

Arizona Department of Real Estate (ADRE)
Real Estate Advisory Board
Minutes
September 13, 2011

The Arizona Real Estate Advisory Board met on September 13, 2011- at the Arizona Department of Real Estate (ADRE), 2910 N. 44th. Street, First Floor Conference Room, in Phoenix, Arizona.

I. Call to Order

Chair Charles Bowles called the meeting to order at 1:05 p.m.

Members present:

Charles Bowles, Chair, Tucson
Carla Bowen, Vice-Chair
Frank Dickens, Member
Kim Horn, Member
Ann White, Member

Absent:

Patti Shaw
Jo Ann Sabbagh

ADRE Representatives present:

Judy Lowe, Commissioner
Mary Utley, Assistant Commissioner-Operations
Gretchen Conger, Legislative Liaison
Vicky Rokkos, Business Services Manager

Public: Jim Amdahl, Kim Clifton

II. Introductions & Welcome

Chair Bowles called the meeting to order at 1:00 p.m. Chair Bowles welcomed Jim Amdahl and Kim Clifton.

III. Minutes

Upon a motion by Frank Dickens, seconded by Ann White, the Minutes of July 13, 2011 were unanimously approved with a change.

IV. Facilitator Report

Member Bowen reported that she had a call from an educator who complained about “technology classes” being offered by another educator and that his similar course had not been approved by ADRE. She stated that she responded to his call satisfactorily. Member Horn reported that she has also received calls from educators and complaints regarding the course approval process. When the ADRE process was explained by Member Horn it satisfied the caller.

Member White reported that she had a facilitator call and she had advised the caller to contact an attorney.

V. Continuing Education workgroup Recommendations

Commissioner Lowe gave a historical perspective on the Real Estate Advisory Board recommendation, from the Board's July meeting, to establish a Continuing Education Post-licensing Committee to analyze, assess and identify the need for a more narrowly defined continuing education curriculum for new licensees and Brokers, and to deliver a recommendation back to the Board at the September meeting. Board Chair, Charlie Bowles was directed to appoint the Chair(s) of the Committee. Commissioner Lowe outlined the diverse makeup of the committee, which included strong representation from all real estate industry stakeholder groups. Member Horn reported that the CE Committee met three times in a short period of time in order to meet the deadline as stated. The first meeting was to establish the goal of the group, with extensive input from each participant. The second meeting, after much discussion, narrowed down the strategic points to be included in the recommendation, and it was decided by all participants that a third meeting was necessary. The third meeting included much discussion, with a motion presented and passed, (with only one "nay" vote). The recommendation includes:

- Increasing all Broker Licensee Continuing Education from 24 hours to 30 hours every two years.
- The extra 6 hours are to be added to the current 3 hours of Broker Management Clinic, equaling a total of 9 hours for Broker Management Clinic.
- The Broker Management Clinic will be required of all licensed Brokers, each renewal period.
- The following topics will be added to A.R.S. 32-2136 Broker Management Clinic for what SHALL be included in a Broker Management Clinic: (3 hrs) Statutory Requirements: Broker obligations and responsibilities, recordkeeping, agreement/contracts, employment, property Management, Purchase Trust Fund, department audits; (3 hrs) Broker Policy Development, Managing Employees & Independent Contractors, Agent Training-Risk Reduction; (3 hrs) Supervising Agents: Statutory Requirements, Independent Contractor Agreements; Managing Broker Responsibility, creating checks & balances for managing agents activities.
- That all other Continuing Education requirements would remain the same.

Member Horn and member Bowen provided a report on the Arizona Association of REALTORS (AAR) Caucus, and their positive response on the CE Committee's findings and the proposed recommendation. One of the AAR proposed legislative issues discussed at the Caucus were education fees payable to ADRE by Educators. Horn also gave an overview of the AAR process regarding legislation.

VI. 2012 Legislative Agenda

Legislative Liaison Conger reported that proposed legislative bills from ADRE will be submitted on Thursday. These bills will include the continuation of the ADRE (Sunset Audit). Legislative Liaison Conger provided an explanation of the Sunset Audit Review and the process involved in having the agency continued. Typically agency continuations has been for ten years; although, recently the trend in the legislature has been to continue for five years.

Other items to be addressed are the Recovery Fund (modifications); Letters of Concern (non-disciplinary action) in reference to Continuing Education -providing ADRE the authority to require additional continuing education in lieu of a civil penalty.

Another item being considered would disallow a salesperson from being appointed as a Branch Manager. Currently a Designated Broker can appoint an Associate Broker or a salesperson with non-expanded duties. Member Horn reported that line item in the upcoming AAR Legislative policy is continuing education and fees (for instructors and schools).

