

REAL ESTATE COMMISSION MEETING: March 2018

REPORT OF AUDITS SINCE December 2017

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
12/19/17	Key Realty School, LLC	CE.5928000-RE Ethical Standards of a Real Estate Licensee Ethics 3.0 Classroom	<ol style="list-style-type: none">1. Rating overall for the course and the instructor were "Excellent"2. The course did merit the number of hours and designation that it was approved for.3. The instructor did follow the content outline though there was not a practice exam.4. The course did enhance the licensee's knowledge to better serve the public. It was broken down to each article.5. I liked when the instructor went in to the work groups then discussed as a group. The instructor could have maybe spent more time on the last 3 items of the outline.6. The hands out materials were the most helpful to the real estate practitioner.7. This was one of my better classes and I would recommend it to others.

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12/16/17	Real Estate School of Nevada	CE.5957000-RE 20 Ways to Meet the Commissioner Law and Legislation 3.0 Internet	<ol style="list-style-type: none">1. Rating overall for the course was average.2. The course did merit the number of hours and designation that it was approved for but there was very limited content.3. The course structure and materials did aid the self-paced study process. The student reads the course content and takes one 10-question quiz.4. The course did enhance the licensee's knowledge to better serve the public with practical value of content as the course emphasized the importance of following real estate law.5. The most useful information was the copies of the statutes. The least helpful was the 10- question quiz. They were very, very basic questions.6. In my opinion, a student could complete this course in about 1 hour.

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12/27/17	Real Estate Training Institute	CE. 5944000-RE Practical Brokerage Broker Management 3.0 Hours Internet	<ol style="list-style-type: none"> 1. Rating overall for the course was average. 2. The course addressed brokerage management. The number of hours is barely acceptable due to the video portion pertaining to a different state with resource material that is not relevant and could be misleading to Nevada licensees. 3. I did ask a question via email regarding the technology and it was never answered. 4. The course structure was fine for self-paced study. 5. The course offered a variety of different topics for the broker to consider when drafting an office policy which has practical value. 6. The variety of topics to consider expands the licensee's knowledge of the many aspects for which a broker is responsible. The exposures to the different topics are important for brokers to consider along with having a written plan. The least helpful is the reference to the "RED" manual which is specific to the State of Michigan. The RED manual was the basis of advice and constantly referred to in the video which is the largest part of the learning experience. For example, they have a different EMD law where it is due to the Broker within 2 days. This type of information is not helpful. 7. I noted a problem right away with the course timer. I started at 10:40 am using my desktop computer. After fifteen minutes the time showed I had only taken the

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			<p>course for 10 minutes. I completed the course and quizzes based on the course's timer. I took the final exam and it stated I did not have enough time. I wrote an email of inquiry. I waited additional time, going back through the course work. I tried again and it stated I did not have enough time. I wrote another email asking for the certificate based off of my time and the passed final exam. I let my computer just sit for another half hour and it still stated I needed 22 minutes. I called and my call was quickly answered by Cassidy. I explained what happened and she asked me to try again. Same message. She said she would handle it first thing the next morning when she came into the office. I never heard from her, never had a response to my emails and the system still indicates that I do not have enough time. I never received my CE certificate. The video also ceased playing during the course, in section 1, and would not come back on. The first quiz distractors are too easy. As referenced earlier, the course is from Michigan and this could be confusing for a new broker. "Current law requires that funds be deposited no later than two banking days..." That is not the law in the State of Nevada.</p>
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1/16/2018	GLVAR	CE.4473000-RE Presenting the GLVAR Residential Purchase Agreement Contracts 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. Rating overall for the course and the instructor were "Excellent." 2. The course did merit the number of hours and designation that it was approved for. 3. The instructor did follow the content outline. Many in the class were Realtors for more than ten years. From their response, many indicated that they were receiving valuable information that they were not doing correctly or were somewhat confused about. 4. We, some of us, do not fully have knowledge of the Real Estate Purchase Agreement and the impact this document has on our clients. This class encouraged us to gain a perfect knowledge of this agreement. 5. The instructor followed the handout materials so it was easy to follow the presentation and make notes in the appropriate places. Because of the importance and length of the material there was not much time for class participation. However, sometimes too many questions can interfere with learning. 6. Not only were we instructed about what each section RPH is about but, what our responsibility is so that only our client, but, each agent is protected and we can have a positive outcome. 7. America First Credit Union provided breakfast and talked about their products that would help home ownership

