



**Deborah Long, DREI, Ed.D.** will be offering our next instructor training on May 5, 2006. Deborah's research on the ethical maturity of real estate agents has resulted in a great deal of interest. Since 1994, Deborah has traveled around the United States sharing her research, expertise and provocative insights with real estate professionals, state regulators, corporate executives, and other professionals. The *Wall Street Journal*, *Chicago Tribune*, and national radio programs have

## Real Estate Ethics Instructor Training May 5, 2006

lauded her work with licensed professionals. A career educator and international speaker, Deborah has been certified as an ethics trainer by the Josephson Institute of Ethics. She was also recognized as North Carolina's Real Estate Educator of the Year by NCREEA (North Carolina Real Estate Educators Association). NCREEA also awarded her "Program of the Year" for her ethics course "For Your Own Good."

Deborah's ethics course for instructors, "The Struggle for Character," will help you identify how ethically mature you and your students are by addressing the following issues:

- ◆ Major ethical dilemmas confronting real estate professionals
- ◆ Characteristics necessary for ethical behavior
- ◆ The environment necessary to foster ethical behavior

### ◆ Strategies for ethical decision making

Deborah uses a combination of lecture, discussion, case studies, and video clips to create a provocative and dynamic course. This course will provide six of the twelve hours needed to renew instructor approval in 2007. Remember, these hours are not interchangeable with CE hours that are needed to renew your broker license. These CE hours are only applied toward the renewal of your instructor approval. The CE hours that will be applied toward your broker license renewal must be taken from other instructors and completed by September 30, 2006. Take advantage of this great training opportunity and acquire hours needed for instructor renewal. We look forward to seeing you on May 5, 2006.

### LOCATION

Alabama Real Estate Commission Training Room

### REGISTRATION

8:30–9:00 a.m.

### TIME

9:00 a.m.–4:00 p.m.

### COST

\$75.00 (includes lunch and breaks)

**REGISTRATION** All participants must register through Auburn University's Outreach Program Office. See the enclosed registration form for more details.

## Future Instructor Training

**July 18, 2006**

Risk Management

Dianna Brouthers, DREI, ITI, LTG

**October 13, 2006**

Course Development Workshop

Diane Simpson, DREI Emeritus

## 4<sup>th</sup> Annual Spring Retreat Sponsored by AREEA

All instructors are invited to attend the 4<sup>th</sup> Annual Spring Retreat sponsored by AREEA\*. This event will be held on the afternoon of May 4, 2006 in the Real Estate Commission training room at 1201 Carmichael Way in Montgomery. The cost is \$25 per person. The following schedule has been established:

1:00–1:30 p.m.	Business Meeting
1:30–1:50 p.m.	Commission Update
1:50–2:00 p.m.	BREAK
2:00–3:15 p.m.	Sharing Session-Bring ten questions and answers regarding Alabama License Law and an idea you use in teaching your favorite concept.
3:15–3:30 p.m.	BREAK
3:30–5:00 p.m.	Deborah Long, DREI, Ed.D. "Lights, Camera, Action: Movies and TV in the Classroom"-A review of adult learning styles, with emphasis on visual learners and their characteristics. Debbie will share an exciting variety of clips from movies and television to demonstrate a variety of real estate issues and topics.

Evening activities for those able to attend will include dinner and a night on the town in the Capitol City (at your own expense).

\*AREEA offers many ways for you to become more involved in improving the quality of real estate education in Alabama. You are encouraged to attend the spring meeting in Montgomery on May 4, 2006. Contact Lucinda Cannon at [Lucinda@cannonventures.com](mailto:Lucinda@cannonventures.com) to reserve your space.

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## Licensee CE Credit Available Online

Licensees are responsible for checking the Commission Web site to determine the amount of their continuing education credit that is on record for license renewal. As instructors, it is your duty to remind your students how this is done. A detailed instruction sheet has been made available previously to help with this. Copies of that instruction sheet should be given to all students at the completion of a CE course. The following is a brief version of those steps:

- Go to the Commission's Web site at [www.arec.alabama.gov](http://www.arec.alabama.gov)
- Click on "Online Services" located on the top menu.
- Click the "Online Services" link in the gray box.
- Login using license number, last four digits of social security number, and date of birth.
- Click the "Next" button on Change of Home Address page if no information needs to be changed.
- Under "Available Services" click the "Licensee CE Credit" link.

Remember, as instructors, you have ten days to submit CE credit through CMap. All licensees should check for CE credit two weeks after completing a CE course. If a licensee believes that there is a discrepancy in his or her CE credit, the instructor or school should be contacted. Licensees should not call the Commission about missing CE credit. The only information we have is what is displayed on the screen.