Member Dickens made a motion that the Continuing Education Committee recommendation becomes a Legislative item on the ADRE Legislative Agenda; seconded by Kim Horn. Passed unanimously.

VII. Recovery Fund Update

Member Bowen reported on the research she had completed on the Recovery Funds, and the number of states that require E&O Insurance and bonds, etc. She stated that she found that there was no relationship between a state mandating E&O Insurance and having a Recovery Fund. Member Bowen provided a binder with the results of her research. She reported that the general opinion in Industry is that if the money is not available in the Recovery Fund, this becomes a second layer of debt for the State.

Commissioner Lowe reported that there were three items that had negatively impacted the ADRE Recovery Fund:

- 4 year license (cut the contribution in half)
- Legislative Sweeps over the past three Fiscal Years
- Increase in claims

Commissioner Lowe stated that ADRE could address modification to the Recovery Fund via legislative change to increase the viability of the Fund. Member Bowen stated that education on the Recovery Fund needs to continue.

VIII. Commissioner's Report-Judy Lowe, Commissioner

a. Budget

Commissioner Lowe reported that the FY 2013 Budget was submitted on 9/1/2011 to the Governor's Office and OSPB. Additionally she reported that ADRE requested an additional \$631,000, to include the restoring of 5 Full Time Employee positions. Those requested positions were:

- IT Programmer (1)

- Investigator (1)
- Auditors (2)
- Administrative Assistant

Commissioner Lowe reported that ADRE will initiate pro-active audits and investigations which will create the need for additional auditors/investigators.

Also included was in the Budget request was document storage, an Attorney General Inter-agency Service Agreement (ISA); IT Server replacement; position reclassification requests and salary adjustments which could address the Governor's personnel reform. ADRE has requested that a reduction in the full-time employee (FTE) position of 55; ADRE is requesting that the FTE be changed to 45. Currently the Department has 30 employees. Business Services Manager Rokkos reported that furloughs were absorbed and Department employees were not burdened with having to take any unpaid furlough days.

b. Division Reports

See attached. Commissioner Lowe reported that License renewals are on an increase. She stated that two years ago, the Investigations Division had 500 pending cases, currently that number is 98 with none older than mid-2010 vary through investigations. Goal is to get all complaints being processed in no more than 90 days.

She stated that licensees are falling into three categories:

- Active- active decreased by 5%
- Inactive-increased 11% from same month last year. Many are continuing to "hold on" to their license.
- Grace period- The "In-grace" period licensees have to decide to renew and do their continuing education; or get out of business. If their education is over 10 years old, they would have to start all over again to be relicensed.

Discussion occurred on the modification of fees based on fewer licensees staying in the business; Advisory Board recommended that fees not be reduced. ADRE will monitor through September.

c. Department Report

See attached.

d. Pending Issues

None noted.

IX. Other Matters

a. Nominations for Chair and Vice-Chair

Member Bowen nominated Charlie Bowles for Chair; seconded by Member White. Motion passed unanimously.

Chair Bowles nominated Member Bowen for Vice-Chair; seconded by Member Dickens. Motion passed unanimously

b. 2012 Calendar of Meetings

See attached. Chair Bowles requested members review the calendar and provide feedback to Assistant Commissioner Utley.

c. Attendance Policy

A Real Estate Advisory Board handbook was distributed to members. Attention was called to the proposed “attendance policy” which states:

Board members are appointed by the Governor. The Board’s attendance policy for members provides that if a member fails to attend three consecutive regular meetings, or more than fifty (50) percent of all meetings of the Board held over a calendar period, the Board Chair will contact the member and request that he/she submit their resignation to the Governor’s Office Boards and Commissioners. The Governor’s Office of Boards and Commissions will be notified of the request.

Member Bowen made a motion to formally approve the Advisory Board “attendance policy”; seconded by Member Horn; passed unanimously.

X. Call to the Public

XI. Next Real Estate Advisory Board Meeting: November 17, 2011

XII. Adjournment

Motion to adjourn by Frank Dickens; seconded by Member Kim Horn.
Passed unanimously.

