

# The Educator

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## Instructor Training March 29, 2019

**LEN ELDER** will be presenting an instructor training with two parts. The morning session will be **Why Your Students Didn't Hear What You Thought You Said** and the afternoon session will be **BookEndz—Incorporating Stories in Your Courses**. Len is an acclaimed national instructor and serves as Senior Instructor and Curriculum Developer for Superior School in Raleigh, North Carolina. Len moved to North Carolina from Tucson, Arizona, where he was co-owner and course architect of a national real estate training and coaching company focused on personal and professional development. He was a senior instructor at the Hogan School of Real Estate for nearly a decade and the author of several development and leadership publications.

Len leads instructor development workshops across the country and has earned one of the top certifications in the industry, Distinguished Real Estate Instructor (DREI) with the Real Estate Educators Association. He is a regular speaker and presenter at conferences and



conventions for the National Association of REALTORS®, the North Carolina Real Estate Educators Association, the Arizona Association of REALTORS®, and REEA. He has

a J.D. in Law as well as DREI and CDEI designations.

*Completion of this training will provide six of the twelve hours needed to renew instructor approval in 2019. Remember, these hours are not interchangeable with CE hours needed to renew your broker license. These CE hours are only applied toward the renewal of your instructor approval.*

**All participants must register through Auburn University's Office of Professional & Continuing Education (OPCE).**

**DATE**  
March 29, 2019

**COURSES**  
Why Your Students Didn't Hear What You Thought You Said  
AND  
BookEndz-Incorporating Stories in Your Courses

**LOCATION**  
Alabama Real Estate Commission Training Room

**REGISTRATION**  
8:30–9:00 a.m.

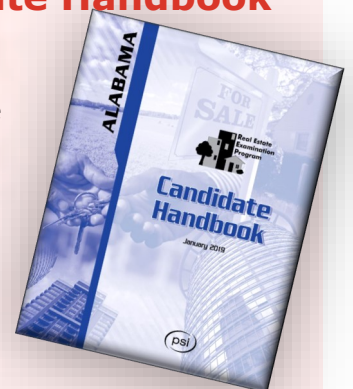
**TIME**  
9:00 a.m.–4:00 p.m.

**COST**  
\$129 (includes lunch and breaks)

## New PSI Exam Outline and Candidate Handbook

The detailed content outline for the salesperson license exam has changed resulting in some new items on the state license exam. This change was effective on January 1, so all exams taken since that date have been based on the new detailed content outline. The new outline was sent to all prelicense instructors by letter and an *Education Essentials* email last August and is currently available in the **Instructor Resources** area of the Commission's website. You can also access it at [www.goamp.com](http://www.goamp.com). If you are currently offering a salesperson prelicense course, the new outline should already be part of your instruction. If you are planning a salesperson prelicense course, the new outline should be used.

The Candidate Handbook from PSI has also been updated to reflect the new outline, so please make sure that you are providing the current version to your students. The new handbook has a January 2019 date and is available to order from PSI at no cost. If you have any questions regarding the new exam outline or Candidate Handbook, please contact the Education Division.





## Distance Education Providers: Share Your Choice of Remote or Virtual Online Proctoring

The December 2018 issue of *The Educator* newsletter contains an article on the proctoring of distance education prelicense course exams. Please refer to that article for basic information on the rule amendment which has opened another door for proctoring. The newsletter can be read on the Commission's website under the *Media* menu.

**The December article identified the options for proctoring including the following:**

- Using another real estate instructor or administrator
- Using a local public library
- Using someone with an education background who is either currently employed or retired
- Using remote or virtual online proctoring

This article continues

discussing the same topic with an emphasis on remote or virtual online proctoring. The new sentence added to Rule 790-X-1-.21(15) is "Remote or virtual online proctoring using a live proctor may be used when approved by the Commission." There may be some confusion with the last five words of that sentence. That is not a standard statement saying online proctoring can be used when the rule amendment is approved. It means online proctoring can be used when a school tells the Commission the type of remote proctoring that it will use and receives the Commission's approval to use it.