## Responsibilities of the School Administrator

Questions have been received from many of you as to the actual responsibilities of the school administrator so we felt it appropriate to address this issue. As you will see, three different rules address the school administrator by name or state responsibilities assigned to the school administrator. The specific rules are identified below with brief descriptions.

### Rule 790-X-1-.10.

(1) All schools must name an individual associated with the school to serve as the school administrator. The school administrator will be the contact person for all course offerings and activities related to real estate education that are offered at the school. This means that the school administrator is the first person we will contact when there is a problem and he or she will ultimately be responsible for any situations that may arise at the school.

(3) School administrators must renew the school approval no later than August 31 of the second year of each approval period. Failure to meet this deadline will result in the school being placed on inactive status. If placed on inactive status, the school cannot enroll any additional students until the approval is renewed. This paragraph makes it clear that the responsibility of ensuring that the school approval is renewed every 2 years is one of the school administrator. Online renewal for school approval should be completed by August 31 of every odd year. It would be unfortunate if the school is put on inactive status and students are turned away because of an oversight.

### Rule 790-X-1-.12

In this Rule, the terms school administrator and course sponsor can be used interchangeably. The school

sponsors the course and the school administrator is the person responsible for the school. Therefore, any responsibility of the course sponsor is a responsibility of the school administrator. This rule addresses the actual responsibilities that most school administrators deal with on a daily basis.

(4) Course sponsors may not hold courses out as approved, enroll students or conduct classes for which students expect to earn continuing education credit prior to the course instructor receiving written approval to teach the course from the Commission. For this reason, the school administrator must verify that instructors are approved to teach the specific courses they are requesting to teach. This is especially true due to the fact that some instructors may choose not to renew all of their courses every two years.

(5) Course sponsors must report all required course information including the exact location, times and dates of the courses to the Commission via the electronic submission program provided by the Commission at least one week prior to the beginning of each course. Should changes occur in this information, course sponsors must submit the changes immediately via the electronic submission program provided by the Commission. This paragraph identifies the school administrator as the person responsible for entering the course schedules into CMap. This must be done promptly and accurately. With the increase in audits on the forefront, accurate location and time is a must. Auditors will sometimes be traveling long distances and depend on the information in CMap to be correct. More importantly, potential students are depending on the

information to be correct. Although the requirement for having your course entered into CMap is 7 days prior to the course offering, it can only benefit your school to get your courses entered as soon as possible.

(8) Each course sponsor shall maintain permanent attendance records for its students for a minimum of four (4) years. This is an extremely important responsibility as well as one that is addressed during school audits (see Audit Hints article). Specific sign-in sheets should be created that identify the course, the date and the number of hours involved during that session. The school administrator should develop a master list for prelicense and postlicense courses and transfer attendance records as well as any other pertinent information from that class such as exam grades or makeup sessions. Be reminded that makeup sessions also require attendance verification.

### Rule 790-X-1-.06

(1) Post license credit cannot be earned prior to obtaining an Alabama temporary license. As the school administrator, it is imperative that a policy be created and enforced to ensure each student registered for your postlicense course has an Alabama temporary license. The postlicense instructor shares joint responsibility in verifying the licensure of students, but as stated earlier, school matters fall under the responsibility of the school administrator.

With the continued growth of schools and more demands being placed upon the school administrator, it has been recommended that the Commission look into offering a training session specifically for the school administrator. This training is being taken under consideration. ☐

## Audit Hints

With the recent addition to our Education staff, and another addition in the near future, we are now in a position to increase the number of school and instructor audits being performed across the state. We encourage you to take a look at the Course and School Audit Checklists under the Education Forms and Applications on the Commission Web site and familiarize yourself with the areas being addressed in the audits. In the meantime, we will give you some insight into common mistakes found in past audits which may help as you prepare.

### ATTENDANCE

Everyone is aware that attendance must be kept in the salesperson prelicense and post license courses, but the method used is just as important. Daily sign-in sheets which include the date and class title/topic are extremely helpful when trying to monitor the percentage of classes attended. If a student is required to make up class sessions, he or she must make up the material missed and not just the hours missed. It is very difficult to schedule a make-up class when you can not verify what material was covered on that particular night. The "Salesperson Course Outline Checklist" can be helpful but in some cases may not be exactly accurate. It is also important to have a sign-in sheet for the make-up class so hours can be tracked for that particular student. Students should never be allowed to have access to past sign-in sheets. This will eliminate the possibility of that student signing a previous sheet from a previous class as if they were in attendance. Please only have sign-in sheets for each particular class session. The bottom line is that we will be asking to see sign-in sheets for particular students and we should be able to track all hours necessary to receive credit for the course.