**Arizona Department of Real Estate
Licensed Individuals & Entities
September 1, 2011**

	Active	Inactive	Total Current	In Grace Period	Grace Period
Individuals					
Broker	12,953	1,990	14,943	287	15,230
Salesperson	37,320	23,435	60,755	2,912	63,667
Total Individuals	50,273	25,425	75,698	3,199	78,897
Last month	50,386	26,017	76,403	2,315	78,718
Same month last year	52,990	22,867	75,857	1,974	77,831
Entities					
Branch, corp	300	231	531	93	624
Branch, liability	304	228	532	15	547
Branch, Partnership	3	2	5	0	5
Branch, Self-Employed	30	27	57	8	65
Corporation	1,849	431	2,280	60	2,340
Limited Liability	3,079	691	3,770	129	3,899
Partnership	41	9	50	2	52
Self-Employed Broker	3,041	364	3,405	148	3,553
Total Entities	8,647	1,983	10,630	455	11,085
Last month	8,682	2,005	10,687	351	11,038
Same month last year	8,802	1,643	10,445	214	10,659
Individuals & Entities					
Total - this month	58,920	27,408	86,328	3,654	89,982
Total - previous month	59,068	28,022	87,090	2,666	89,756
% change from last month	-0.3%	-2.2%	-0.9%	27.0%	0.3%
Total - this month	58,920	27,408	86,328	3,654	89,982
Total - same month last year	61,792	24,510	86,302	2,188	88,490
% change from last year	-4.9%	10.6%	0.0%	40.1%	1.7%

Arizona Department of Real Estate (ADRE)
Education Advisory Committee (EAC)
Minutes
June 14, 2011

The Education Advisory Committee (EAC) met on Tuesday, June 14, 2011 from 10:00 a.m. to Noon at the Arizona Department of Real Estate (ADRE), 2910 N 44th Street, Commissioner's Conference Room, Phoenix, Arizona.

I. Call to Order

Commissioner Judy Lowe called the meeting to order at 10:00 a.m.

Members present: John Crosby, Tom Heath, Andy Jaffe, Holly Eslinger, Lin Ferrara, Jon Kichen, and John Lotardo.

Unable to Attend: Bob Bass

Attend via phone: Jim Marion and Jim Hogan

ADRE Representatives: Commissioner Judy Lowe, Assistant Commissioner-Operations Mary Utle, Education Manager Carla Randolph, and Legislative Liaison Gretchen Conger,

Public: Marti Barnewolt, Arizona School of Real Estate

Introductions-Commissioner Lowe

Education Advisory Committee members, ADRE staff and the public member introduced themselves.

II. Minutes April 12, 2011

Upon motion by Andy Jaffe; seconded by Holly Eslinger, the minutes of April 12, 2011 were unanimously approved.

III. Tucson Office-Closure

Commissioner Lowe stated that she would speak to the closure of the Tucson office as a component to the Department's budget. She stated that the Department had not received the total funds requested in the Fiscal Year budgetary request. She explained that a Department review had been completed so as to meet the budget constraints. As a result of the review, a decision to close the Tucson office was made; additionally, the employee assigned to the Tucson office was laid-off. The Department notified Southern Arizona licensees of the closure and information was provided on scanning items to the Department. Commissioner Lowe stated that licensees have been encouraged to scan their documents instead of coming to the office.

She stated that feedback has been mixed; for the most part licensees understand the budgetary constraints the Department is facing. The Department will continue to use the office space in Tucson until another agency can be found to rent the space. Commissioner Lowe stated that a temporary auditor has been hired for Southern Arizona and she will be conducting in-field audits as well as being assigned to the Tucson office.

Additionally, Commissioner Lowe stated that a top priority of the Department will be to focus on investigations, audits, and inspections. She believes that the volume of these types of complaints is on the rise.

She stated the Department has focused internally on the case logs with an emphasis on decreasing the number of pending cases. Initially the targeted completion of all Pending Investigations date was July 1st; however, it became apparent that this date was not realistic. The new targeted date is September 1st. Upon review of the pending logs; it was decided to hire "temporary" employees. She stated there were some available funds as a result of not filling the vacant Assistant Commissioner position and hiring "temporary" employees was a viable option. It was decided to re-hire employees who were terminated as a result of staff reduction, as well as employees who had retired. Tom Adams (retiree) agreed to return and stepped in as an investigator. Isaac Glover was brought in as a volunteer and completed many of the pending inspections; and, Lynn Long (Tucson staff) did inspections in Southern Arizona during her last two weeks with the Department.

Commissioner Lowe stated that the Department will continue to focus on elevating education for licensees; "raising the bar" for real estate professionals and continue taking disciplinary actions against licensee violators.

IV. Education Advisory committee-Upcoming Appointments

An update was provided by Education Manager Randolph who stated that terms for the current EAC members are expiring. She suggested that members who are interested in continuing to serve on the EAC should get their resume, notice of interest, as well as highlighting their contributions to the committee to her by Friday. Selections will happen in July and appointments of new members and/or reappointments will occur in September 2011.