Why do you need the Commission's approval for your choice of remote/virtual online proctoring? This is new and we want to learn more about it. Knowing the online proctoring being used by each



online provider will help us learn more about its effectiveness. A prelicense instructor using applications such as *FaceTime* or *Zoom* to allow a student to take an exam is not proper or acceptable proctoring. Proctoring will only be allowed with services such as Examity, B Virtual, Proctor U, and PSI.

- If you are interested in online exam proctoring for your students, research the available proctoring options

to choose one or more that you feel comfortable using.

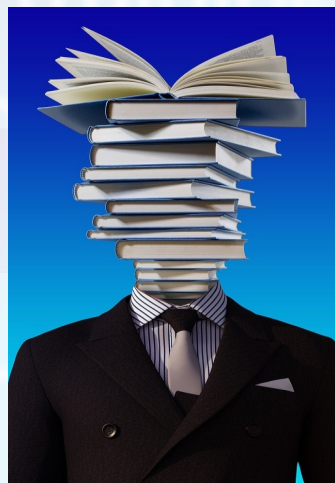
- When you decide on the type of online proctoring to use for your school, share that information with the Commission.
- If you are already using online proctoring, the rule states it may be used **when approved by the Commission. Send an email to the Education Division and let us know the type of remote or virtual online proctoring being used.**

## Instructor Training Hours

*Will you be ready for this year's education renewal?*

If you need instructor CE hours for the upcoming renewal, the Commission is only offering two more training courses this year. Len Elder will offer a training on March 29, 2019 and Theresa Barnabei will offer a training on August 16, 2019. However, since the Commission training room can only accommodate 52 attendees, everyone may not be able to attend if the demand is high. Instructors are encouraged to register early to secure a spot at both trainings if all 12 instructor CE hours are needed.

Instructors who are unable to attend the Commission-sponsored training courses will need to find alternative sources for their instructor CE hours.



- AREEA will be offering their IDW #2 on April 12 and IDW #3 on August 9 for the Certified Real Estate Instructor (CREI) designation.
- The Real Estate Educators Association (REEA) annual conference will take place in Austin, TX June 28–30, and that is also an option for obtaining instructor CE hours.
- Georgia's REEA offers a two-day instructor workshop and school meeting every year in late November.

**Please remember that all instructors who do not have**

**their 12 hours of instructor training by September 30, will go inactive on October 1 and will have limited opportunities to obtain their required hours before the December 31 deadline.**

Instructors who are only approved to offer CE courses are **not** required to have the 12 hours of instructor CE to renew their instructor approval. Those hours are only required for prelicense instructors. However, CE instructors are always welcome to attend the training courses for instructor development if space is available.



## Confusion With the Licensing Process

Post license students are calling the Commission and asking the question “*What do I do now?*” and implying that their instructors are not providing them with the information required in the post license course outline. Temporary salesperson licensees are also asking why their license is inactive or lapsed. The Commission thought that the *Licensing Process and Deadlines* form would easily provide this information, but we are seeing a resurgence of this problem despite the required forms. It is obvious that more information is needed, so please make sure that you are adequately reviewing the following information at the end of the post license course, so students have a better chance of retaining it.

- Temporary licensees must submit the application and fees for the Original Salesperson license because the Temporary Salesperson license does not **automatically** become an Original Salesperson license once the post license coursework is completed. Too many Temporary Salespersons are confused about this and never actually submit the Original Salesperson application. They are surprised when they find out that their license is inactive because THEY did not submit the proper application. The paper application can be submitted for processing or a new online application can be submitted for a more immediate processing.
- Temporary licensees can only be active for the first six months following the issuance of the Temporary Salesperson license. It does not matter if the license is initially issued on active status or initially issued on inactive status and activated four months later. The six-month clock begins ticking upon initial issuance of the Temporary Salesperson license, not when it is first activated months after being issued.
- If an active Original Salesperson license is not issued within the first six months, the licensee will automatically be placed on inactive status until the Original Salesperson license is issued during the following six months. Temporary licensees



must ensure that they always remain actively licensed if they are helping the public buy and sell real estate. If the license is placed on inactive status after the first six months, a licensee must complete all license requirements and have an Original Salesperson license issued within the following six months since the license is only good for one year after initial issuance and cannot be renewed.