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1/23/2018	Key Realty School, LLC	CE.5926000-RE Agent Duties and Disclosures Agency 3.0 Hours Classroom	<ol style="list-style-type: none">1. Rating overall for the course and the instructor were “Good.”2. The course did merit the number of hours and designation that it was approved for.3. The instructor did not follow the handout material. It was long and written like a book. She started with a discussion of the formation of agency and had good discussion on it as on page one but from there the book was pretty much left by the wayside. The pages were not numbered so when she tried to come back to a section it was almost impossible. Many forms were missing from the book that was discussed and no handouts of those forms were provided. The supplemental to the Duties Owed and the Residential Disclosure Guide were not in the material.4. The course did enhance the licensee’s knowledge to better serve the public. The class reviews, the Duties Owed Form, the Consent to Act, the Duties Owed supplemental and the waiver for and the Residential Disclosure Guide offered a practical value of content. One of the things that bothered me about the class was the suggestion about properties that may get a lot of offers. The instructor

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			<p>suggested we may want to get the waiver signed so that the agent can decide which offers to present and which ones to waive when presenting. I think that is a slippery slope! It scares me to think we are teaching agents that it is ok to get the waiver signed with the listing agent so that the agent can decide which offers to present. Perhaps the instructor is altruistic and believes everyone will only present the offers that net the most but I can see agents deciding only to present their own offers or delete offers from agents they do not like. It is really worrisome</p> <p>5. The instructor did do well and she landed on her feet with questions and class discussion. She could have used more examples to explain some parts. For example, in reference to obedience she discussed that the only time we do not obey is when it is illegal. There are times when the client instructs you to do certain things that could be detrimental to him (i.e. do not present and offer less than \$x. and when you get one at that price it is clear that it nets more than other offers at a higher price – do you ignore it?). Suggesting that when a client says they only want to sell to buyers whose offer price is over a certain amount was discussed earlier, but clients may also want to set up really difficult showing scenarios. They may also want to see something contingent upon their finding a replacement for what they want or there may be other procedures that may not be best for them. The agent just blindly saying “OK that’s what we will do” without discussion of the ramifications of the clients choice is not the intent. This is where obedience meets reasonable skill and care. We have a duty to assist the client to achieve his goals and that requires that we discuss many scenarios and then let the client make an informed decision. They hire us because they do not know how to do what we do. We need to use</p>
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			<p>this skill to assist the client.</p> <p>6. The most useful information in the class was her discussion of accounting not just being money but also for paperwork and follow through. The least useful was her discussion of the Residential Disclosure Guide. The time could have been better used discussing our duties. Also, there was a lot of discussion about trading duties owed between companies--- Why???</p> <p>7. Equity Title was the host and they did a good job of being unobtrusive. I had to log on to the Key Realty site to get my CE Certificate so it was not emailed particularly but downloaded.</p>
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1/27/2018	The CE Shop	CE.5896000-RE The Code of Ethics in Action: Real Life Applications Ethics 3.0 Hours Internet	<ol style="list-style-type: none">1. The overall rating for the course was excellent.2. The course did merit the approved designation and number of hours that is was approved for and it was refreshing to see that a course entirely focused on the NAR Code of Ethics is allowed to be granted CE credit for Ethics. That allows the student who is a NAR member to be awarded credit for both the CE and the biennial NAR Ethics requirements. The content is equally applicable to non-Realtor member licensees and Realtors alike.3. Actual instructor questions can take up to 48 hours to be answered. However, I was successful in using the real time chat line and received real time answers to my questions.4. The course was structured nicely; probably in a very good LMS such as Captivate. The content and modules flowed from one to the next.5. The course did enhance the licensee's knowledge to better serve the public. Actual ethics cases and findings were presented and discussed in enough detail to highlight each Article of the Code of Ethics. Both the cases and attention