Commissioner Lowe encouraged members to submit their resumes and note their contributions to the committee, as well, as how they represented industry. Discussion ensued on the importance of having continuity on the committee; however, also mentioned was the need to have "new blood" on the committee. Other items suggested were having terms staggered, extending terms to three (3) years, having new members appointed for three (3) years and current members appointed two (2) years. Member Hogan suggested having two members represent pre-licensing.

V. Update on Pre-licensure Testing Vendor-Commissioner Lowe/Carla Randolph

Education Manager Randolph stated that the Pearson VUE and the Subject Matter Experts (SME) met in April and in June. She stated that exam questions were reviewed with a focus on those affected by current legislative changes. Also reviewed were question performance and ratings.

Education Manager Randolph provided an overview of the Exam Performance Summary Reports for the months of April and May. For May, 505 individuals tested and of the first time takers:

- 75.51 passed the Broker exam
- 68.21% passed the Sales exam

For April, 491 tested and of the first time takers:

- 72.92 passed the Broker exam
- 71.90 passed the Sales exam

Member Hogan stated that he had requested a performance report from Pearson VUE and he had found some discrepancies. He stated that he would send an e-mail to ADRE as a follow-up to his findings so that ADRE can notify Pearson VUE. Commissioner Lowe stated that Pearson VUE places a heavy focus on the exam questions and their question bank.

VI. Revised ADRE Model Broker's Policy and Procedure Manual

Commissioner Lowe acknowledged the work done by the Model Broker's Policy and Procedure Manual Committee. Education Manager Randolph was acknowledged by Member Eslinger for the assistance Ms. Randolph provided during the completion of the manual. Education Manager Randolph stated that the original manual was created in 2002. Additionally, she stated after the manual's recent release, courses were submitted to ADRE for approval regarding the manual.

Education Manager Randolph listed the Policy Manual updates, as of May 2011, and the new sections were:

- Buyer Advisory (Information Link)
- City Ordinance compliance
- Insurance: Health/Life & Dress Code
- Internet/Websites/Social Media/Blogs (Advertising)
- Areas of Expertise
- Electronic/Digital Signatures
- MLS
- Partnership Agreements between Sales Associates

- Request for Information or documents by subpoena or Government
- Short Sales
- Submission of Documents
- Use of Transaction Management Agreement
- Unlicensed Assistant
- Privacy Policy/Data Security
- Special Government Programs (HAMP/HAFA)
- Social Media
- Leases
- Trust Accounts
- Weapons Law
- Employees (Additional considerations for unlicensed office staff)

Disclosure

- Fissure Maps
- Dangerous Drug Lab Disclosure
- Out of State/Out of Area Co-Brokerage
- Affidavit of Disclosure (New Web links)
- Airport Disclosure (New web links)

Discussion occurred in having the manual available in various formats such as:

- A Word document
- A "fillable" document
- An attachment in an email
- Watermarked as "sample"

VII. Volunteer Monitor Program

Education Manager Randolph stated that ADRE is seeking volunteers for the program. Commissioner Lowe stated that an Education Monitor/Auditor position had been listed in the ADRE's budget request, however, due to budget constraints, not able to be filled. Discussion occurred on course attendees providing "immediate" feedback to ADRE; a suggestion was to have a "standard" ADRE survey which course attendees would complete; some EAC members felt it is the responsibility of the schools to obtain performance data. Member Eslinger stated a recommendation that had been brought to her attention was to get all of the volunteer monitors together and appoint a Chair for the group. The Chair would be responsible for assigning monitors and providing supervision. Marti Barnewolt (public member) stated that Arizona School of Real Estate does provide performance surveys to their students and 90% of the students complete one. She stated that she is in favor of having a Volunteer Monitor Committee and "policing" schools with feedback results being provided to the schools.

A motion that, "ADRE research development of and implementation of a committee to oversee the Monitor Volunteer Program", brought forth by Jon Kichen; seconded by Holly Eslinger; discussion occurred. Member Hogan stated that he preferred that research be done, however no implementation until this body approved the plan. Other items brought forth were that prior to the motion implementation, have the EAC review the job description and objectives; Empower ADRE staff to develop a plan and prior to the implementation bring to the EAC for the final decision. Member Crosby stated that the EAC is an Advisory Committee and not a decision-making committee. Jon Kichen made an amendment to the Motion, that "the ADRE Education Division researches the idea of creating a Volunteer Monitor committee." A vote was taken with 4 yes votes and 5 no votes. Amendment fails.

