

VIRGINIA REAL ESTATE BOARD

EDUCATION COMMITTEE MEETING MINUTES

The Real Estate Board Education Committee met on Wednesday, May 21, 2014, at 2:00 p.m. at the Department of Professional & Occupational Regulation in Richmond.

Committee Members present: Steve Hoover, Chair
Santee Ferebee
Lynn Grimsley
Lee Odems

Board Member present: Joe Funkhouser

Staff Members present: Jay DeBoer, Director
Mark Courtney, Senior Director
Christine Martine, Executive Director
Kevin Hoeft, Education Administrator
Bill Murray, Director of Examinations
Dawne Cooper, Contract Officer
Buddy Quimpo, Admin. Services Manager

The meeting was called to order by Chairman Hoover at 2:05 p.m.

A motion was made and approved unanimously to approve the agenda at 2:06 p.m.

The first item on the meeting agenda was:

Update on the DPOR/Real Estate Board's Examination Vendor Contract

Acting Director of Examinations Bill Murray provided the Committee with a handout and summary of the current license examination contract with PSI Exams, Inc. (PSI), specifically addressing PSI's "Examination Performance" and "Administrative Performance" (See Attachment 1).

Procurement & Contract Officer Dawne Cooper provided the Committee with a handout and summary on how DPOR and the Board obtains, maintains and changes a license examination contract (See Attachment 2 - "Procurement 101").

The second item on the meeting agenda was:

Review of Committee Recommendations and Board Actions from the Committee's Public Meetings on Improving the Board's Education Program

Education Administrator Kevin Hoeft provided the Committee with a handout and summary of the 16 subjects addressed by the Committee during its four public meetings on "Improving the Board's Education Program." Each subject included a decision or recommendation (See Attachment 3 - "Discussion on Improving the Board's Education Program").

The third item on the meeting agenda was:

Continued Discussion on Improving the Board's Education Program

Mr. Hoover asked for input on this subject from the audience.

Peggy Lynch of the Richmond Association of Realtors commented that the Single-Track Post License Education (PLE) program is narrow and restrictive, allowing for less range of subject matter. Education courses leading to real estate professional designations can receive only a maximum of two hours of PLE credit in the "Current Industry Issues and Trends" category.

Mr. Hoover stated that the "Test-Out Option for Continuing Education Credit" subject will be discussed in detail at the Committee's next meeting on July 9, 2014.

There being no further public comment, Mr. Hoover recessed the meeting at 3:00 p.m.

Mr. Hoover reconvened the meeting at 3:10 p.m.

The Committee considered and recommended Board approval of the "Guidance Document on Continuing Education General Elective Courses" (See Attachment 4).

The Committee then considered the education applications on the meeting agenda.

I. Eight Proprietary School applications were reviewed and approved:

1. Action Real Estate, LLC, t/a REMAX Action Real Estate, Glen Allen, VA
Contact Person: Gary Edward Duda

2. Premier Real Estate Education, LLC, Alexandria, VA
Contact Person: Michelle Collier
3. Topmax Realty, LLC, t/a Topmax Realty School,
Haymarket, VA
Contact Person: Sung Won Yoon
4. Mo Mills and Associates Realtors, Inc., t/a Mo Mills
Institute of Real Estate, Woodbridge, VA
Contact Person: Morris Mills
5. Harrisonburg-Rockingham Association of Realtors,
Harrisonburg, VA
Contact Person: Robert D. Hill
6. RE Education Services, LLC, Lynchburg, VA
Contact Person: Robert Dawson
7. MTE Settlement Services, LLC, t/a Double Eagle Academy,
Great Falls, VA
Contact Person: Georgina Clough
8. Frias Daisy & Collins LLP, Dulles, VA
Contact Person: Erik Frias

II. Sixty-four continuing education course applications were reviewed.

A. Seven previously-approved applications for continuing education courses offered by approved schools were considered and approved **(Review for Instructor Only)**

1. 19217 Fair Housing (On-line), 4 hours Fair Housing, American School of Real Estate Express, LLC **(Robert Fleck)**
2. 19259 Real Estate Market Pulse (On-line), 4 hours Real Estate Related, Kaplan Real Estate Schools, **(F.A. Daniels)**
3. 19319 Effective Negotiating for Real Estate Professionals, 8 hours Real Estate Related, RAR, **(Franklin Mears, Donna Procise)**
4. 19332 2014 Ethics Seminar, 3 hours Ethics & Standards of Conduct, Montague Miller Real Estate Academy, **(Barbara G. McMurry)**
5. 19342 Fortify Your Firm: Sensible Solutions for Identifying & Reducing Risk, 2 hours Real Estate Related, Towne Realty School of Real Estate **(Deborah Bindeman, Timothy Vohar)**
6. 19361 ePro Certification, 8 hours Real Estate Related, Dulles Area Real Estate School **(Allan R. Marteney, Tony Arko)**
7. 19363 Ethics, 3 hours Ethics and Standards of Conduct, New World Title & Escrow **(Nicholas D. Vlissides)**

B. Fifty-four original applications for continuing education courses offered by approved schools were considered. Forty-nine of these course applications were approved. Four course applications addressing the Board's Final Regulations were provisionally approved but cannot be finally approved or offered until the new Regulations go into effect. One course application was approved with reduced hours.

1. 19192 Real Estate Finance Today (On-line), 4 hours Real Estate Related, Dearborn Financial Publishing, Inc.
2. 19193 Mortgage Woes for Realtors, 2 hours Real Estate Related, RECA
3. 19210 BOOT CAMP: Foreclosure and Loan Workout Procedures, 7 hours Legal Updates, NBI, Inc.
4. 19211 Escrow Requirements, 3 hours Real Estate Related, Vesta Settlement, LLC
5. 19212 Blueprint Reading, 4 hours Real Estate Related, Alpha College of Real Estate
6. 19213 Real Estate Market Review and Forecast, 2 hours Real Estate Related, ODU
7. 19214 Finance for Realtors, 2 hours Real Estate Related, RECA
8. 19215 Agency (On-line), 1 hour Real Estate Agency, Alpha College of Real Estate
9. 19232 New Real Estate Board Regulations, 2 hours Legal Updates, VAR **(provisionally approved but cannot be finally approved or offered until the new Regulations go into effect)**
10. 19233 New Real Estate Board Regulations, 2 hours Broker Management, VAR **(provisionally approved but cannot be finally approved or offered until the new Regulations go into effect)**
11. 19234 The Code of Ethics: Our Promise of Professionalism, 3 hours Ethics and Standards of Conduct, VAR
12. 19237 Agency, Brokerage and Virginia Law: It's Time to Regroup, 3 hours Broker Management, VAR
13. 19238 The Offer, 3 hours Broker Management, VAR
14. 19239 The Offer, 3 hours Real Estate Contracts, VAR

15. 19240 Agency, Brokerage and Virginia Law: It's Time to Regroup, 3 hours Real Estate Agency, VAR
16. 19256 RI 406: What Did I Agree To? 1 hour Legal Updates, 6 hours Real Estate Contracts, VAR
17. 19260 The Firm Rules: Risk Reducing Systems and Policy Options, 2 hours Broker Management, VAR
18. 19261 The Firm Rules: Risk Reducing Systems and Policy Options, 2 hours Real Estate Related, VAR
19. 19262 The Firm Rules: Risk Reducing Systems and Policy Options, 1 hour Broker Management, VAR
20. 19263 The Firm Rules: Risk Reducing Systems and Policy Options, 1 hour Real Estate Related, VAR
21. 19278 Legal Updates - 2014, 1 hour Broker Management, RAR **(provisionally approved but cannot be finally approved or offered until the new Regulations go into effect)**
22. 19279 Legal Updates - 2014, 1 hour Legal Updates, RAR **(provisionally approved but cannot be finally approved or offered until the new Regulations go into effect)**
23. 19280 Contracts & Addendums, 6 hours Real Estate Contracts, Cindy Bishop Worldwide, LLC
24. 19282 Contract Writing - Know Your Forms, 2 hours Real Estate Contracts, RAR
25. 19289 Renovation Lending, 2 hours Real Estate Related, Long and Foster Institute of Real Estate
26. 19293 Credit History, Analysis and Loan Programs: Determining Mortgage Creditworthiness, 2 hours Real Estate Related, Alltech Title
27. 19295 Forms, Practices & Tips: Navigating to a Smooth Settlement Around and Inside the Beltway, 2 hours Real Estate Related, NVAR
28. 19299 Conquering Broker Agreements: Understanding Listing & Buyer Brokerage Agreements, 3 hours Real Estate Related, NVAR
29. 19300 Conquering Broker Agreements: Understanding Listing & Buyer Brokerage Agreements, 3 hours Broker Management, NVAR
30. 19318 Energy Efficiency in Existing Homes, 1 hour Real Estate Related, CVSRE
31. 19321 Fair Housing, 2 hours Fair Housing, PWAR

