

Outer Banks Association of REALTORS®

201 West Eighth Street
Nags Head, NC 27959
(252) 441-4036
www.outerbanksrealtors.com

Policies & Procedure Disclosure

Date of Publication: March 31, 2023

Legal Name of Education Provider: Outer Banks Association of REALTORS®, Inc.

Advertised Name of Education Provider: Outer Banks Association of REALTORS®

NOTE: This may differ from the Legal Name only if the Education Provider has registered an assumed or trade name with the NC Secretary of State.

Name of Education Director: Leah Holmes

Names of Full-Time Officials and Faculty: Willo Kelly, Daniel Sutherland, Leah Holmes, Karen Pierce, Ginger Stalheber

Education Provider Certification

Outer Banks Association of REALTORS® is certified by the North Carolina Real Estate Commission. The Commission's address is 1313 Navaho Drive, Raleigh, NC 27609. Any complaints concerning the Education Provider, or its affiliated instructors should be directed in writing to the Commission. A link to the Complaint Form is provided on the Commission's homepage (www.ncrec.gov).

Per *Commission Rule 58H .0204*, the Education Provider must provide each prospective student with a copy of the Education Provider's Policies & Procedures Disclosure (PPD) prior to payment of any non-refundable tuition or fee. The PPD, which is required by the NC Real Estate Commission, outlines Education Provider policies plus the rights and obligations of the Provider and the student. A signed certification that a student received a copy of the PPD must be retained by the Provider.

NO STUDENT SHALL BE DENIED ADMISSION ON THE BASIS OF AGE, SEX, RACE, COLOR, NATIONAL ORIGIN, FAMILIAL STATUS, HANDICAPPING CONDITION, OR RELIGION.

Broker Continuing Education Course Offerings

Outer Banks Association of REALTORS® conducts the annual *Continuing Education* courses needed to maintain a real estate license on active status.

Purpose of the Continuing Education Program

The primary objective of the mandatory *Continuing Education Program* is to help assure that licensees possess the knowledge, skills, and competency necessary to function in the real estate business in a manner that protects and serves real estate consumers and the public interest.

Per *G.S.93A-38.5*, brokers must complete eight (8) credit hours of instruction annually in subjects approved by the Commission in order to retain eligibility to actively engage in real estate brokerage. Per *Commission Rule 58A .1702*, the eight hours must be comprised of an Update course and four credit hours of elective courses.

Course Descriptions

2022-2023 General Update (GENUP) in-person: The 2022-2023 General Update (GENUP) Course is a four (4) hour course that must be completed by all provisional and non-provisional brokers who are not brokers-in-charge and/or do not have BIC-Eligible status and who wish to renew their licenses on active status on July 1, 2022, for the 2022-2023 license year.

2022-2023 General Update Synchronous (GENUP): The 2022-2023 General Update Synchronous (GENUP) Course is a four (4) hour course that must be completed by all provisional and non-provisional brokers who are not brokers-in-charge and/or do not have BIC-Eligible status and who wish to renew their licenses on active status on July 1, 2022, for the 2022-2023 license year.

2022-2023 Broker-in-Charge Update (BICUP) in-person: The 2022-2023 Broker-in-Charge Update (BICUP) Course is a four (4) hour course that must be completed by all brokers-in-charge and brokers who have BIC-Eligible status and who wish to renew their licenses on active status on July 1, 2022, for the 2022-2023 license year.

2022-2023 Broker-in-Charge Update Synchronous (BICUP): The 2022-2023 Broker-in-Charge Update Synchronous (BICUP) Course is a four (4) hour course that must be completed by all brokers-in-charge and brokers who have BIC-Eligible status and who wish to renew their licenses on active status on July 1, 2022, for the 2022-2023 license year.

2022-2023 Elective “Technology Update: Protecting Client Data in a Technology Driven World” Synchronous. In this course, we examine the risk we face as real estate brokers with the technology we use. We will review some of the current risks that we face as well as secure password habits all brokers need to have. After this class, not only will you feel much safer using the internet, but your client’s data will be safer as well.

2022-2023 Elective “Between the Lines: Insights from the Real Estate Bulletin” In-person. This 4-hour CE elective course is based upon articles published by the N.C. Real Estate Commission (NCREC) in their newsletter, Real Estate Bulletin, **from 2007 to 2017**. This course is designed as an interactive group exercise and allows each licensee to judge for themselves just how much they do or do not know about the requirements imposed by the NCREC.

2022-2023 Elective “Agency vs Procuring Cause and REALTOR® Ethics” In-person. In this 4-hour CE course the primary purpose is to identify, distinguish, and discuss the differences between agency relationships and being the procuring cause of a successful transaction, PLUS a study of the REALTOR® Code of Ethics.

2022-2023 Elective “For the Good of All” In-person. In this 4-hour CE Course the focus is on the "conduct" of REALTORS®, that is, the Articles and Standards of Practices as found in the REALTOR® Code of Ethics, it also addresses the Professional Standards Enforcement mechanisms allowed for in the NAR "Code of Ethics and Arbitration" manual.

2022-2023 Elective “Cons, Scams & Hacks” synchronous. In this 4-hour CE Course attendees will learn the biggest risks that brokers face today is one of cybersecurity. Do you know how to adequately protect your data? Learn the most common scams and hacks that we all face today and how to protect against them. This course presents the top 10 real estate cons and how to avoid them. Get the inside story of wire fraud and how best to protect you and your clients. Filled with 50 practical tips and tricks for staying safe in an internet world. This is one class you can't afford to miss.