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			<p>to pointing out updates to the Code of Ethics were practical and helpful.</p> <p>6. The case studies and findings were extremely useful. Online quizzes are often not as helpful, but these quizzes were structured to facilitate the learning process rather than being a mere exercise in regurgitating the last concept that was presented. The short history of the NAR CODE of Ethics was interesting, but the least helpful in the practice.</p> <p>7. I took another online class from the CE Shop three years ago, so it was nice to see the dramatic improvements that have been made in the content delivery. I intentionally completed the majority of the course on an iPad to see how well the presentation worked on a tablet compared to a desktop. Clearly this course was designed in a responsive format to optimize cross-platform presentations.</p>
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1/25/2018	Equity Title of Nevada	CE.6007000-RE Social Media for Real Estate Personal Development 3.0 Hours Classroom	<ol style="list-style-type: none">1. Rating overall for the course and the instructor were “excellent.”2. This course did merit the designation and the hours that it was approved for. The instructor was spot on with the course material & content.3. The instructor did follow the content outline. There was a lot of information and questions. Participants were eager to get details.4. The course did enhance the licensee’s knowledge to better serve the public with practical value of content and it increased broker listing exposure. It increased knowledge of current trends in marketing and practical everyday use.5. The instructor was speaker in explaining details, and "how to navigate." Great audio visuals. He took a lot of questions and did a great job. There is nothing to improve upon.6. The course information that was most useful was the Facebook Marketing and the least useful was the Snapchat Marketing.7. Dynamic Personable instructor who is practicing what she is teaching. It shows in the presentation.

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2/13/2018	Performance School of Real Estate Finance	CE.5971000-RE The Appraisal Process Revealed Contracts 3.0 Hours Classroom	<ol style="list-style-type: none">1. Rating overall for the course and the instructor were “excellent.”2. This course absolutely merited 3.0 hours but not in contracts. It is a General course in its current configuration. While a very good class, with a lot of valuable information, the class never mentioned contracts. Indeed the instructor informed us that the course was written for a national audience and had the material contained a reference to the appraisal contingency language in the current contract, and then continued to refer back to that language, perhaps an argument could be made that it was about contracts. However, even that might not be enough. In the opinion of this auditor, this class stands as a very good General course.3. The instructor followed the outline very well and covered everything thoroughly. In the opinion of this auditor, the class was very engaged and generally seemed to be getting a lot of good information from the instructor.4. The course offered very practical information. The course provided a lot of current insight into the appraisal process as well as the challenges faced by appraisers. Better yet, the information regarding requesting a re-evaluation of an appraisal is very useful to the licensee who is representing a buyer or seller dependent upon an appraisal in order to successfully close a transaction.