### ADVERTISING

This subject can be confusing without a clear interpretation of Rule 790-X-1-.15 and how it affects school advertisements. According to paragraph (2)(e) in the rule, each ad should contain the official name of the school. The school may not advertise in conjunction with any other business, for example a mortgage company or a real estate company, unless the school submits a letter to the Commission stating that the school is responsible for all of its advertising. Therefore, if there are any problems with the school's advertising, the school will be held liable instead of the company.

### RECORD KEEPING

This is probably the part of the audit that causes the most anxiety. "What will they ask for and do I have it?" We have found that most schools have the material we are looking for but they just don't have it all in one place. The first suggestion that we can give you is to have a "master list" of each class which includes attendance, course grades, and make-up classes or any other information pertinent to that class. This would also be a good place to record that you gave the student the "CMap Student Instructions" handout if it is any course other than the salesperson prelicense course. We will also be looking for a completed "Student Record for Continuing Education" for each student in continuing education course files. We have seen some schools that have a folder for every student that contains everything including a copy of the sign-in sheet in each which made the process go very smoothly. We are not telling you that you need to do that but at least have the information organized in some system in which you are comfortable and

can manage efficiently.

### ADA COMPLIANCE

Rule 790-X-1-.19 (5) states that classrooms must be accessible to persons with disabilities as required by the Americans with Disabilities Act. When scheduling a class, it is extremely important that you take into consideration people with special needs. Ask yourself the following questions: "Am I able to accommodate a student in a wheelchair?" "Can they get into my building?"

"Can they access a second floor classroom?"

"Will a wheelchair fit in my restroom?"

These are all questions that we hope you are able to answer "YES!" If not, you are flirting with a large liability and we strongly suggest that you take action to correct the situation.

We hope these items will be of some help as you prepare for an audit and always know you can give us a call with any questions.

## Distance in the Real Estate & Appraisal Industries

Saturday, June 10, 2006

9:00 a.m.-4:00 p.m.

Flamingo Hilton, Las Vegas, Nevada

### REGISTRATION

Register at [www.arello.net](http://www.arello.net)

Seating is limited so register today. Registration fee is \$195 per attendee, \$245 after Wednesday, May 24, 2006. (A complimentary Distance Education Standards manual will be provided for each participant.)

### Content Areas Include:

- ★ How to meet the ARELLO-IDECC Instructional Design and Delivery Standards (*applicable to primary and secondary providers*).
- ★ Demonstrations of courseware by leading distance education companies.
  - ★ Regulatory acceptance of distance learning.
- ★ Perspectives on important distance education issues from industry leaders.
- ★ Recent statistics regarding distance learning trends and related technology.
- ★ Development and marketing ideas along with best business practices for offering distance education.

The ARELLO-IDECC Distance Education Seminar is designed to help course providers, developers, and regulators understand the landscape of distance education in the real estate and appraisal industries. The seminar facilitators will provide an overview of how to meet ARELLO-IDECC instructional design and delivery standards that are recognized by regulatory agencies throughout North America. A variety of delivery methods for distance learning will be addressed along with how the standards apply to each. The seminar will also provide those wanting to implement distance learning programs the opportunity to see many of the major organizations offering courses in one place. Many vendors attending the seminar will also host a booth in the REEA exhibit hall so you'll have an opportunity to visit with each of them. Seminar registrants are encouraged to attend the REEA Conference starting on June 11th (*separate registration applies—please visit [www.reea.org](http://www.reea.org) for more about the REEA Conference*).

*This pre-REEA Conference seminar is being held one day prior to the Real Estate Educators Association's 27th Annual Conference on June 11-14.*

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## Make Sure Your Continuing Education Bases Are Covered

### FIVE POINTS TO SUCCESS

Instructors are reminded that there are several requirements involved in the process of licensees getting CE credit for completed courses. The following five points are very important to make sure you have your bases covered:

**1 Every course must be entered into CMap at least seven days prior to the start of the course.**

Be reminded that the Commission may deny credit for courses that are not placed in CMap in advance. It would then be up to you as the instructor to tell the licensee that he or she will not get CE credit for the course because of your error.

**2 Continuing Education instructors must give to each student a Student Record for Continuing Education.**

This form has been included in several issues of *The Educator* and may be accessed from our Web site in the *Education Forms and Applications*. This form will let the instructor know whether credit should be submitted through CMap or if a certificate of completion should be completed and issued. Remember, there are very limited circumstances where a paper certificate will be issued. Instructors must keep the completed Student Record for Continuing Education on file for all students. It is not to be sent to the Commission.

**3 All students should be given instructions on how they can check their course credit online and how they may leave an electronic course evaluation.** You were given CMap Student Instructions in the last issue of *The Educator*. You may also access this form on our Web site



in the *Education Forms and Applications*.

**4 Instructors should have sign-in and monitoring procedures in place that accurately reflect the attendance in their CE courses.**

You are reminded that a licensee must attend 100% of a course in order to receive CE credit.