32. 19325 Real Estate Brokerage Management, 6 hours Broker Management, Kirks Institute for Advanced RE Studies **(Approved for 8 hours instead of 6 hours)**
33. 19326 AMCs - What Real Estate Professionals Need to Know, 2 hours Broker Management, Alpha College of Real Estate
34. 19327 AMCs - What Real Estate Professionals Need to Know, 2 hours Real Estate Related, Alpha College of Real Estate
35. 19333 VAR's Suggested Office Policy Manual, 1 hour Broker Management, VAR
36. 19334 What Risk Management Issues Does the Broker Need to Know About? 1 hour Broker Management, VAR
37. 19335 VAR's Suggested Office Policy Manual, 1 hour Legal Updates, VAR
38. 19336 What is Title Insurance? 1 hour Real Estate Related, Fidelity National Title Insurance Company
39. 19337 Fair Housing, 2 hours Fair Housing, Vesta Settlements, LLC
40. 19338 Agency, Brokerage and Virginia Law: It's Time to Regroup, 3 hours Real Estate Agency, Piedmont School of Real Estate
41. 19339 Triple Play - Teams, Agency and Other Useful Things Brokers Should Know, 1 hour Broker Management, VAR
42. 19340 Triple Play - Teams, Agency and Other - Useful Things Brokers Should Know, 1 hour Legal Updates, VAR
43. 19341 No Bull Business Planning, 7 hours Real Estate Related, VAR
44. 19343 Fortify Your Firm: Sensible Solutions for Identifying & Reducing Risk, 2 hours Broker Management, Towne Realty School of Real Estate
45. 19344 Technology Marketing, 2 hours Real Estate Related, RECA
46. 19357 Virginia Legal Update, 1 hour Legal Updates, PenFed Realty, LLC
47. 19358 Escrow Requirements in the Commonwealth of Virginia, 3 hours Real Estate Related, Montague Miller Real Estate Academy
48. 19359 Virginia Agency, 1 hour Real Estate Agency, PenFed Realty, LLC

- 49. 19360 Risk Management - The Real Estate Agent's Job, 3 hours Broker Management, Towne Realty School of Real Estate
- 50. 19362 Working with the Regional Sales Contract, 2 hours Real Estate Contracts, Capital Area Title, LLC
- 51. 19370 Military Relocation Professional, 1 hour Real Estate Contracts, 5 hours Real Estate Related, Towne Realty School of Real Estate
- 52. 19371 Accredited Buyer's Representative Core Course, 2 hours Real Estate Agency, 3 hours Real Estate Contracts, 7 hours Real Estate Related, Dulles Area Real Estate School
- 53. 19372 Earnest Money and Escrow Accounts, 3 hours Broker Management, Towne Realty School of Real Estate
- 54. 19401 What Risk Management Issues Does the Broker Need to Know About? 1 hour Legal Updates, VAR

C. Three applications for continuing education courses offered by schools which had their school applications approved earlier in the meeting were considered and approved.

- 1. 19322 Avoiding Potential Pitfalls in Real Estate Transactions, 1 hour Real Estate Related, Premier Real Estate Education, LLC
- 2. 19323 The Closing, 1 hour Real Estate Related, Premier Real Estate Education, LLC
- 3. 19364 Mastering the Regional Sales Contract, 2 hours Real Estate Contracts, MTE Settlement Services, LLC

III. Forty-five post license education course applications were reviewed.

A. Nine previously-approved applications for post license education courses offered by approved schools were considered and approved (**Review for Instructor Only**).

- 1. 19247 Fair Housing, 2 hours Fair Housing, Four Pillars Education, Inc. (**Matthew Rathbun**)
- 2. 19248 Real Estate Law and Board Regulations, 8 hours Real Estate Law & Board Regulations, Four Pillars Education, Inc. (**Matthew Rathbun**)

3. 19249 Ethics Know the Code, 3 hours Ethics and Standards of Conduct, Four Pillars Education, Inc. **(Matthew Rathbun)**
4. 19250 Current Industry Issues & Trends, 2 hours Current Industry Issues & Trends, Four Pillars Education, Inc. **(Matthew Rathbun)**
5. 19251 Virginia Agency Law, 3 hours Virginia Agency Law, Four Pillars Education, Inc. **(Matthew Rathbun)**
6. 19252 Risk Management, 3 hours Risk Management, Four Pillars Education, Inc. **(Matthew Rathbun)**
7. 19258 Contract Writing - Conquering Contracts, 6 hours Contract Writing, Four Pillars Education, Inc. **(Matthew Rathbun)**
8. 19349 2014 Ethics Seminar, 3 hours Ethics and Standards of Conduct, Montague Miller Real Estate Academy **(Barbara G. McMurry)**
9. 19367 ePro Certification, 2 hours Current Industry Issues and Trends, Dulles Area Real Estate school **(Allan Marteney, Tony Arko)**

B. Thirty-six original applications for post license education courses offered by approved schools were considered. Thirty-two of these course applications were approved. One course application addressing the Board's Final Regulations was provisionally approved but cannot be approved or offered until the new Regulations go into effect. One course application was not approved due to not meeting the "Current Industry Issue and Trends" category requirement of protecting the public safety and meeting the minimum competency standard for a salesperson licensee. One course application was approved pending receipt and review of its content being expanded to meet the requirement for a two-hour course.

1. 19218 Risk Management, 3 hours Risk Management, Peninsula Real Estate School **(Ms. Grimsley abstained from voting on this application)**
2. 19219 Escrow Requirements, 3 hours Escrow Requirements, Vesta Settlements, LLC
3. 19220 Blueprint Reading, 2 hours Current Industry Issues and Trends, Alpha College of Real Estate
4. 19221 Finance for Realtors, 2 hours Current Industry Issues and Trends, RECA

5. 19222 Mortgage Woes for Realtors, 2 hours Current Industry Issues and Trends, RECA
6. 19235 New Real Estate Board Regulations, 2 hours Current Industry Issues and Trends, VAR **(provisionally approved but cannot be finally approved or offered until the new Regulations go into effect)**
7. 19236 The Code of Ethics: Our Promise of Professionalism, 3 hours Ethics and Standards of Conduct, VAR
8. 19241 Agency, Brokerage and Virginia Law: It's Time to Regroup, 3 hours VA Agency Law, VAR
9. 19242 The Offer, 2 hours Current Industry Issues and Trends, VAR
10. 19257 RI 406: What Did I Agree To? 6 hours Contract Writing, VAR
11. 19264 Escrow Requirements (On-line), 3 hours Escrow Requirements, The CE Shop, Inc.
12. 19277 Business Planning - A Roadmap for Success, 2 hours Current Industry Issues and Trends, DAAR
13. 19283 Contract Writing - Know Your Forms, 2 hours Current Industry Issues and Trends, RAR
14. 19286 Business Management Skills for Brokers & Real Estate Agents, 2 hours Current Industry Issues and Trends, Blue Ridge Real Estate School
15. 19287 ABR Core Course, 3 hours Ethics and Standards of Conduct, RAR
16. 19292 ABR Core Course, 3 hours VA Agency Law, RAR
17. 19294 Contract Writing, 6 hours Contract Writing, CHC, Inc.
18. 19303 Introduction to LinkedIn, 2 hours Current Industry Issues and Trends, Blue Ridge Real Estate School **(approved pending receipt and review of content expanded to meet the requirement for a two-hour course)**
19. 19304 Real Estate Board Laws & Regulations (On-line), 8 hours Real Estate Laws & Board Regulations, The CE Shop, Inc.
20. 19315 Contract Writing, 6 hours Contract Writing, Old Dominion Real Estate Institute
21. 19320 Credit History, Analysis and Loan Programs: Determining Mortgage Creditworthiness, 2 hours Current Industry Issues and Trends, Alltech Title
22. 19324 Fair Housing, 2 hours Fair Housing, PWAR