A vote was taken on the motion that "ADRE research development of and implementation of a committee to oversee the Volunteer Monitor Program." The motion passed unanimously.

VIII. What's making the Phone Ring in Education-Commissioner Lowe/Carla Randolph

Commissioner Lowe stated that out-of-state courses offering 24 hrs on a cruise and/or one trip to Mexico have caught ADRE's attention. Education Manager Randolph stated recently there had been three out-of-state courses submitted. ADRE had requested per statute, that the courses be monitored by being videotaped. One chose to withdraw the course and two did videotape their course.

Education Manager Randolph stated there were some schools who have allowed instructors to teach with an expired license. Schools are encouraged to enter their courses within the 14 day timeframe. ADRE strongly encourages schools to establish a plan to enter the course information online themselves as it has been a heavy workload for ADRE Education staff to accomplish. She reported that for the month of May, the Education staff entered 181- 14 Day Course Notices.

ADRE is receiving complaints regarding advertisements which do not list the school name, campus address, correct course title, etc., or are providing misleading information.

Education Manager Randolph stated that she has been assigned as the "Interim" Manager for the ADRE Licensing Division while the Licensing Manager is away. The ADRE has received complaints in regard to re-certification requests. Commissioner Lowe stated that this is the licensee who is beyond their 10 year limit for pre license education – one must provide proof the education had been taken within the past ten years. Most of the recertification should be provided by the Pre License School.

The ADRE continues to receive requests for waivers for pre license and CE Education. Arizona Statutes require that the Commissioner review every waiver request, which Commissioner Lowe does. Commissioner Lowe stated that as the real estate industry is ever-changing; licensees

must receive current information through education, and that it must be particular to Arizona real estate laws.

Commissioner Lowe stated that there have been requests that licensees be allowed to take the Pre License exam out-of-state. The ADRE has taken the position that the exam must be taken in Arizona.

Education Manager Randolph provided an overview of the Education and Licensing Division statistics:

Ms. Randolph provided Education Division statistics for May 2011:

- Applications Received- 133
- Pending Applications -30
- Applications Processed- 156
- Number of Schools-Active Status (includes Branches) - 239
- Number of Active Status Courses- 3,570
- Number of Instructors-1,272
- Exams Administered-505
 - Broker-63
 - Sales-434
 - Other-8

She stated that Distance Learning (DL) courses take three hours to be reviewed by staff. Recently an analysis was completed to determine the number of DL courses that staff can approve in a day.

Ms. Randolph provided Licensing Division statistics for May 2011:

- Total Original Licenses- 326
- Renewals-562
- Total Sales Renewals-365
- Total broker Renewals-125
- Total Hire/Sever Actions-2,535
- Customer Service Surveys
 - Submitted-210
 - Excellent score-205
 - Good- 5
- Total Number of Walk-Ins-
 - Phoenix Office- 714
 - Tucson Office- 84
- Total Number of Licensees- 89,398 (include active, inactive and grace period)

- Total number of Licensees- Has actually increased as compared to May 2010.
- Inactive Licenses- increased by 16% compared to May 2010.

IX. 2011 Legislative Update-Gretchen Conger

Legislative Liaison Conger provided a 2011 Legislative Update. She spoke specifically on HB1292-real Estate; education; broker requirements and HB2005-subdivisions; acting in concert. Ms. Conger stated that the Legislative Update was distributed to all licensees.

HB1292 requires that instructors take a three hour department-approved Instructor Development Workshop (IDW); the bill changes the number of days that Brokers have to review listing agreements and other pertinent documents from five to ten business days and defines business day. Commissioner Lowe stated that Continuing Education for new Licensee Post License Education and Broker education were not included in the bill that passed.

HB2005 Subdivision Bill- Ms. Conger reported that ADRE worked extensively in making the bill less detrimental; the bill asserts that a familial relationship alone is not sufficient to constitute unlawful acting in convert; addresses the Statute of Limitations; mandates that either the County or ADRE can conduct the investigation, not both.

SB1458-requires a license be issued without an exam to a person who is married to an active duty member of the Armed Forces. Reminder, this bill is not about reciprocity.

Commissioner Lowe stated that this is the second year that the issues of Designated Broker education and Post Licensing education have not been addressed. She inquired from the membership if it would be positive for ADRE to form a stakeholder workshop. The group would conduct a needs assessment and proceed to move it forward successfully in the next legislative session. Membership was in favor and encouraged Commissioner Lowe to move on this item.

