

NAR Professional Standards Review for Directors

NMREC Approved for 2 CE Training Credits

The purpose of this course is to provide directors of a board of REALTORS® with a general overview of NAR's Professional Standards process and an in-depth review of the director's role in that process. NAR's Code of Ethics and Arbitration Manual is used as a teaching tool as well as the Flow Chart developed for this training.

OVERVIEW: THE PROFESSIONAL STANDARDS PROCESS *60 minutes*

- I. The Foundation of Code Enforcement (*15 min.*)
 - A. Due Process
 - B. Confidentiality

- II. From Complaint to Hearing (*30 min.*)
 - A. Role of the Grievance Committee
 1. Filing a Complaint or Request for Arbitration
 2. Grievance Committee options
 - B. Role of the Professional Standards Committee
 1. Ethics Hearings
 2. Arbitration Hearings
 3. Hearing Panel options
 - C. Sanctioning Guidelines
 1. Disciplinary "Theory 101"

- III. PROCURING CAUSE CONCEPTS (*15 min.*)
 - A. Article 17, REALTORS® Code of Ethics
 - B. Uniform Arbitration Act
 - C. Summary of General Procuring Cause Concepts

REHEARING, APPEALS, PROCEDURAL REVIEWS AND ACTION OF THE BOARD OF DIRECTORS - *60 minutes*

- IV. Role of the Board of Directors (*15 min.*)
 - A. Ratification of Hearing Panel recommendations
 - Director options
 - B. Appeals, Rehearings
 - Respondent's Bases for Appeal
 - Complainant's Basis for Appeal

- V. Director Options (*20 min.*)
 - A. The Ethics Appeal Hearing
 - B. Request for Procedural Review

- VI. CASE STUDIES AND EXERCISES (*15 min.*)

- VII. Learning summary and Q&A wrap-up (*10 min.*)