- 23. 19330 Virginia Residential Agency Law, 3 hours Agency Law, Towne Realty School of Real Estate
- 24. 19331 AMCs - What Real Estate Professionals Need to Know, 2 hours Current Industry Issues and Trends, Alpha College of Real Estate
- 25. 19345 Fair Housing, 2 hours Fair Housing, Vesta Settlements, LLC
- 26. 19346 No Bull Business Planning, 2 hours Current Industry Issues and Trends, VAR
- 27. 19347 Fortify Your Firm: Sensible Solutions for Identifying & Reducing Risk, 2 hours Current Industry Issues and Trends, VAR
- 28. 19348 Agency, Brokerage and Virginia Law: It's Time to Regroup, 3 hours VA Agency Law, Piedmont School of Real Estate
- 29. 19350 Technology Marketing, 2 hours Current Industry Issues and Trends, RECA
- 30. 19365 Escrow Requirements in the Commonwealth of Virginia, 3 hours Escrow Requirements, Montague Miller Real Estate Academy
- 31. 19366 Current Industry Issues and Trends, 2 hours Current Industry Issues and Trends, Towne Realty School of Real Estate
- 32. 19368 The Offer, 2 hours Current Industry Issues and Trends, Piedmont School of Real Estate
- 33. 19369 Fair Housing, ADA and Civil Rights, 2 hours Fair Housing, Alltech Title
- 34. 19373 Earnest Money and Escrow Accounts, 3 hours Escrow Requirements, Towne Realty School of Real Estate
- 35. 19382 Kitchen & Bath Essentials, 2 hours Current Industry Issues and Trends, Blue Ridge Real Estate School **(not approved - does not meet the "Current Industry Issue and Trends" category requirement of protecting the public safety and meeting the minimum competency standard for a salesperson)**.
- 36. 19393 Understanding the Virginia Fair Housing Law in Two Hours, 2 hours Fair Housing, Virginia Fair Housing Office **(Retroactive approval to March 1, 2014)**

IV. Twenty-two pre-licensing instructor applications were reviewed. Twenty-one of these applications were approved. One application was approved pending receipt and review that the applicant has the expertise to teach Principles and Practices of Real Estate. Two applications that were

approved for one or more subjects were also approved to teach Real Estate Law pending receipt and review that the applicants have the expertise to teach Real Estate Law.

1. Terrilynn L. Kelley
2. Diana Y. Pieper
3. Leonard E. Marsh
4. Carolyn W. Wilson
5. Nancy K. Mann
6. Christopher J. Pezzana
7. Morris A. Mills
8. Lisa L. Langlais
9. Terri E. Gallagher
10. Laura E. Monaghan
11. Merlin E. Smith
12. Susan G. Smith
13. Giovanni R. Santa Ana
14. Thomas G. Donegan
15. Aladdin A. Ahmad Al Katheri
16. Debra M. Ellis
17. Lisa D. Ganey - **Expert (Principles)**
18. Niquelle T. Plenty - **Expert (Principles)**
19. Carol E. Ellickson - **Expert (Principles)**
20. Richard H. Nguyen - **Expert (Law)**
21. Lisa M. Stull - **Expert (Law & Principles - approved for Principles; approved pending for Law subject to review of additional information)**
22. Lori E. O'Day - **Expert (Appraisal, Brokerage, Finance, Law, and Principles - approved for Principles, Appraisal, Brokerage, and Finance; approved pending for Law subject to review of additional information)**

V. Six applications for pre-license education courses offered by approved schools were considered and approved.

1. 19312 60-hour Salesperson Principles and Practices of Real Estate (On-line), **Moseley Real Estate Schools, Inc.**
2. 19313 45-hour Broker Real Estate Finance (Classroom), **NVAR**
3. 19314 45-hour Broker Real Estate Law (Classroom), **NVAR**
4. 19375 60-hour Salesperson Principles and Practices of Real Estate (Classroom), **Shaffer Realty, LLC**

5. 19376 60-hour Salesperson Principles and Practices of Real Estate (On-line), **Moseley Flint Schools of Real Estate, Inc.**
6. 19381 60-hour Salesperson Principles and Practices of Real Estate (CRP), **Shaffer Realty, LLC**

VI. Twenty-four continuing and post license education instructor applications to teach previously-approved continuing and post license education courses were reviewed and approved.

1. **Katy Jones, Rebecca Henderson, Sandra Holmes, and Sandy Earnhart** - 15682 (The Accredited Staging Professional Course, **Stagedhomes.com**)
2. **John A. Walsh** - 15475 (Surveys, Plats and Legal Descriptions), **Old Dominion Settlement, Inc.**
3. **Patricia Snyder** - 19023 (Virginia Escrow Requirements), **Peninsula Real Estate School**
4. **J. Alan Sappenfeid** - 19132 (Military Relocation Professional Designation), **Peninsula Real Estate School**
5. **Louis V (Bud) Kreh** - 19246 (Elements of Writing . Effective Real Estate Contracts), **Piedmont School of Real Estate**
6. **William Glenn Powell and James F. Perkins** - 18427/18464 (Financing Workshop), **Cindy Bishop Worldwide, LLC**
7. **Martha Watson Anderson** - 18671/18691 (Understanding Title Insurance), **Cindy Bishop Worldwide, LLC**
8. **JW Grodt, Stuart Saltzman, Susan Cook, Susan Jacobs, and Sadie Mungro** - 18278 (Agency), 18282 (Virginia Agency Law, 18441/18462 (Fair Housing), 18737 (Contracts & Addendums), 18679 (Ethics and Standards of Conduct), **Cindy Bishop Worldwide, LLC**
9. **David B. Jackson, Jennifer Epler McCarthy, Gina Julia Parello, James C. Pope, Willard H. Saunders, Teresa M. Schudel, Marc Sinclair Wiltshire, Russell B. Adams III, Nina Bonacic-Doric, Donald W. Tomlinson, Kristin W. Agnoli** - 14033 (Agency), 13753 (Fair Housing Practically Speaking), 13925 (Legal Updates & Emerging Trends), 14056 (Contracts), 13659 (Ethics & Standards of Conduct), 18675 (Business Planning), 11457 (Negotiating Workshop), 17092 (Contract Presentation & Negotiations), 14436 (Finance), 18718 (Current Industry Issues & Trends), 18728 (Contract Writing), 18702 (Keeping the Trust), 18724 (Ethics & Standards of Conduct), 18749 (Risk Management), 18743

