetrix and NAJA email addresses to your "do not block" lists.