X. Upcoming-Commissioner Lowe

It was announced that the Arizona Association of REALTORS® Town Hall meeting which is now called a "Realtor Caucus" will be held in Scottsdale on September 8, 2011. All Realtors are encouraged to attend.

XI. Next EAC Meeting: September 13, 2011

XII. Other Matters

An issue that has recently surfaced is salespersons being paid a commission directly from escrow, including payment for a Broker Price Opinion (BPO). Discussion:

- Can a Broker authorize the payment of a commission for a BPO through an escrow company?
- Statute requires that all dollars be paid through the Brokerage.

In 2009 ADRE provided a Substantive Policy Statement or Advisory which was modified slightly to allow for a broker to direct escrow to pay their licensee direct. Commissioner Lowe stated that in reviewing the Statute and/or Rule, there is not anything that grants that authority to a Broker or Title company.

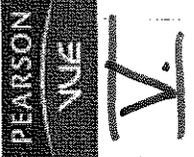
The question asked, "What would the ADRE do if a broker called and advised the department of the licensee's bad actions?" Commissioner Lowe stated that an investigation would be initiated and the Broker could be exempt from any violation because he reported the actions to the ADRE.

Another issue coming forth is "Teams" in Brokerage. The complaints on this issue are on the rise. The home owners and/or buyers do not understand who is representing them. Commissioner Lowe stated, "You have the primary agent taking the listing and the short sale negotiation being assigned to another team member-who determines who is responsible?" The Designated Broker is!!

XIII. Call to the Public

XIV. Adjournment

A motion to adjourn was made by Holly Eslinger; seconded by Jon Kichen. The meeting was adjourned at 12:05 pm.



Administration Date: 08/01/2011 To 08/31/2011

Exam Performance Summary Report

ARIZONA REAL ESTATE

Total Number of Registered Candidates: 573
 Total Number of Tested Candidates: 558
 Total Number of Absentees: 15
 Total Number of Declined/Unable to Complete: 0
 Total Number of Unknown Results: 0



Exam Level Code	Exam Level Name	First Time Takers					Retakers					Overall Statistics				
		Exams Given	Exams Passed	Exams Failed	Pass Rate	Fail Rate	Exams Given	Exams Passed	Exams Failed	Pass Rate	Fail Rate	Exams Given	Exams Passed	Exams Failed	Pass Rate	Fail Rate
09-AZ-D	AZ Cemetery Broker	1	1	0	100.00	0.00	0	0	0	0.00	0	0	0	100.00	0.00	
09-AZ-C	AZ Cemetery Sales	4	4	0	100.00	0.00	0	0	0.00	0.00	4	4	0	100.00	0.00	
09-AZ-E	AZ Membership Campground Sales	4	4	0	100.00	0.00	0	0	0.00	0.00	4	4	0	100.00	0.00	
09-AZ-B	AZ Real Estate Broker	48	36	12	75.00	25.00	19	9	10	47.37	67	45	22	67.16	32.84	
09-AZ-A	AZ Real Estate Sales	322	215	107	66.77	33.23	160	65	95	40.63	482	280	202	58.09	41.91	
Totals:		379	260	119	68.60	31.40	179	74	105	41.34	558	334	224	59.86	40.14	



Administration Date: 07/01/2011 To 07/31/2011

Exam Performance Summary Report

ARIZONA REAL ESTATE

Total Number of Registered Candidates: 506
 Total Number of Tested Candidates: 494
 Total Number of Absentees: 12
 Total Number of Declined/Unable to Complete: 0
 Total Number of Unknown Results: 0



Exam Level Code	Exam Level Name	First Time Takers					Retakers					Overall Statistics				
		Exams Given	Exams Passed	Exams Failed	Pass Rate	Fail Rate	Exams Given	Exams Passed	Exams Failed	Pass Rate	Fail Rate	Exams Given	Exams Passed	Exams Failed	Pass Rate	Fail Rate
09-AZ-C	AZ Cemetery Sales	9	9	0	100.00	0.00	0	0	0	0.00	0	0	0	100.00	0.00	
09-AZ-E	AZ Membership Campground Sales	5	4	1	80.00	20.00	0	0	0	0.00	5	4	1	80.00	20.00	
09-AZ-B	AZ Real Estate Broker	34	26	8	76.47	23.53	22	11	11	50.00	56	37	19	66.07	33.93	
09-AZ-A	AZ Real Estate Sales	289	212	77	73.36	26.64	135	61	74	45.19	424	273	151	64.39	35.61	
Totals:		337	251	86	74.48	25.52	157	72	85	45.86	494	323	171	65.38	34.62	