- (VA Agency Law), 18300 (Fair Housing), 19181 (VA Law: Your License & The RE Board) **Long and Foster Institute of Real Estate**
10. **Erin Rauner** - 16797 (VA Mandatory Fair Housing), 16250 (Realtors are the Economic Recovery Army: Realtors, Start Marching), 18641 (What Makes the Best Real Estate Professionals? Ethics, Integrity and Hard Work), 18274 (Contracts II: Almost Everything Else You Wanted to Know About Real Estate Sales Contracts in Northern Virginia), 17105 (The Regional Sales Contract: Update and Review), 16672 (VA Mandatory-Agency), 16245 (The Risky Business of Real Estate Sales: Tricky Disclosures and Mortgage Fraud), 17237 (The Value of 1031 Tax Free Exchanges: Helping your Clients Make Smart Real Estate Choices), 16248 (Staying Out of Realtor Jail: Avoiding the Most Common and Costly Realtor Errors), 16359 (What's It All About? The Importance of Clear Title, Title Insurance, Surveys and Uneventful Settlements), 18224 (CLEG-Virginia Legal Updates and Trends), 18643 (What Makes the Best Real Estate Professionals? Ethics, Integrity and Hard Work), 16991 (VA Mandatory 3-Hr Ethics Block), **Monarch Title, Inc.**
 11. **Francine (Cine) Wright** - 19115/19105 (Ethics), 13938 (Fair Housing), **PWAR**
 12. **Win Singleton** - 19115/19105 (Ethics), 13938 (Fair Housing), **PWAR**
 13. **Susan Cook** - 18919 (Real Estate Contracts), 18920 (Real Estate Agency), 18921 (Ethics & Standards of Conduct), 18922 (Fair Housing), 18923 (Legal Updates), 18943 (Ethics and Standards of Conduct), 15336 (Short Sale), 15271 (Unconventional Transactions), 16664 (Transaction Red Flags), 15351 (New Agency Law in Virginia), **Alltech Title dba ATG Title**
 14. **Lisia Amburn** - 18513/18507 (2013 Ethics Seminar)
Donna Bise - 18507 (2013 Ethics Seminar), Southwest Virginia Association of Realtors RE School
 15. **Harry Yazbek** - 18919 (Real Estate Contracts), 18920 (Real Estate Agency), 18921 (Ethics & Standards of Conduct), 18922 (Fair Housing), 18923 (Legal Updates), 18943 (Ethics and Standards of Conduct), **Alltech Title dba ATG Title**
 16. **Emily Oveissi, Daniel Watson, James Rice, and Stephanie Boone** - 15807 (2012 Regional Sales Contract Changes to Paragraph 7 Property), 18647 (203K Education for Renovation), 14224/19089/19097 (A Mock Settlement), 18610/19074 (Advanced Title Insurance

Issues), 14353/17988 (Agency Demystified), 15509 (Agent Duties and Disclosures), 11236 (An Introduction to Short Sales and Short Sales Addendum), 17124 (Bankruptcy for Foreclosure), 18663 (Clearing Title to a Commission Check), 14351 (Closing Real Estate Sales in Virginia), 18715 (Compulsory Contract Crash Course), 15524 (Congratulations You Got the Listing!), 17584 (Contracts with Escalators), 12832 (Death, Divorce & Bankruptcy), 10838 (Earnest Money Deposits), 14624 (Effective Real Estate Contracts), 18727/18768 (Escrow Requirements), 14518/17618 (Ethics for Real Estate Agents), 14292 (Excellence in Profession), 15512/17619 (Fair Housing), 14510 (Fair Housing Law), 14500 (Foreclosure, REO's and Short Sales), 18684/18665 (Foreclosure, REO's and Short Sales-A Primer), 18649 (Legal Updates and Emerging Trends), 18965/18901 (Let's Inspect this a Little More Closely), 18606/19094 (Lien on Me), 18624 (Living the Dream-Simple Steps to Avoiding Problem Settlements), 15819 (Mold and Defective Chinese Drywall), 18608/19075 (Navigating the VA Jurisdictional Addendum), 17114 (Practical Guide to FIRPTA and Foreign Sellers), 18651 (Property Condition Disclosures in Sale Transactions), 15946 (RSA), 18512 (Risk Management), 18766 (Ten Helpful Legal Cases), 10835 (The Final RESPA Rule), 18640/18620 (The Power of Exchange: 1031s), 14372 (Title Insurance and Surveys), 18750 (To Survey or Not to Survey), 18653 (Transactional Red Flags-Authority to Sell), 14492 (Transactions Involving FHA and VA Financing), 14483 (Unconventional Transactions), 15711 (Understanding and Using the New NVAR Well and Septic Addendum), 14294 (Understanding Deeds and Tenancy), 15710 (Understanding the Conventional, FHA and VA Financing Addendum), 18629 (Understanding the Regional Sales Contract), 14504/17614 (Why Didn't My Short Sale Close), 14503 (Wills, Estates and Title Issues), **MBH Settlement Group, LC**

17. **Lisa Frates, Bobbie Holman, Elizabeth Dalton, Bitsy Davis, Daniel Freire, Donna Procise, Roger Smith, Jeff Reynolds, Dexter Godfrey** - 14033 (Agency), 13753 (Fair Housing Practically Speaking), 13925 (Legal Updates & Emerging Trends), 14056 (Contracts), 13659 (Ethics & Standards of Conduct), 11915 (Contract to Closing), 11457 (Negotiating Workshop), 11427

- (Serving the Culturally Diverse Market), **Long and Foster Institute of Real Estate**
18. **Donna Greer** - 14033 (Agency), 12270 (Agency Law), 13753 (Fair Housing Practically Speaking), 13925 (Legal Updates & Emerging Trends), 14056 (Contracts), 13659 (Ethics & Standards of Conduct), 11915 (Contract to Closing), 15450 (Offer to Purchase), 11427 (Serving the Culturally Diverse Market), 14436 (Finance), 17070 (Sales Contract Addenda), 17084 (Working with Sellers 1), 15050 (Take me to your Leaders), **Long and Foster Institute of Real Estate**
 19. **Ronald Miscavige** - 11915 (Contract to Closing), 11427 (Serving the Culturally Diverse Market), 18718 (Current Industry Issues and Trends), 18702 (Keeping the Trust), 18728 (Contract Writing), 18749 (Risk Management), 19181 (VA Law: Your License & The RE Board), **Long and Foster Institute of Real Estate**
 20. **Catherine Noonan and Marybeth Pauley** - 11427 (Serving the Culturally Diverse Market), **Long and Foster Institute of Real Estate**
 21. **Jeremy Caleb Johnson** - 11427 (Serving the Culturally Diverse Market), **Long and Foster Institute of Real Estate**
 22. **Matthew M. White** - 19117/19129 (Fair Housing), 16925 (VA Real Estate Law), 14947 (Negotiation 101: The Psychology of the Deal), 16937 (Legal Updates), 18991 (Property Owners' & Condominium Owners's Assoc.), 19116/19128 (Current Industry Issues and Trends), 19118/19130 (VA Agency Law), 15481 (Introduction to the 2012 NVAR Regional Sales Contract Form), 14676 (Tax Matters in Real Estate Sales), 15439 (Fair Housing), **The RGS Title Real Estate Academy**
 23. **Kevin McGrath** - 12270 (Agency Law), 16438 (Brokerage Relationships Informing the Consumer), 14056 (Contracts), 13659 (Ethics & Standards of Conduct), 13753 (Fair Housing Practically Speaking), 13925 (Legal Updates & Emerging Trends), 15450 (Offer to Purchase (Sales Contract)), 12264 (Helping Seller Clients Make Better Decisions), 11457 (Negotiating Workshop), 17070 (Sales Contract Addenda and Buyer's Closing Estimates), 18126 (Strategies in a Multiple Offer Market), 18718 (Current Industry Issues & Trends), 18728 (Contract Writing), 18702 (Keeping the Trust), 18724 (Ethics & Standard of Conduct), 18749 (Risk Management), 18743 (VA Agency Law), 18300 (Fair Housing), 19181 (VA Law: Your License & The RE Board), **Long and Foster Institute of Real Estate**