- The course credit from the post license course will satisfy the CE requirement for the first renewal of an Original license. If an Original Salesperson license is issued during the current license period (10/1/2018 - 9/30/2020), a licensee is NOT required to take the 15 hours of CE for the license renewal in 2020. In 2018, the Commission saw numerous licensees who had completed the post license course requirement and satisfied the CE requirement also take an additional 15 hours of CE when it was not needed.

Please make sure students are clear about this information before they complete and leave the post license course. Students do not always listen to everything that is taught in a course regardless of the number of times information is shared. The Commission simply asks instructors to clearly discuss this important information at the **end** of the course to help students remember it.

### MODULE 10

#### REVIEW AND TEST (Suggested Time: 1 Hour)

*The course is over but you're not finished.*

*The instructor will give each student an Application for Real Estate Salesperson's Original License and review instructions regarding applying for an original (permanent) license. [§34-27-33(c)(2); Rule 790-X-2-.03]*

*The instructor will review future CE requirements [§34-27-35(j)(1); §34-27-33(c)(4)] and may wish to discuss future educational opportunities or designations.*



December 2018-February 2019

**QUESTION**

How can I check my prelicense students' performances on the license examinations?

**ANSWER**

Go to [www.goamp.com](http://www.goamp.com) and select **Portals** at the top of the screen. A list of portals will appear on the left side of the screen. Select **School User** to access the login screen. Enter the username and password provided by PSI to access your students' examination results. If you have not yet requested a username and password, send an email to [portalsupport@psionline.com](mailto:portalsupport@psionline.com) or call 800-345-6559 and ask to be forwarded to the correct person to request a username and password.

**Log in to Online Services at [arec.alabama.gov](http://arec.alabama.gov) to find Instructor Resources under Available Services.**

**SALESPERSON EXAMINATION****Overall**

Taken - 1,210  
Passed - 595  
Overall Passing % - 49.2

**First Time**

Taken - 687  
Passed - 427  
First Time Passing % - 62.2

**BROKER EXAMINATION****Overall**

Taken - 86  
Passed - 75  
Overall Passing % - 87.2

**First Time**

Taken - 72  
Passed - 63  
First Time Passing % - 87.5

**RECIPROCAL SALESPERSON EXAMINATION****Overall**

Taken - 83  
Passed - 80  
Overall Passing % - 96.4

**First Time**

Taken - 80  
Passed - 78  
First Time Passing % - 97.5

**RECIPROCAL BROKER EXAMINATION****Overall**

Taken - 47  
Passed - 36  
Overall Passing % - 76.6

**First Time**

Taken - 40  
Passed - 30  
First Time Passing % - 75.0

## License Exam Scheduling Problems for Students?

Preliminary instructors may have heard complaints from students regarding problems experienced when attempting to schedule the license exam. Here are some mistakes that take place resulting in scheduling difficulty:

1. Students are trying to schedule the exam the same day the prelicense course credit is entered into CMap, and the credit has not yet been transmitted to PSI. Only course credit entered into CMap by 4:00 p.m. will be transmitted that day.
2. Students enter incorrect information when pre-registering for their ID number (incorrect zip code, email format, etc.) resulting in a problem with the course credit submission. The Education Division is notified of these errors and attempts to have them corrected as soon as possible.
3. Students are not using the *ARO* in front of their ID number or they use the letter *O* instead of a zero.
4. Students attempt to schedule online at *psixams.com* instead of *goamp.com*. There are multiple professions in Alabama that use PSI as an exam provider and utilize the PSI website. Even though PSI has acquired AMP and they are now the same organization, they still use the AMP website for real estate exams.

One problem experienced by students when scheduling the license exam, which is no fault of their own, is the length of time some must wait to take the exam. Some examinees have had to wait a full week to take the exam when scheduling it. The Commission is aware of this problem and currently working with PSI to correct it.