2022-2023 Elective, “eClosings in NC” synchronous. North Carolina is leading the country with changes to how real estate closings are done. In the very near future, most closings will be done in a completely paperless manner, with no trips to an attorney’s office. Stay ahead of the game by taking eClosings in NC, where you’ll gain an understanding of the benefits of the electronic closing process and will focus on the changes brought about by an electronic process rather than a paper process in this 4-hour elective class.

2022-2023 Elective “At Home with Diversity” synchronous – In this 4-hour elective you will learn to work effectively with – and within – today’s diverse real estate market. The At Home with Diversity® certification teaches you how to conduct your business with sensitivity to all client profiles and build a business plan to successfully serve them.

2022-2023 Elective, “It’s About to Hit the Fan” in-person - You thought you had the perfect listing until the inspection reports came in. Blindsiding a buyer with what sounds like a catastrophic defect may kill the deal, and everyone loses. Discover simple, cost-effective techniques to help present a property in its best possible light to the buying public by encouraging the Seller to take corrective and cost-effective measures to protect the environment and preserve the function, safety and security of the property. This course is worth 4 hours of continuing education credit.

Course Materials

Outer Banks Association of REALTORS® will provide each student with a copy of course materials.

- **In-person course:** During check-in the day of the event
- **Synchronous:** Provided via reminder email the day before the course as well as posted in the chat box multiple times throughout the course. Registrants are required to reply to the reminder email to acknowledge receipt of material(s)

Eligibility Requirements for Course Completion Certificate

Per Commission Rule 58A .1705(a):

In order to receive credit for completing an approved continuing education course, a broker shall:

- (1) attend at least 90 percent of the scheduled instructional hours for the course;

- (2) provide his or her legal name and license number to the education provider;
- (3) present his or her pocket card or photo identification card, if necessary
 - **In-person:** During check-in for the event (must present before EVERY course)
 - **Synchronous:** A copy of the registrant's pocket card MUST be emailed to the Education Director prior to check-in to allow entrance into the course.
- (4) personally perform all work required to complete the course.

Tuition

There is no price difference in course tuition due to various types of delivery methods. Current rates for Continuing Education courses are \$35.00 for Outer Banks Association of REALTORS® members and \$50.00 to \$70.00 for non-members except for the e-Closings elective course by Mark Saunders where rate is \$20.00 per The Department of the Treasurer's rules. Students obtain mandatory materials after paying tuition, but prior to the start of the course.

Registration, Enrollment, and Conduct

Registration

To enroll in a course at Outer Banks Association of REALTORS®, prospective students must register online at www.outerbanksrealtors.com. Students will be required to present pocket card to receive course credit if not already on file with Outer Banks Association of REALTORS® (e.g., non-members of Outer Banks Association of REALTORS®).

Tuition and Fees

Outer Banks Association of REALTORS® accepts the following forms of payment: cash, check, or credit (Visa/Mastercard ONLY). Tuition should be received at the time of registration. The penalty for a check returned for insufficient funds is \$45.00.

Attendance

- Students in an in-person or synchronous distance learning Continuing Education course must attend a minimum of 90% of all scheduled instructional hours per *Commission Rule 58A .1705(a)*.
- Early departures from Continuing Education courses delivered in-person or via synchronous distance learning are prohibited (with exceptions) by *Commission Rule 58A .1705(b)*.
- Attendance will be closely monitored, including late arrivals and early departures from class sessions and from all scheduled breaks, during in-person and synchronous distance learning courses. All time missed will be recorded for each student.

Course Cancellation or Rescheduling / Refunds

Outer Banks Association of REALTORS® reserves the right to cancel or reschedule a course as needed. Students enrolled in a rescheduled or cancelled course will be given a minimum 24-hour notice of the cancellation or revised course schedule. If a course is cancelled or rescheduled, students will have the following options: **a.)** transfer registration to another course being offered by Outer Banks Association of REALTORS® (if available), or **b.)** receive a full refund for the paid tuition.

Withdrawals and Transfers / Refunds

A student may withdraw from a course by giving notice to the Education Provider at least 24 hours prior to the start of the course. In such event, the student will have the following options: **a.)** transfer registration to another course being offered by Outer Banks Association of REALTORS® (if available), or **b.)** receive a full refund for the paid tuition. A student who does not terminate enrollment in a course with notice to the Education Provider at least 24 hours prior to the start of the course and does not attend the course will not be entitled to a refund of any portion of paid tuition.

Student Conduct

While attending a course, students are expected to be attentive and participate when appropriate. Students must not be disruptive to the class and are not permitted to engage in other activities during class. Examples of unacceptable student conduct include leaving class without permission, sleeping, driving, making or accepting phone calls, working on activities not connected to the course, etc.

Cheating

If a student is discovered to be cheating in any manner during an examination, the student will be immediately dismissed, will not receive course credit, will not be eligible for any retake or makeup policies, and will be reported to the NC Real Estate Commission [per *Commission Rule 58H .0203(h)*].

Course Schedules

Course schedules are published separately from this Policies & Procedures Disclosure. Schedules are posted on the Education Provider's website: www.outerbanksrealtors.com.

CERTIFICATION OF TRUTH AND ACCURACY

I certify that the information contained in this Policies & Procedures Disclosure is true and correct and that Outer Banks Association of REALTORS® will abide by the policies herein.

Leah Holmes

Education Director

CERTIFICATION OF RECEIPT

I certify that I received a copy of Outer Banks Association of REALTORS® Policies & Procedures Disclosure prior to payment of any non-refundable course registration fee or tuition.

Signature of Prospective Student

Full Legal Name of Prospective Student