24. **James W. Hopper** - 14180 (Advertising: Promoting your Business the Right Way (CE), 14073 (Agency: A Complicated Relationship (CE), 14878 (Commissions: Being Paid the Right Way (CE), 18161 (Commissions: Being Paid the Right Way (SPLE), 17836 (Common Legal Hotline Q&A (BM- 1 hr), 17833 (Common Legal Hotline Q&A (CE - 1 hr), 18439 (Common Legal Hotline Q&A: Property Management - BM- 2 hr), 18425 (Common Legal Hotline Q&A: Property Management - CE - 2hr), 18458 (Common Legal Hotline Q&A: Property Management - SPLE), 18162 (Common Legal Hotline Q&A (SPLE), 14195 (Common Legal Hotline Q&A - CE), 13574 (Common Legal Hotline Q&A - BSM), 13568 (Common Legal Hotline Q&A (CE), 18163 (Critical Contract Issues (SPLE), 17208 (Critical Contract Issues (CE), 17200 (Critical Contract Issues (CE - 2 hr), 18164 (Dilemmas Facing Real Estate Licensees (SPLE), 13400 (Dilemmas Facing Real Estate Licensees (BSM), 13396 (Dilemmas Facing Real Estate Licensees (CE), 18165 (Disclosure Shall Set You Free (SPLE), 17195 (Disclosure Shall Set You Free (CE), 14919 (Earnest Money Deposits: Navigating Dangerous Waters (CE), 18756 (Good Intentions But Bad Results (CE), 18725 (Good Intentions But Bad Results (SPLE), 19233 (New Real Estate Board Regulations- (BM), 19232 (New Real Estate Board Regulations (CE), 19235 (New Real Estate Board Regulations (SPLE), 18166 (Real Estate Laws You Need to Know (SPLE), 15745 (Real Estate Laws You Need to Know (BM), 14909 (Real Estate Laws You Need to Know (CE), 18167 (Risk Management for Social Media (SPLE), 14836 (Risk Management for Social Media (CE), 17205 (Sneaky Regs - Little Known but Important Real Estate Board Regulations (CE), **VAR**

VII. Other Business

The Committee considered and recommended the Board approves a one-year extension, with modifications, of the current license examination contract with PSI Exams, Inc., which expires on May 31, 2015. The Board should designate an ad hoc Committee to determine which modifications are needed.

VIII. Public Comment - There was no public comment.

IX. The meeting adjourned at 4:06 p.m.

Attachments

ATTACHMENT 1

Contracts
Real Estate

Current Contract:

Vendor: PSI
3 year – 1 June 2012 thru 31 May 2015

Extensions available: Yes
2 each – 1 year extensions
1 June 2015 thru 31 May 2016
1 June 2016 thru 31 May 2017

2

Options:

Extension

Contract modification w/Extension

New Contract (RFP)

3

Contract Performance:

2 Functional Areas

Examination Performance

Administrative Performance

4

Examination Performance:

Pass / Fail rates

State

National

**Additional reports – school reports,
item performance**

**Question Comments – provided during
the exam process**

Surveys – end of exam

**Complaints - written complaints
about exam contents**

5

Administrative Performance:

Staff

Requested reports

**Complaints – letter or email from either
candidate or vendor**

CIB review – Candidate Information Bulletin

Survey – end of exam

Incidents

6

Ethics in Contracting:

Conflict of Interest Training

**Don't discuss contract information
except in appropriate setting**

**Send contract 'suggestions' to
Christine or Kevin to consolidate and
pass on to Procurement.**

7

VIRGINIA REAL ESTATE EXAMINATION STATISTICS SUMMARY CUMULATIVE

For the Period of 01/01/13 - 05/10/14

Printed on 05/09/14

VA Broker	VA Real Estate Broker - State	VA Broker - National
	Candidates	Candidates
First time Passes:	492 (86.01 %)	363 (79.96 %)
First time Fails:	80 (13.99 %)	91 (20.04 %)
Repeat Passes:	97 (54.19 %)	78 (36.62 %)
Repeat Fails:	82 (45.81 %)	135 (63.38 %)
Total	751	667

VA Salesperson	VA Real Estate Salesperson - State	VA Salesperson - National
	Candidates	Candidates
First time Passes:	4527 (64.3 %)	4745 (73.09 %)
First time Fails:	2513 (35.7 %)	1747 (26.91 %)
Repeat Passes:	2272 (50.52 %)	1438 (40.97 %)
Repeat Fails:	2225 (49.48 %)	2072 (59.03 %)
Total	11537	10002

Increase in Number of Application Items

Both the National Committee and ARELLO agreed that there should be an increase in the number of application items that appear on the exams. These items require the candidate to analyze the information given and arrive at a decision.

Application items were increased to 71% of the total items appearing on the Broker exam from 59%, and Salesperson increased to 52% from 49%.

Real Estate Survey Report

01/01/13 - 05/15/14

1 How would you rate the location of the test center?

Excellent	5902	44%
Good	6168	46%
Average	1325	10%
Poor	154	1%
Total	13549	

2 How would you rate the computer testing system overall?

Excellent	5949	44%
Good	6327	47%
Average	1112	8%
Poor	104	1%
Total	13492	

3 How would you rate the registration and scheduling procedures?

Excellent	5987	44%
Good	5919	44%
Average	1313	10%
Poor	274	2%
Total	13493	

4 How would you rate the conditions at the test center (temperature, lighting, noise level, seating arrangement)?

Excellent	5476	41%
Good	6031	45%
Average	1670	12%
Poor	315	2%
Total	13492	

5 How would you rate the convenience of the examination date and time?

Excellent	5494	41%
Good	5882	44%
Average	1700	13%
Poor	420	3%
Total	13496	

6 How would you rate the test center staff?

Excellent	8219	61%
Good	4267	32%
Average	846	6%
Poor	161	1%
Total	13493	

7 How would you rate the content of the examination (relevance and importance of test items)?

Excellent	3292	24%
Good	6471	48%
Average	3131	23%
Poor	596	4%
Total	13490	

8 How would you rate the style of the items (clearly written, direct, unambiguous)?

Excellent	2842	21%
Good	5635	42%
Average	3925	29%
Poor	1057	8%
Total	13459	

9 How would you rate the information in the Candidate Information Brochure?

Excellent	4200	31%
Good	7112	53%
Average	1905	14%
Poor	197	1%
Total	13414	

10 How would you rate the clarity of the computer tutorial?

Excellent	6097	45%
Good	6243	46%
Average	1039	8%
Poor	105	1%
Total	13484	

*Percentage rates are rounded



ATTACHMENT 2

PROCUREMENT 101

Navigating the murky and mysterious world of procurement in Virginia.

Prepared by Dawne Cooper

Administration

Exam Services Contracts

How does the Department obtain one?

- By following the provisions of Code of Virginia §2.2-4300 et seq. Virginia Public Procurement Act (VPPA) and the
- Agency Procurement & Surplus Property Manual (APSPM) as written by the Department of General Services (DGS). DGS is Virginia's procurement oversight agency.



VPPA & APSPM

What are they? I'm glad you asked.

■ Virginia's Public Procurement Act (VPPA) governs the procurement of all goods and services by the agencies of the Commonwealth of Virginia.

■ The Department of General Services (DGS) developed the Agency Procurement and Surplus Property Manual (APSPM) which gives agencies specific guidance on the implementation of the VPPA.

■ The Department follows both the VPPA and the APSPM in the development, implementation, and administration of all contracts.



Administration

The path to a successful contract

A long and winding road.

The Department obtains its exam contracts using a Request for Proposal (RFP). An RFP is used when you have an idea of what you need but are not really sure how to get it.