Administration Date: 06/01/2011 To 06/30/2011

Exam Performance Summary Report

ARIZONA REAL ESTATE



Total Number of Registered Candidates: 553
 Total Number of Tested Candidates: 531
 Total Number of Absentees: 22
 Total Number of Declined/Unable to Complete: 0
 Total Number of Unknown Results: 0



Exam Level Code	Exam Level Name	First Time Takers						Retakers						Overall Statistics							
		Exams Given	Exams Passed	Exams Failed	Pass Rate	Fail Rate	Exams Given	Exams Passed	Exams Failed	Pass Rate	Fail Rate	Exams Given	Exams Passed	Exams Failed	Pass Rate	Fail Rate					
09-AZ-D	AZ Cemetery Broker	1	1	0	100.00	0.00	0	0	0	0.00	0	0	0	0.00	0.00	1	1	0	100.00	0.00	
09-AZ-C	AZ Cemetery Sales	3	3	0	100.00	0.00	0	0	0.00	0.00	0	0	0	0.00	0.00	3	3	0	100.00	0.00	
09-AZ-E	AZ Membership Campground Sales	1	1	0	100.00	0.00	1	1	0	0.00	0.00	0	0	100.00	0.00	2	2	0	100.00	0.00	
09-AZ-B	AZ Real Estate Broker	43	37	6	86.05	13.95	13	8	5	61.54	38.46	56	45	11	80.36	19.64	469	269	200	57.36	42.64
09-AZ-A	AZ Real Estate Sales	292	199	93	68.15	31.85	177	70	107	39.55	60.45	469	269	200	57.36	42.64	531	320	211	60.26	39.74
Totals:		340	241	99	70.88	29.12	191	79	112	41.36	58.64	531	320	211	60.26	39.74					

ARIZONA DEPARTMENT OF REAL ESTATE (ADRE)
INSTRUCTOR TRAINING COURSE APPROVAL APPLICATION
(ED-107-IDW)

Course content approved by the ADRE must be directly related to professional instructor training standards and adhere to the specific guidelines as stated in the current A.R.S §32-2135, as well as serve to protect the public interest by providing relevant education to real estate instructor applicants and licensees.

Overview of Course Application Requirements

- A school, licensed or exempt from licensure under A.A.C. R4-28-404, must present all classes leading to licensure or renewal of licensure for approval by ADRE.
- Original live course applications must be received by ADRE no less than 30 days prior to the first course presentation.
 - **Only ADRE approved schools may submit a request for Course and/or instructor approvals.**
 - **All instructors listed on application must have a current Instructor number.**
- Only a completed application, with a detailed course outline, with time allocations, including a Desired Instructional Outcome, and the Attestation signed by an authorized School Administrator, will be accepted for processing (refer to www.azre.gov Education FAQ on "Who Can Sign a Course Application").
- The application **must** describe any teaching materials and/or aids used, including any student handouts and textbook titles. **Please do not submit hard copies of instructional material to ADRE.**
- A "credit hour" is 50 minutes of instruction, which shall include student participation/interaction, and at least one other method of instruction. (A.A.C. R4-28-101)
- **Sale or promotion of products or services are not permitted during instructional time, but is permitted prior to or after class, or during breaks. Lender programs presented in class must be generic programs offered through other lenders, and not proprietary to the presenting lender.**
- The school may advertise a course, before its approval, only as "pending approval."
- A.R.S §32-2135 License Time-frames, allow ADRE 30 days to process live education applications.
- See A.A.C. **R4-28-103 and Table 1** for course application processing time-frames. If deficiencies continue to exist after the overall time-frame period, the course approval will be denied.
- Instructor Development Workshop courses shall be held in a "live classroom setting," as an individual course, by an individual instructor, in an individual classroom.
- A.R.S. §32-2135(E) states, in pertinent part: "The commissioner may determine minimal content requirements for approving educational courses....".
- A.R.S. §32-2135(F) states, in pertinent part: "For a live classroom course, the applications shall include a course outline with sufficient detail to clearly identify the scope and content of the course. The outline shall state a desired instructional outcome for the course." A detailed course outline of the proposed course material must be submitted as part of the application. For each three-hour course or course segment, the submitted course outline, at a minimum, must be in 12 point type, that clearly identifies the nature of the subject matter and topics, including time allocated, with enough detail that the course content may be evaluated for appropriateness and approval category. The desired instructional outcome shall state an objective unique for the proposed course and relevant to the course content as set forth in the outline. Refer to the course outline example included in instructions below.
- Distance Learning and Webinar courses do not qualify for instructor training approval.

