

Professional Standards Committee Training

4 hours Education

Course Objectives: To aid Professional Standards Committee, Grievance committee, and Boards of Directors in the enforcement of the National Association of Realtors Code of Ethics

Outline

- I. Introductions**
 - a. Housekeeping
 - b. Introduction of class members c. Class objectives
 - d. Icebreaker Quiz
- II. Foundation of Code Enforcement**
 - a. Due process
 - b. Confidentiality
- III. Professional Standards Flow Chart**
- IV. Role of the Grievance Committee**
 - a. Items considered by Grievance
 - b. Actions of the committee
 - c. Arbitration considerations
- V. Role of the Professional Standards committee**
 - a. Ethics
 1. What is ethics
 2. Procuring Cause
 - b. Arbitration
 1. Items to be considered
- VI. Hearing Process**
 - a. Ethics
 - b. Arbitration
 - c. Writing findings of Fact
- VII. Role of Board of Directors**
 - a. Appeal process
 - b. Options of Board of Directors
- VIII. Summary**

Course Title: Professional Standards Committee Training class

Course Description: To aid professional standards 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
15 minutes	Powerpoint, quiz, and handouts	Introductions: Housekeeping, class members, objectives
20 minutes	Powerpoint with lecture	Foundation of Code Enforcement: due process from constitution and confidentiality.
15 minutes	Powerpoint, lecture and handouts	Professional Standards Flow Chart: A diagram of how a complaint flows through the process
30 minutes	Powerpoint, Rule Book,	Review fully one case in detail
60 minutes	Powerpoint and lecture	Roles of the Professional Standards Committee: a, Ethics and b. Arbitration
60 minutes	Powerpoint and Mock Hearing	Hearing Process
15 minutes	Powerpoint and lecture	Role of Board of Directors: Appeal and options
15 minutes	Quiz	Summary