■ All RFPs contain:

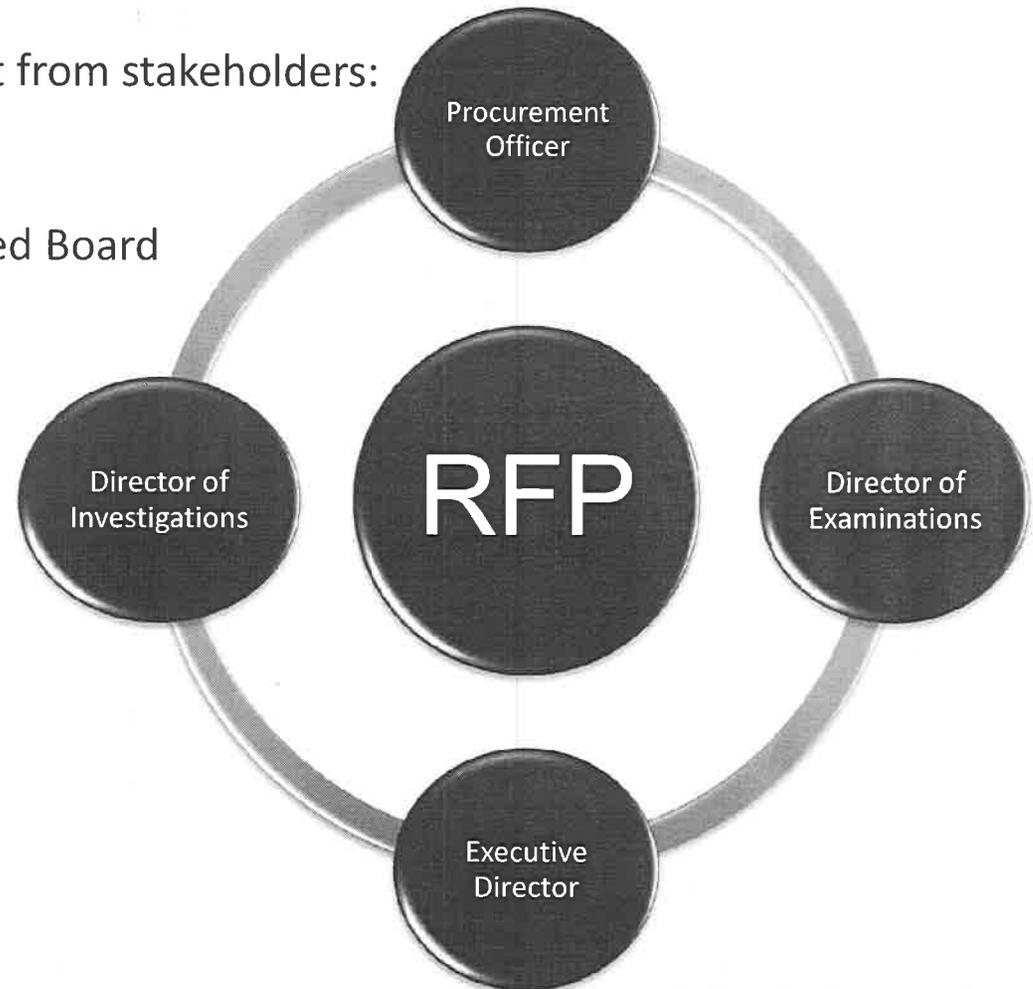
- The Department's Statement of Needs (SON). The SON describes what we want, when we need it, and where it needs to happen; and
- Terms and Conditions as required by the APSPM. Terms and Conditions protect the Department and the Commonwealth.

RFP's are a group effort

It takes a village.

An RFP is developed by and with input from stakeholders:

- Procurement Officer
- Director of Examinations
- Executive Director for the related Board
- Director of Investigations



Administration

What's in a Statement of Needs?

So many things.

- Standard language based on what is being contracted for:
 - Exam development
 - Eligibility determination
 - Registration and scheduling
 - Exam administration
 - Scoring
 - Reporting to the candidates and the Department

- All RFPs contain provisions for:
 - How the vendor should develop its proposed price
 - How the contractor will be paid
 - Contractor liability
 - ADA provisions
 - Security
 - Complaint handling
 - Contract transition

Terms & Conditions?

These too!

- General Terms and Conditions. This is boiler-plate content for all RFPs as required by the APSPM used to protect the Department and the Commonwealth.
- Special Terms and Conditions. This is boiler-plate content for all RFPs chosen menu-style based on the type of contract. Choosing the right Special Terms & Conditions is contingent upon knowing:
 - If the contract is for goods or services, and
 - What the contract dollar amount will be.

What else is in the RFP?

But wait, there's more!

- An explanation of the:
 - Contract period
 - Administrative guidelines in effect during the procurement process
 - Proposal preparation and submission instructions
 - Evaluation criteria
 - Award criteria
 - Performance measurement of the contract

The RFP is developed

Now what?

- The RFP is published in eVA, Virginia's electronic procurement portal.
- Vendors submit sealed proposals detailing their solution to the Department's Statement of Needs. They compete to provide the best value for the goods or service needed by the Department.

And then?

The proposals are evaluated by members of the Evaluation Team.

Who is the Evaluation Team?

- The Department's Procurement Officer
- Director of Examinations
- Executive Director for the related Board
- A Board Member who has agreed to serve on the Evaluation Team
- A Department staff member not connected to the procurement process

How are proposals evaluated?

Carefully and with lots of reading.

Members of the Evaluation Team are given instructions, forms, a scoring matrix, and materials to perform an independent evaluation of each proposal using a defined set of Evaluation Criteria published in the RFP.

- Proposals are scored *only* by what is in the proposal.

- The Evaluation Team assigns points to each evaluation criterion using a defined scoring matrix. Typical evaluation criteria consist of:

- Corporate background and experience

- Personnel background and experience

- Customer Service

- References

- Transition Plan

- Technology

- Examination development

- Security

- Small Business certification (score assigned by Procurement Officer)

- Cost proposal (score assigned by Procurement Officer)

Administration

What's next?

A group evaluation.

- Members of the Evaluation Team meet to discuss their individual evaluations and assigned points.
- Scores are weighted, averaged, and finalized.
- Final scores are assigned to each proposal.
- Final scores determine with whom the Department will enter into negotiations.

A note about scores:

- Points are subjectively assigned for most evaluation criteria using the supplied scoring matrix.
- All points must be supported by the information contained (or not) in each proposal.
- Scores for small business certification and the cost proposal are assigned by the Procurement Officer using formulas provided in the APSPM.

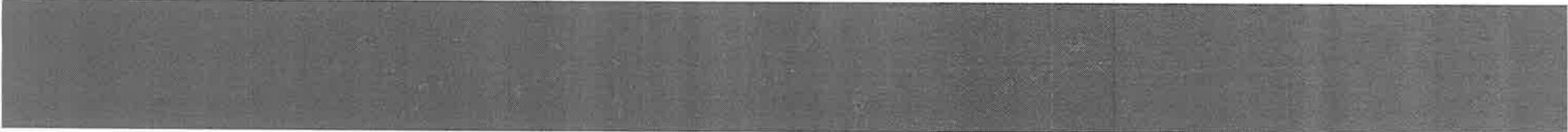


Then we negotiate

Sharpening the pencil.

The APSPM requires that all RFPs be negotiated. That means the Department always asks for better terms from the selected vendor. Typical areas for negotiation are:

- Faster turnaround time for deliverables,
- Additional types of reporting, and
- Cost.



