



Student Handbook

Institution-Wide Policies, Standards, and Student Guidance

Welcome to Auction Academy

Auction Academy was founded on a simple belief: the auction profession deserves clear instruction, ethical grounding, and training that respects both the student and the public they will one day serve. Whether you are renewing your license, expanding your skills, or beginning your journey into the auction world, this handbook is your guide to the Academy's expectations, policies, and learning environment.

This document outlines the standards that shape our instruction, the responsibilities we expect of our students, and the resources available to support your success. It is designed to help you navigate your coursework with confidence and understand the values that define our institution.

Our Mission

Auction Academy exists to elevate the auction profession through education rooted in clarity, ethics, and real-world application. We prepare auctioneers who are competent, principled, and confident in their ability to serve the public with integrity.

Our mission is carried out through:

- High-quality instruction
- Ethical leadership
- Practical, scenario-based learning
- Compliance with NCALB standards
- A commitment to lifelong professional development

We believe that education is not merely a requirement – it is a responsibility.

Our Core Values

Auction Academy is built on values that guide every course, every interaction, and every decision:

Integrity – We teach and model honesty in all professional dealings. **Transparency** – We communicate clearly and openly with students and the public. **Respect** – We honor the



dignity of clients, customers, and colleagues. Competence – We pursue excellence in instruction and practice. Accountability – We uphold the standards of the North Carolina Auctioneer Licensing Board. Service – We recognize the auctioneer’s role as a steward of public trust.

These values are not slogans. They are the expectations we hold for ourselves and for every student who enters our Academy.

About Auction Academy

Auction Academy provides NCALB-approved continuing education, professional development, and specialized training for auctioneers across North Carolina. Our courses are designed to be practical, accessible, and grounded in the realities of modern auction practice. We combine instructional video, reading material, case studies, and scenario-based exercises to create a meaningful learning experience.

All courses are taught or overseen by NCALB-approved instructors who bring real-world experience to the classroom.

Student Responsibilities

Students enrolled in Auction Academy courses are expected to approach their learning with professionalism and integrity. This includes:

- Engaging fully with course content
- Completing all required modules and assessments
- Communicating respectfully with instructors and staff
- Upholding ethical standards consistent with NCALB expectations
- Maintaining honesty in all coursework and submissions

Professionalism begins with how you learn. The habits you build here carry into your practice.

Course Structure and Navigation

Each course is divided into sections that may include video instruction, reading material, examples, and scenario-based exercises. To advance through a course, you must view at least ninety percent of each video segment. Once the viewing requirement is met, a navigation button will appear in the upper right corner of your screen.



Some courses include downloadable manuals or supplemental materials. These resources are provided to deepen your understanding and support your learning beyond the video content.

Technology Requirements

To participate in Auction Academy courses, you will need:

- A stable internet connection
- A device capable of streaming video
- The ability to download PDF or digital course materials
- An active email address for communication and support

If you experience technical issues, our support team is available to assist you.

Technical Support

For assistance with login issues, video playback, navigation, or course access, contact:

Auction Academy Support Email: admin@auctionacademync.com

Support inquiries are typically answered promptly, and we encourage students to reach out early if they encounter difficulties.

NCALB Continuing Education Requirements

The North Carolina Auctioneer Licensing Board requires licensed auctioneers to complete approved continuing education each renewal cycle. Students must complete at least ninety percent of the approved course content to receive CE credit.

Auction Academy reports CE completion in accordance with NCALB guidelines. Students are responsible for ensuring they complete their coursework before the posted deadline.

Attendance and Completion Policies

You will have thirty days from the date of purchase to complete any online course, or until the posted CE deadline – whichever comes first. Courses must be completed in full to receive credit. Partial completion cannot be reported.

Students are encouraged to pace themselves and allow adequate time to engage with the material.



Academic Integrity

Auction Academy expects honesty in all coursework. Misrepresentation, falsification of completion, or attempts to bypass course requirements violate both Academy policy and NCALB standards. Such actions may result in removal from the course and denial of CE credit.

Academic integrity is not merely a rule – it is a reflection of your professional character.

Professional Conduct

Auctioneers are held to a high standard of professionalism, and that standard begins in the classroom. Students are expected to communicate respectfully, follow instructions, and uphold the values of the Academy. Disrespectful or disruptive behavior may result in dismissal from the course.

Accessibility and Accommodations

Auction Academy is committed to providing an accessible learning environment. Students who require accommodations due to disability or other documented needs should contact the Academy as early as possible. We will work with you to ensure that reasonable accommodations are provided.

Privacy and Student Information

Auction Academy respects the privacy of its students. Personal information is used solely for course administration, CE reporting, and communication related to your enrollment. Students are encouraged to review Microsoft's privacy statement for details on data handling.

Refund Policy

Refunds may be issued under limited circumstances, typically before a course has been accessed or within a defined window after purchase. Once a course has been substantially accessed or completed, refunds are generally not available. Students with extenuating circumstances may contact the Academy for review.

Grievance and Complaint Procedures

Auction Academy is committed to fairness and transparency. Students who have concerns about course content, instruction, or Academy policies may submit a written



grievance. All grievances are reviewed promptly and professionally. If the issue involves NCALB compliance, students may also contact the Board directly.

Certificates and CE Reporting

Upon completion of your course, Auction Academy will report your CE credit to the North Carolina Auctioneer Licensing Board. Students may also receive a certificate of completion for their records.

Communication Standards

Professional communication is expected at all times. Emails should be clear, respectful, and include your full name and course title. Instructors and staff respond as promptly as possible, typically within standard business hours.

Code of Conduct

Auction Academy maintains a Code of Conduct that reflects the ethical expectations of the auction profession. Students agree to:

- Conduct themselves with honesty and integrity
- Treat instructors, staff, and fellow students with respect
- Follow all course instructions and policies
- Uphold NCALB standards
- Avoid any behavior that undermines the learning environment

Violations may result in disciplinary action, including removal from the course.

Commitment to Ethical Practice

Auction Academy is built on the belief that ethical practice is the cornerstone of a respected profession. Our courses emphasize integrity, transparency, and accountability. We encourage students to reflect on their own practices and commit to the highest standards of professional conduct.

Closing Message

Thank you for choosing Auction Academy for your professional development. We are honored to support your growth as an auctioneer and look forward to helping you strengthen your skills, deepen your understanding, and uphold the values that define this profession.