

Outline for the NMREC

NAR Grievance Committee Training

This course has been approved for 4 Education credits by the NMREC

The purpose of this course is to provide a general overview of the REALTORS® Professional Standards as it relates to the role of the Grievance Committee

OVERVIEW: THE PROFESSIONAL STANDARDS PROCESS IN GRIEVANCE COMMITTEE ISSUES (45 minutes)

1. The foundation of code enforcement
 - a. Confidentiality
 - b. Due process requirements, examples
2. Professional Standards flow chart
 - a. Relationship of Grievance Committee to Professional Standards Committee, Board of Directors
3. Current year changes to the Code of Ethics and professional standards policies

ROLE OF THE GRIEVANCE COMMITTEE (15 minutes)

1. Purpose of the committee
2. Composition of its members

NAR CODE OF ETHICS AND ARBITRATION MANUAL (30 minutes)

1. Relevant sections of the Manual (CEAM)
2. Proper use of Grievance Committee forms

GRIEVANCE CONSIDERATION OF ETHICS COMPLAINTS (60 minutes)

1. Issues considered by the committee
 - a. Ethics case studies
2. Options for action by the committee
3. Appeals of Grievance Committee decisions in ethics complaints

GRIEVANCE CONSIDERATION OF REQUESTS FOR ARBITRATION (60 minutes)

1. Article 17 of the Code of Ethics
2. Arbitrable matters
3. Contractual v. specific non-contractual matters
4. Format of request, parties and timing
5. Mandatory v. voluntary arbitration
6. Other issues to consider
7. Options for action by the committee
8. Appeals of Grievance Committee decisions in arbitration requests

DO'S AND DON'TS FOR COMMITTEE MEMBERS (15 minutes)

REVIEW QUIZ & DISCUSSION (15 minutes)

Course Title: Grievance Committee Training

Course Description: To aid grievance committees in the enforcement of the National Association of the Realtors Code of Ethics.

Learning Objectives (See attachment on Bloom's Taxonomy and Learning Levels)

Learning Level	Learning Objective
Insert Level (Words or Numbers)	Insert corresponding learning objective
Analyze	The student will be able to see what their role is and to understand the importance of having a standard to follow.
Understand	Student will understand the importance of due process and that everyone should have equal chance to defend.
Apply	Will be able to evaluate and apply the standards guaranteed by the constitution of the United States

The following will be the means used in assessing whether the Learning Objectives have been met (Pre and post test, Q&A etc.)

Insert Specific methods

Timed Outline: Describe in detail the components of the course by breaking it down into subject matter areas of no greater than 15 minutes. What will be the method of instruction or teaching technique used for each area (lecture, slides, group activities, videotape etc.)

Length in Time (15 min. increments)	Teaching Technique	Subject Matter Segment and Description
45 minutes	Powerpoint, quiz, and handouts	Overview: The Professional Standards Process in Grievance Committee Issues
15 minutes	Powerpoint with lecture	Role of the Grievance Committee
30 minutes	Powerpoint, lecture and handouts	NAR Code of Ethics and Arbitration Manual: Where to find in relevant sections and forms to be used.
60 minutes	Powerpoint, Case studies	Grievance Consideration of Ethics Complaints: Options and appeals
60 minutes	Powerpoint and Lecture and cases	Grievance consideration of Requests for Arbitration : Article 17— what can and cannot be arbitrated.
15 minutes	Powerpoint and lecture	Do's and Don'ts for committee members
15 minutes	Quiz and discussion	Discuss answers of quiz questions