**5 Licensees are depending on instructors to enter timely and accurate credit for them in CMap.**

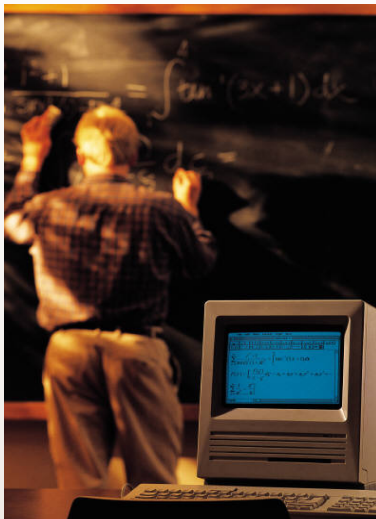
We are finding duplicate entries for the same individual and incorrect license numbers that obviously do not belong to the licensee for whom credit should be entered. All entries must be verified before committing them to the Commission's database, even if that requires performing a license search on the Commission's Web site. You must check the license number and the name and verify they are correct prior to committing the information. Most, if not all, errors in CMap can be avoided by simply taking the time to review entries before committing them. The Commission will automatically place licensees on inactive status on October 1 if they do not have the required amount of continuing education posted to their record.

## PARTICULARLY PRELICENSE

### Can Instructors Take the Licensing Exam?

An interesting question was asked by an instructor not too long ago regarding the possibility of taking the real estate licensing exam. This would result in a better knowledge of exam questions and knowing more specifically what to teach in the salesperson prelicense course. Other instructors may have had the same question and never voiced it. When the question was asked, our initial answer was “no”. However, just to make sure we were looking at this in the right manner, a call was placed to AMP (Applied Measurement Professionals) to hear their reply to that question. We were told by AMP that the exam is for licensing purposes only. Apparently, instructors in other states have posed the same question because the AMP representative told us he had just recently taken a similar call from another state. We support AMP in this decision for several reasons. There is the possibility of abuse of this privilege by some instructors if it were granted. Some might take the exam several times in an attempt to

keep a mental record of the questions that appear. This could result in the prelicense course being taught just to answer certain questions correctly and pass the exam



instead of receiving general instruction on all aspects of real estate for a basic understanding of the profession. Would the Commission then be forced to mandate the maximum number of times an instructor could take the exam? How would that be enforced? The more

you think of this, more questions will arise. Therefore, we support AMP in this rationale and emphasize that the exam is not open for instructor testing.

What can be done by instructors to improve salesperson prelicense instruction? All instructors have access to a detailed content outline that is supplied by AMP as well as sample exams that can be ordered from the AMP Web site ([www.goAMP.com](http://www.goAMP.com)). All instructors should also have an in-depth knowledge of real estate and be able to share it with students. All of this makes taking the salesperson and broker exams unnecessary. Use the AMP exam outline, use your experience and knowledge to help students understand, and make good use of the sample exams on AMP's Web site by taking them yourself and recommending your students take them while in the prelicense course. All of these will contribute to a successful education and preparation for the exam.

### AMP Candidate Handbooks

The March 2006 edition of the AMP Candidate Handbook is now available on the AMP Web site at [www.goAMP.com](http://www.goAMP.com). These handbooks are available at no cost and may be ordered in large quantities. All prelicense instructors must either give a handbook to all students in your prelicense courses or give them specific directions on how to access the handbook online. We receive many calls from applicants asking when and where they can take the exam and have even received requests for us to register them. All prelicense students need to be educated on the application process and given the correct information. Contact AMP today and place your order.

### Salesperson Prelicense Course Evaluation Forms

An amendment to Rule 790-X-1-.06 that took effect on October 3, 2005 addresses evaluations for the salesperson prelicense course. Paragraph (5)(k) of the rule states “Instructors must provide each student who completes the 60 hour salesperson prelicense course with the Commission approved prelicense course evaluation form and instructions on where to send it.” This

amendment was addressed in the September 2005 issue of *The Educator* and requires a paper evaluation be given to prelicense students as well as instructions on where to send it. There are many prelicense instructors who are collecting these evaluations from the students and sending them to the Commission. This defeats the purpose of the evaluation. The instructor should not see

these evaluations. The student is responsible for sending the evaluation to the Commission. This allows the student to have the freedom to write negative comments regarding the course or instructor without fear of the instructor being offended and possibly taking some retaliatory action, which is a legitimate concern of many students. Prelicense students must be told that they are

responsible for submitting these evaluations either by mail or fax to the Commission. If you, as the instructor, would like to have feedback from your students you may prepare your own evaluation to keep on record. However, the Commission-prescribed evaluation form must be submitted to the Commission by the student—not the instructor.