A new contract

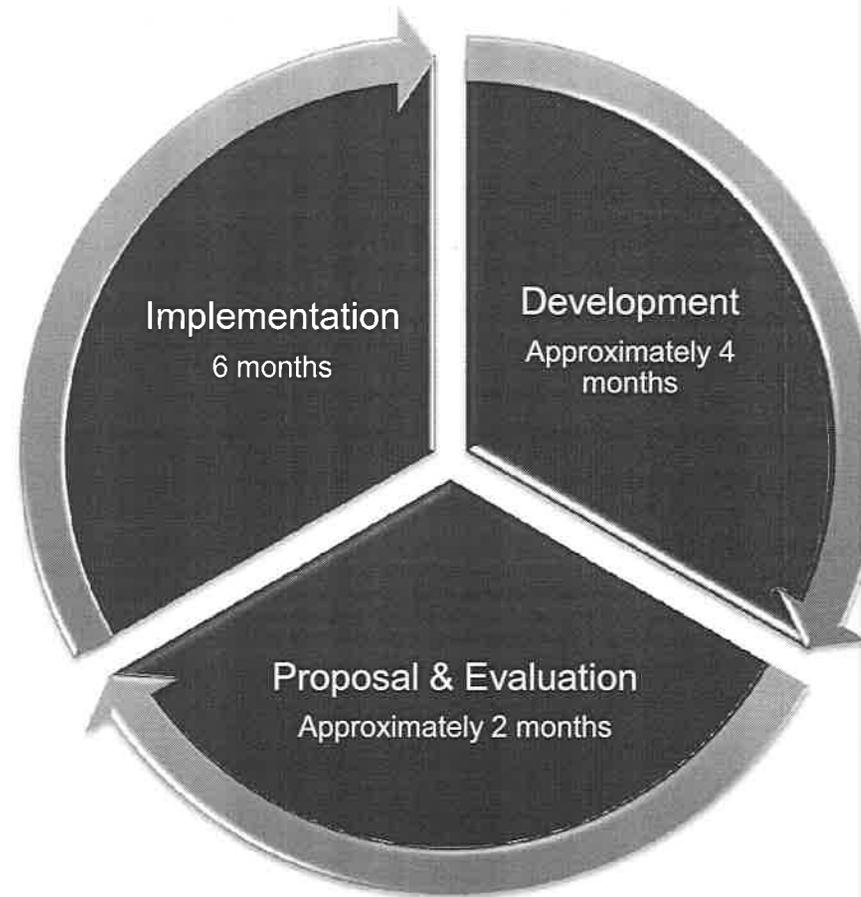
It's a major award.

After development, evaluation, and negotiation, it's time to award a contract to the successful vendor.

- Contract is signed
- Transition from old contract to new begins
- Contractor begins preparing for implementation date of new contract

Is this a long process?

Why, yes it is.



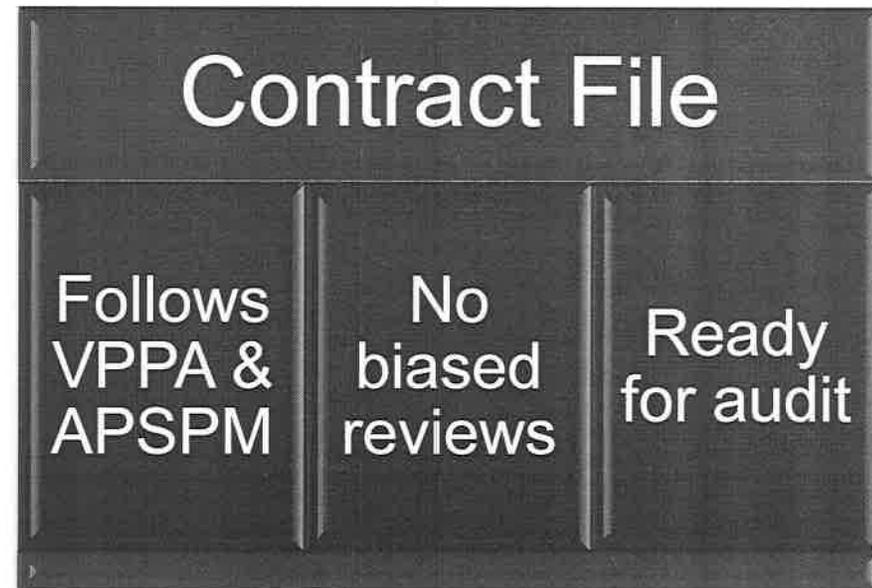
Administration

Document, Document, Document

Documenting is to procurement what location is to real estate!

A properly defensible contract is supported by a properly documented procurement file.

- Were all procurement protocols followed?
- Were the evaluations fair and impartial?
- Is all required documentation in the file?



The contract has been signed

Now what?

- The Director of Examinations is named as the Contract Administrator.
- The Contract Administrator monitors contract compliance.
- Records and handles all “quick fix” compliance issues.
- Escalates more difficult and serious issues to the Procurement Officer for resolution and documentation in the Contract file.
- Notes are taken for possible modifications to the Contract or for changes to the Statement of Needs for future Contracts.



Questions about what you've seen here?

Contact: Dawne Cooper by dialing 804.367.6066
or by email at Procure@dpor.virginia.gov

Thank you!

ATTACHMENT 3

VIRGINIA REAL ESTATE BOARD EDUCATION COMMITTEE September 2013 through March 2014 Meetings

Discussion on Improving the Board's Education Program

Purpose

To receive proposals and suggestions from various interested parties and the public to improve or change the education required by the Board. Proposals could include anything from increasing the number of required pre-license education hours to eliminating the continuing education requirement. Gather information on the current state of the Board's education program and consider recommendations to improve the education program.

Item One – Requiring ARELLO DEC for Distance Learning Courses

Association of Real Estate License Law Officials (ARELLO) Distance Education Certification (DEC) Requirement for Online and Other Distance Education Course Approval.

Background

At the Committee's May 8, 2013, meeting, Alpha College of Real Estate Director Deana Wilson requested the Board eliminate the ARELLO DEC requirement for all non-correspondence distance education course applications for a number of reasons.

At its July 25, 2013, meeting, the Board requested the Committee meet with representatives of Board regulated education providers to discuss the Board's requirement for ARELLO DEC as a condition for Board approval of all non-correspondence distance education course applications. These meetings took place on September 18, 2013 and November 18, 2013.

The Committee agreed the public interest is not being served by requiring ARELLO DEC, and it could be replaced with an alternative approval.

Decision: At its November 19, 2013, meeting the Board withdrew its January 1, 2011, Guidance Document requiring ARELLO Distance Education Certification as a condition to approve online and other distance education course applications. All schools were notified by email and the course applications were amended to reflect this change.

Item 2 - Test-out Option – When is this Appropriate?

It was suggested the Board consider going to a "Test-out" system on the CE content licensees need to know every two years. "Testing-out" would require licensees to challenge or pass an exam to meet the CE license renewal requirement instead of completing the mandatory 16-hour or 24-hour CE requirement.

Recommendation: The Test-out Option should be studied further to determine whether this is a viable course of action.

Item 3 - NCREC and VREB Education Staff Comparison

The Committee reviewed the *NCREC Education Staff as Compared to VREB Education Staff* handout which highlighted the following significant differences between the two staffs: 1) NCREC has

more total staff and more professional education staff; 2)The NCREC does not review and approve school, course and instructor applications – its education staff does this; and 3) NCREC has a less complicated education program, but their staff provides more guidance and exercises greater control over the program.

Statutory, regulatory and budget changes would need to be made to establish education course application fees and authorize new REB education staff positions.

Recommendation: The *NCREC Education Staff as Compared to VREB Education Staff* document was provided to the Board (attached).

Item 4 - VREB Speaking – Frequency, Format, Delivery

VREB Speaking contains important information for licensees. Education providers and professional real estate groups benefit by knowing the most common current Board violations to better target their educational offerings. *VREB Speaking* was last published in Spring 2012 and is supposed to be published quarterly. The increased workload in the Real Estate Board section due to the Board’s database migration and its ongoing effects are the primary reasons for recent non-publication.

Recommendation: Quarterly publication of *VREB Speaking* be resumed immediately, and the newsletter be distributed to reach as many licensees as possible. The Spring 2014 edition of *VREB Speaking* was published in early May.

Item 5 - Desirability of a Volunteer Panel to Review Course Applications

Licensee Kit Hale questioned the large number of approved courses, the content of some approved continuing education courses, and suggested course applications may be reviewed better by a panel of Board-designated licensed brokers and salespersons.

Recommendation: The establishment of a volunteer course review panel is not feasible at this time due to possible confidentiality issues, but this matter may be worthy of further study.

Item 6 - In-house Review of Distance Education Course Applications Funded by Education Providers

Is it possible and acceptable to initiate course application fees to support Board staff’s review of online course applications? }

Statutory, regulatory and budget changes would need to be made to establish education course application fees and authorize new REB education staff positions.

Recommendation: None.

Item 7 - Candidates Responsible for Questions on License Exam that are not Taught or Mentioned in the Pre-license Class.

