

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
3/20/18	Cook & Company LTD	CE.5864000-RE ESAs IN SFRs (and APT) [Emotional Support Animals in Residential Rentals} 3.0 Hours Property Management 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 especially factoring into consideration the questions from the audience. 3. The instructor did follow the content outline. The students/audience learned how to deal legally with Emotional Support Animals. 4. The course was very practical for Property Managers and most of the class learned how to deal with tenants with support animals. 5. The Instructor was a master of her subject. Judy was excellent. The computer system provided RSAR caused some occasional problems. 6. Most of the attendees did not learn how to deal with ESA's. They did at the end of class. <p><i>No further action required with this audit.</i></p>

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

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3/20/18	RSAR	CE.6038000-RE 8 Business Essentials For Every Property Management Professional General 3.0 Hours Classroom	<ol style="list-style-type: none">1. Rating overall for the course and the instructor were “Excellent.”2. Yes the instructor was excellent and presented from beginning to the end. He did present some material not in the handout.3. Yes, he followed the content out of handout, but he did present some information not in the handouts.4. The course presented a lot of information to enhance the student’s abilities to be a better Property Manager and do a better job for their owners.5. The instructor presented a lot of information verbally and by power point. Not all the information presented was in the handout.6. The course information that was most helpful was having a systematized business with a position description and a job policy procedure manual. <p><i>No further action required with this audit.</i></p>

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

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3/29/2018	Steven Kitnick Seminars, LLC	CE. 6034000-RE Commission Hearings: Case Studies IX Broker Management 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 followed the course and kept the students "glued" to his information. There was a lot of student participation.4. This course enhance the licensee's knowledge to better serve the public, i.e. practical value of content as the instructor gave great examples of what NOT to do to end up in a Commission Hearing. His content and examples were superb.5. The instructor held the participants attention for the ENTIRE time. He gave great examples and stories and I don't believe he could have done any better.6. I would say that there wasn't anything that was "least helpful". His information, details and examples of licensees being brought before the RE Commission was excellent. His explanation and information regarding the RED and the Commission procedures, cases and outcome was extremely

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p>helpful.</p> <p>7. No marketing, no guest speakers. It was just the instructor instructing. I can honestly say that in in all the years of taking live classes, this instructor was # 1 and the information was well presented and he had total control of the class. He even made a person leave the class who did not return immediately after the break and stood outside the room speaking loudly on the cell. I highly recommend this class not just for Broker management but for other designations also.</p> <p><i>No further action required with this audit.</i></p>
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

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4/19/18	Nevada Real Estate Academy	CE.6045000-RE Risk Management for Property Managers Property Management 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. It should be noted that the audit notice that was received stated “Ethics” but the certificate stated ‘Property Management.’ The class would be suitable for either designation.3. The instructor followed the course outline. The participants seemed neutral/positive.4. The class was filled with valuable content that would enable the licensee and permit holder to serve clients and the public with awareness and professionalism. In addition, there was important guidance on establishing systems for business management that could prevent errors in practice from negatively impacting clients and the public.5. The instructor was knowledgeable and well prepared for class. At any given time throughout the class, roughly 20% of the attendees were silently attending to their phones or small laptops. The instructor should monitor this in the future. Also, the instructor anticipated the intent of some

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p>attendees' questions without truly listening.</p> <p>6. Every component of the class was useful to the licensee. There was not a topic or presentation of a topic that was not helpful.</p> <p>7. The instructor may wish to formulate a recommended plan of action for the habitability section, as the exploration of that topic in class did not have a clear feasible guideline.</p> <p><i>Email sent to the sponsor</i></p> <p><i>The Division will solicit some plans of action on a few points that were suggested by the auditor.</i></p> <p><i>No further action required with this audit.</i></p>
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

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4/30/2018	The CE Shop	CE.6024000-RE E-Pro Day 2 General 6 hours Internet	<ol style="list-style-type: none"> 1. Rating overall for the course was “Excellent.” 2. The course did merit the number of hours and designation that it was approved for. This course took more than 6 hours to complete, including 6 unit quizzes and 1 final exam. 3. Two questions were asked of this sponsor. One was answered by a monitor who was polite, professional and responded immediately. The question was answered to my satisfaction. The other issue had dealt with the links to a class “discussion” that was offered several times over the time that I was engaged with the course. The links failed every time, but no response to my comment/questions were provided. 4. The course structure and materials did aid the self-paced study process. This course was developed, designed and provided by the National Association of Realtors (NAR) as a portion of accreditation for the NAR ePro designation. Among the structures were: videos of humans discussing upcoming modules, goals and information to help attendees succeed; audio narration of points; click and read slides in 3 or 4 different formats, quizzes requiring a passing grade to