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			<p>5. The instructor did very well in engaging the class. Having name tags on the participants was a good idea, allowing her to answer our questions by name. The instructor didn't waste time and was able to use her obvious experience to help illustrate some of the points in the material.</p> <p>It is a bit of a stretch, but I suppose the instructor could have been clearer when regarding using the handout to fill in blanks as she was going through the material.</p> <p>6. As noted previously, the information regarding requesting a re-evaluation of an appraisal is the most useful information that was provided. The acronyms for the various appraisal regulators were perhaps the least helpful information in the course.</p> <p>7. The class was actually sponsored by Driggs Title. Registration was simple. Driggs didn't do any excess marketing of their services or any of the other sponsors of the class. The room was too small for the class size but more people showed up than expected. Driggs was able to quickly accommodate the extra students.</p>
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3/11/18	Real Estate Training Institute	CE. 4494000-RE Lead Paint Awareness for Real Estate General 4.0 Hours Internet	<ol style="list-style-type: none"> 1. The overall rating for the course was just about average. 2. The course and the amount of content that is valuable to the licensee are not merited by 4 hours of credit. The "General" designation is met. 3. There did not seem to be a place to ask a question. A "Having Trouble" button was for technical issues. The "Lesson Discussions" did not function. 4. The course structure and materials aided self-paced study but the opportunity for "Lesson Discussions" did not function on either the Safari or Chrome browser. Having both written lessons and video instruction is a good idea to appeal to various preferred learning styles. 5. This course enhanced the licensee's knowledge to better serve the public i.e. practical value of content. The awareness of contractors that are certified in lead-based paint abatement and renovation is valuable to a licensee in aiding the public with recommendations to the best qualified individuals. The knowledge that the EPA can impose steep fines, and jail time, to those who knowingly and willfully violates the rules. (This all took about 5 minutes of class time). 6. The information regarding the various scope of properties covered by the EPA and HUD, awareness of the existence of firms specifically certified and the inability of others to do the work and the fines of non-compliance were the most helpful course information. Literally, everything else was

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			<p>useless to a real estate practitioner. Licensees do not participate and stay on a renovation or abatement job site each day of work and, therefore, job site best practices and best tools are irrelevant.</p> <p>7. This course was not designed for real estate professionals. The video instruction states "through this course you are becoming a certified renovator." It seems as though this course (along with a "hands on portion") was designed for individuals seeking a type of certification for contractors. Therefore, the four hour course contains material and information pertinent to the construction industry, not real estate. Demonstrating how to use a lead-based paint test kit should be removed, so as not to encourage agents to practice outside their scope or have confidence in instruction homeowners.</p>
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3/7/18	Global Properties Seminars	CE.5865000-RE Classical Feng Shui for Residential and Commercial Brokerage Personal Development 3.0 Classroom	<ol style="list-style-type: none"> 1. The overall rating for the course was average. 2. The organization of this class was out of control. People were coming and going; some were agents getting CE, others were the staff of Pardee, and then there were the food folks and the gal with non-toxic products. There was no Power Point for the first hour and no handout to follow so it was hard to tell if it met the number of hours with all the distractions. 3. Since there was no outline, following along was difficult. Feng Shui was fun, informative and interesting and most of the attendees seemed to like the class. With that being said, only about 10% of Asians were into following Feng Shui and it was indicated that they would bring in a “Master” which they would treat like a part of the due diligence. So I do not know how much it benefits the RE practitioner except perhaps personally and perhaps to relate a little better to the client who is really into it. 4. It does help the practitioner better understand the perception of Asian and Indian culture and their decision making process which can be very different from that of folks of European descent or African descent. 5. She was extremely personable and obviously dedicated to the practice of Feng Shui. She is knowledgeable and believes it with all her heart so her passion shows. Organization is what she can do better. This class was so disorganized.

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			<p>6. The most helpful was how to distinguish a control/dominant position from a passive position in a room. Another helpful part of the course was how to tell different personality types apart and how to deal with each type, but she did not go to length on this. Also, the different perceptions of Asian culture were helpful.</p> <p>7. Afterwards, she sent us links to help us determine our own type and how to determine our wealth profile.</p> <p>8. No one was in control of who came and who went and when. The sign in sheet was out for the entire class. I counted several times and I could not figure out who were the licensees so I cannot give an accurate count. Also, at the end they just put out blank CE Certificates for one to take and fill in as we pleased.</p> <p>I think it would benefit from putting more stress on teaching us to better understand the cultural differences between Europeans and African cultures so we can better help our Asian and Indian clients rather than trying to teach us how to practice Feng Shui.</p>
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