Some license applicants have indicated they did not know they were responsible for all the “Examination Study Materials” listed in the PSI “Candidate Information Bulletin” (CIB) until they arrived at the PSI testing location on the day of their license examination. These applicants said they were not taught many of the “Examination Study Materials” in their pre-license course but were expected to know this content for the license examination.

Recommendation: Board staff send an email to all education providers that teach Board-approved pre-license education courses instructing these schools to distribute the PSI Exams *Candidate Information Bulletin* (CIB) to all students at the beginning of each course. This was done on March 18, 2014.

Item 8 - Pre-license Education Course Materials' Quality

All parties are willing to work together to improve the Board's pre-license education to better prepare licensees and protect the public. The regulations governing the pre-license course content have not changed since 1999. Is the pre-license education relevant to practicing real estate? The pre-license course and license exam are just the beginning of real estate knowledge. The broker-salesperson relationship is the place for lifelong real estate education, and this educational relationship should be improved.

Recommendation: None.

Item 9 - Guidance Document for "Real Estate Related" CE Course Content

A Board Guidance Document may be needed to clarify what content qualifies for "Real Estate Related" or "general elective" CE credit. There are 34 accepted Real Estate Related CE subjects in 18 VAC 135-20-101.2 of the Board's regulations, and 18 VAC 135-20-101.4 of the Board's regulations authorizes the Board to approve additional subjects at its discretion and in accordance with the Continuing Education statute.

Recommendation: Board staff to work with the Attorney General's Office to draft a guidance document providing clarification on this matter for the Committee to review at its May meeting.

Item 10 - How Broad should the PLE "Current Industry Issues and Trends" Category Be?

Recommendation: This category should be broad to include subjects such as technology, business planning, realtor safety, etc. These courses must protect the public health, safety and welfare and meet the minimum competency standard for a salesperson licensee.

Item 11 – Board Involvement in Request for Proposal (RFP) for License Examination Vendor

The contract with PSI Examinations, Inc. (PSI) to administer the Board's license examinations was effective June 1, 2012, and ends May 31, 2015, with the option for two one-year contract renewals.

The Committee discussed this subject in detail at its January 22, 2014, meeting.

Recommendation: DPOR Education and Examinations and Administration Staff to provide the Committee with an update at the May meeting.

Item 12 - Origin of National/State Exam Requirement & Question Ratio

Who determines the percentage of the questions that are national and the percentage of questions that are state? Can this ratio be changed? What are the implications of changing this ratio?

Elaine Grainger, PSI Exams Director of Test Development, responded: "A job analysis and test specification process, involving a large number of representative licensees, determines the structure of the examinations. In the case of the Real Estate examinations, PSI provides ARELLO-accredited, national exams of 80 items that have been created based on a national job analysis. The state

portion has been determined by a committee-based job analysis. As a full member of the ARELLO organization, Virginia may have a commitment to the organization to use the exams they accredit; thus the 80 item length would not be changed. The state examination could be lengthened."

The Salesperson License Examination consists of 80 national questions and 40 state questions, while the Broker License Examination consists of 80 national questions and 50 state questions. PSI starts with an existing examination question bank and then brings in Subject Matter Experts (SMEs) to write additional questions to supplement its examination question bank and to meet the Board's specific examination needs. Board members are invited to the workshops on reviewing specific exam questions.

Recommendation: DPOR Education and Examinations and Administration Staff to provide the Committee with an update at the May meeting.

Item 13 - Modification of Required Continuing Education Course Material to provide more Interesting and Meaningful Offerings

Many licensees are bored with the CE courses they take – the same content is addressed over and over. The Board should only require licensees to learn the regulatory changes and allow for more flexibility and enhanced learning.

Recommendation: None.

Item 14 - Training New Salespersons Adequately

It is primarily the responsibility of the broker and firm to educate its licensees. The 30-hour PLE requirement for new salespersons is only a small part of the training a new salesperson should receive.

Recommendation: None.

Item 15 - Single-Track Post License Education Program

Can the Board ensure a minimum level of competency for new licensees? The current system may not be achieving this objective. The Board could establish a strategic vision and course of action to address the essential competency issues. Determine the best model for pre-license education, post license educational and on-the-job training. Requiring three hours of Escrow Requirements is too much.

Recommendation: None.

Item 16 – Continuing Education Program

The Board for Contractors is examining its Tradesman Licensure CE program to determine if CE accomplishes its regulatory objective of protecting the public. No conclusion has been reached. Is Real Estate CE accomplishing its objective of ensuring minimum competency standards and protecting the public?

Recommendation: None.

Attachment

NCREC Education Staff as Compared to VREB Education Staff

Bruce Moyer, Director, Education and Licensing, North Carolina Real Estate Commission (NCREC), an independent state government agency. North Carolina is a broker license-only state. The license needs to be renewed annually by June 30.

Eight full-time education staff in the Education and Licensing Section. Five staff members must have at least a Masters Degree in Education. In addition to the Director, position titles include Legal Education Officer, Education/Examination Officer, Continuing Education Officer and Education/Licensing Officer.

NCREC Education staff reviews and approves or denies all education applications. The Continuing Education Officer's full-time role is to review and approve or deny all elective CE course applications.

The NCREC requires three types of education: Pre-license, Post License and Continuing Education. Seventy-five hours of Pre-license education are required for the Provisional Broker License. Ninety hours of Post License Education are required to obtain the Full Broker License. There is also the Broker-in-Charge (BIC) license. Eight hours of Continuing Education are required annually for the Broker License consisting of four hours in the Commission "Update" course and four hours in a Commission-approved elective course. BICs must complete a Commission-approved four-hour BIC CE course instead of a four-hour elective CE course. The Update and BIC courses must be taken in a classroom setting. The Elective course can be taken online. The Commission produces the Update and BIC courses and approved schools can offer these courses only with approved instructors teaching them. The Commission currently has somewhere between 200-250 approved CE elective courses.

There are about 200 NCREC approved sponsors (schools). The process to become an approved school includes filling out a four-page application, retaining a \$5000 bond, and meeting a number of minimum standards includes standards for the school administrator and for classroom buildings.

There are approximately 300 approved instructors for Pre-license, Post License and Continuing Education (CE). About 200 of these are approved CE instructors. Instructors are required to submit a one-hour video of themselves teaching a real estate course. About half of the instructor applicants are not approved based on the review of this video by education staff.

The NCREC has established its own set of distance education course approval standards that its Education staff administers.

The NCREC has produced a 70-page "Broker Prelicense Course Syllabus" that approved schools must use in administering the 75-hour prelicense course. The NCREC has produced three syllabi for the three 30-hour Broker Post License courses (Broker Relationships and Responsibilities, Contracts and Closing, and "Selected Topics) that approved schools must use. All prelicense and post license courses must be completed in a live classroom setting. No distance education allowed.

The NCREC implemented an electronic CE course completion process about one year ago.

Education fees include BIC Course - \$110, CE Elective Classroom and Distance - \$100, and upon completion of each session of an approved continuing education class, schools submit to the Commission the course completion information and \$10 per student fee (unless exempt from fee by Commission Rule).

ATTACHMENT 4



Department of Professional and Occupational Regulation

**Virginia Real Estate Board
Guidance Document
Continuing Education General Elective Courses
May 22, 2014**

The Board is issuing this guidance document to interpret and implement the requirements of 18 VAC 135-20-101, 18 VAC 135-20-101.2, and 18 VAC 135-20-101.4 of the Board's Regulations as a means of providing information or guidance of general applicability to the public:

To ensure that Board-approved salesperson and broker general elective continuing education courses meet the standards of quality deemed by the Board to be necessary to protect the public health, safety and welfare pursuant to §§ 54.1-2105.02.A, 54.1-2105.02.B, 54.1-2105.03.A.1.c and 54.1-2105.03.A.2.b of the *Code of Virginia*, every general elective continuing education course application must be for one of the subject matters listed in 18 VAC 135-20-101.2.a.-hh as a condition for approval. However, the Board may approve additional subjects at its discretion in accordance with 18 VAC 135-20-101.4.