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p>continue; and a final exam requiring passing within a certain time frame. There appeared to be an underlying time restraint also as I was unable to progress through a click and read a segment at the speed I was finished reading. In other words, I had to wait. Impatiently.</p> <p>5. This course did enhance the licensee's knowledge to better serve the public. In today's world of increasing technological influence, this course provides a thorough description of the ways, means and actual equipment that agents may be required or encouraged to use. It also discussed ethics, problem-solving, advertising rules and laws (all of which were in accordance with our NRS/NAC 645 advertising requirements) as well as dispute/conflict resolution.</p> <p>6. The most helpful part of this course was how to work within the framework of state license laws regarding advertising and ethical behavior among licensees. The least helpful was a segment that dealt with operating systems, the difference between desktop, laptop and notebook computers. Thankfully a short segment.</p> <p>7. This course kept me interested and invested in the outcome/ Although I consider myself reasonably well versed in technology and social media, I learned a great deal about how best to use it for a client's best interests rather than my own entertainment. The discussions about how best to serve</p>
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p>and protect our clients were spot-on. I'm going to recommend this course to agents in our offices here in the Elko area.</p> <p><i>Email sent to the sponsor</i></p> <p><i>No further action required with this audit.</i></p>
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

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5/20/2018	Brightwood Career Institute	CE.5503001-RE Nevada Agency: Who Represents Whom? Agency 3.0 Hours Correspondence	<ol style="list-style-type: none">1. Rating overall for the course was good.2. The course did merit the number of hours and designation that it was approved for. There was plenty of good content. However, since I was provided the test by email long before I received the instructional materials, I could have taken the test without going through the material. Once I received the materials, I was able to move through it rapidly, probably because of my reading speed and previous familiarity with the material.3. When a technical question was asked it was promptly and correctly answered (by telephone).4. The instruction book was well written and well organized. The book will be a great reference going forward.5. This course absolutely enhanced the licensee's knowledge to better serve the public with practical value of content. The material brought out a point that even I had not thought of in the same way. If a student actually reads the material it will be very valuable.6. There was not part of the information that wasn't useful. The entire course had good information that is useful in the daily activities of the licensee. Agency is such a basic course that doesn't change dramatically (as a rule) from

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p>renewal to renewal it is difficult to pick out one piece of information that is most useful.</p> <p>7. The material took 9 days to arrive from order to receipt. The link to the test was emailed to me 2 days after the material was mailed to me and 7 days prior to my receipt of the materials. This is unacceptable. Additionally, while the test is theoretically supposed to be closed-book, there is no way to control whether or not the student actually has the book opens or not. While the test is timed, with only 25 questions, it allows plenty of time for a student to research the answer in the material.</p> <p><i>Email sent to the sponsor</i> <i>No further action required with this audit.</i></p>
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

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5/21/2018	Real Estate School of Nevada	CE.5955001-RE You Be the Commissioner Law and Legislation 3.0 Hours Classroom	<ol style="list-style-type: none">1. Rating overall for the course and the instructor were "Average."2. The course does merit the number of hours and the designation of Law and Legislative.3. The instructor made note that with only 3 case studies to review he would need to find way to fill time with additional information that was not on the outline. <i>It is recommended that additional, and more varied case studies be used. The instructor did not use any power point presentation, though a monitor was present and students were provided with power point slides. The use of the slides may have aided the instructor.</i>4. The intent of this course would be exceptional for licensees who, with the analytic practice for review of real life scenarios, would then be able to view their activities toward the public and clients with the proper magnitude and personal ramifications of their actions. Linking for licensees

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p>"actions" with the correlating law has real practical value to make the laws "come to life."</p> <ol style="list-style-type: none">5. The instructor engaged the class and had a respectful and effective manner that maintained direction and control. <i>The instructor should have reviewed the material in advance and provided a clearer goal for class segments.</i> The instructor stated that students should review independently or talk in small groups regarding the case studies for roughly a half hour. Extemporaneously, the class worked as a whole and provided the instructor with opportunities to discuss the law, but if his direction had been followed that would not have occurred.6. Information regarding Facebook advertising which was not on the outline and looking for compliance issues within the everyday working of real estate was most helpful. Least helpful was the repetition of issues provided in the case studies. Based on time, 5-6 case studies should be provided with a greater variety of law references.7. There was no marketing during the class. <i>The class experience should have been more organized. Perhaps walking the class through the first case study would have been helpful. The instructor should determine whether activities should be group or individual and not provide a choice for future participants. Perhaps, splitting the room into two "commissions" would have been helpful. Also, the</i>
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p><i>calculation of sanctions and fines was not expressed clearly to allow the participant to estimate the true cost of non-compliance with the law.</i></p> <p>8. Class participation was high and it should be noted, a bit scary when considering the misinterpretation of the laws by practicing real estate licensees. Many participants' comments and misunderstandings of the real life execution of the laws further support the need for this class. <i>The instructor is cautioned from stating that a licensee would have "no legal liability" regarding the utilization of a self-created or different disclosure of a CIC (vs. the "Before you buy, did you know".) When perfected, this will be an excellent course with a great chance of teaching participants the application of the laws that govern the real estate industry.</i></p> <p><i>An email has been sent to the sponsor.</i></p> <p><i>No further action required with this audit.</i></p>
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

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5/18/2018	Nova Home Loans	CE.5988001-RE Reverse Mortgages, Features and Legal Issues General 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. It was packed with information in a 3 hour period.3. The instructor followed the outline of the course with documents provided. The instructor stopped for questions and maintained order. The participants, same as I, were enlightened to this often misunderstood financial loan option for those ages 62 or older. A few agents were there to learn and apply to their own situation and another realtor was there but didn't register because she didn't need the CE credits but wanted to learn more. He also stressed to students to be knowledgeable enough to refer to specialists (acting within the scope of our license).4. Reverse mortgage is probably the most misunderstood type of loan that depending upon the situation can be very

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p>beneficial to the homeowner. This course is helpful when consulting a “possible seller” on a home to find out the real reasons why they are selling...It is quite possible that a Reverse Mortgage could be the answer. This course surprisingly taught me that it’s possible to PURCHASE a home without making a mortgage payment (instructor shared a rider to put on your For Sale sign)...however, he didn’t go into this option as much as I would have liked.</p> <ol style="list-style-type: none">5. The case examples were too detailed for me and the class became quiet as well. What the instructor did well was explain the OPTIONS in a reverse mortgage. Adjustable Rate (cap 5) Adjustable Rate (cap 10) and Fixed Rate and how that affects money available to the client (seller, buyer). Again, he stressed this was why it was important to be the source and not the answer.6. The bullet points in his first handout were helpful and he elaborated on each of item. The least helpful only due to extensive details were the case studies of “how” the loan worked. However, in these case studies the instructor was able to show comparison of the difference to the client (buyer/seller) of adjustable rate vs a fixed rate which I am certain was his point. Realtors to open up their minds. That there is more to a Reverse Mortgage that what one imagines.7. Experience matters, especially in consulting with this option. Realtors, as influential as they are, should have a lender who
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p>is truly experienced in Reverse Mortgage Loans in their “tool box.” I will refer to a CRMP or a lender that works with a CRMP in the future. Soon after class, I called my seller who I had a listing agreement with, but not yet active on MLS this very option. The seller wanted to relocate and purchase but a recent BK made traditional loan methods impossible. He was however fit to purchase through a Reverse Mortgage.</p> <p><i>No further action required.</i></p>
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

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5/25/18	ABC Real Estate	CE.5885000-RE Practical Applications: Fair Housing Ethics 3.0 Hours Internet	<ol style="list-style-type: none">1. Rating overall for the course was excellent2. The course did merit the number of hours and designation that it was approved for.3. A question was asked of the sponsor. The question was answered and the response time was good.4. The course structure and materials did aid the self-paced study process. The content was very good.5. This course enhanced the licensee's knowledge to better serve the public with practical value of content. The content that was provided was clear and understandable in applying it to Fair Housing.6. The most important information in the course was the consequences for violation of law and real estate procedures and safeguards. The least helpful was the chapter on service animals.7. The course quiz consisted of 16 questions. The final quiz had 9 questions which were the same as the course quiz. In that respect it wasn't challenging to the course content.8. All in all, it was well presented and comprehensive. In regards to the course quiz, the answer key was provided. This does not allow a student to review

REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018

			<p>materials for correct answers or a retake quiz for a failing grade or possibly skip altogether.</p> <p><i>An email was sent to the sponsor No further action required.</i></p>
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REAL ESTATE COMMISSION MEETING: June 2018

REPORT OF AUDITS SINCE: March 2018