Instructions not part of the Application; do not file with ADRE

Course Outline and Objectives

EXAMPLE

Time	Topic	Objective (as applicable)	Teaching Method
5	Introductions		
15	Department Overview - Org chart of who's who in the Education Department	Explain the course approval process	Lecture
30	Review Course Applications	Differentiate between forms ED102-, ED-103 and ED-107	Lecture
10	Break		
15	Review what steps to take when developing a course outline	List at least 3 items that should be included in a Course Outline	Lecture
15	Introduce the SMART process of writing course objectives	Describe what make a good objective	Lecture
10	Review Sample Course Outlines	Distinguish between a well developed course outline and a poorly written course outline	Group Exercise
20	Break out Session – Assign groups course topics and have them develop Objectives.	Demonstrate writing course objectives	Group Exercise
10	Break		
30	Discuss Copyrighted Issues	Identify	Lecture
10	Review		Instructor lead Question Session
15	Question & Answer Session		Group Questions
10	Evaluations	Evaluate Course	Student Activity

185 minutes total, less 5 minutes for introductions, 20 minutes for breaks and 10 minutes for course evaluations = 150 minutes of instruction = 3 credit hours



Arizona Department of Real Estate (ADRE)

Education Division

www.azre.gov

Education@azre.gov

2910 N. 44th STREET STE-100
PHOENIX, AZ 85018

JANICE K. BREWER
Governor

JUDY LOWE
Commissioner

INSTRUCTOR TRAINING COURSE APPROVAL APPLICATION

Instructor Development Workshop (IDW) (ED-107 – IDW)

Review the Checklist and Instructions Prior to Submitting this Form

SECTION I - COURSE INFORMATION

1. Course Title:		Date Submitted:		
2. Approval Requested for: <input type="checkbox"/> New Course—Recurring <input type="checkbox"/> Renew Approval (filed before expiration) <input type="checkbox"/> New Course—One-Time Only <input type="checkbox"/> Revised Course		Total No. Hours Requested:		
3. If applicable, ADRE course number _____ Previously approved for this same submitting School? <input type="checkbox"/> Yes <input type="checkbox"/> No				
4. Desired Instructional Outcome (a descriptive summary of the course, its objective, and its application to protection of the public interest):				
5. School's Legal Name:		Phone No.:		Email Address:
Address:				
6. School License No.:		School Exp. Mo/Year:		
7. Regular Business Hours: _____ a.m. or p.m. through _____ a.m. or p.m.				
8. Days of Week with Regular Business Hours (Check all that apply): <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday				
9. Approved Instructor Development Workshop Instructor(s) (IDW) who will teach or continue to teach this course:				
Instructor Name	Sponsor School	Approved For This Course Subject Area?	ADRE Instructor Number	Exp. Date.
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
10. Is student required to pass a comprehensive test to receive certificate? Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, attach copy with answer key)				



SECTION II - SPECIFIC COURSE SUBJECT

11. Seminar or Instructor Development Workshop(s) (IDW)

Note: Does not qualify as a Distance Learning Course

A.R.S. § 32-2135 (K) provides that “beginning January 1, 2012, in the twenty-four months before application, each instructor original or renewal applicant, other than a panelist, guest speaker, an attorney or out-of-state instructor, shall attend at least a three hour professional seminar or workshop, approved by the department, emphasizing instruction methods, techniques and skills. At the discretion of the commissioner this requirement may be waived based on individual request review.” For IDW instructor requirements, see Instructor Application, form ED-101.

To obtain approval for a 3 hour seminar or IDW, course content **must** include **ALL** of the following requirements:

- The words “Instructor Development Workshop” or the acronym “IDW” in the proposed title of the course.
- **150 minutes on instructor development topics** in the IDW course content outline.
- **Two (2) or more Subtopics** for each of the following **Topics (A-C)**:

A. Instructional Methods (Topic)

Instructor Development Subtopics: (Check at least 2 or more subtopics)

- | | | |
|---|---|---|
| <input type="checkbox"/> Adult Learning (Theories) | <input type="checkbox"/> New Concepts/Ideas | <input type="checkbox"/> ADRE Compliance (A.R.S. § 32-2135) |
| <input type="checkbox"/> Learning Styles | <input type="checkbox"/> Use and Misuse of Technology | <input type="checkbox"/> Teaching Tools |
| <input type="checkbox"/> Interaction between Instructor and Student | <input type="checkbox"/> Learning Environment | <input type="checkbox"/> Training Methods |
| <input type="checkbox"/> Other* | | |

B. Instructional Techniques (Topic)

Instructor Development Subtopics: (Check at least 2 or more subtopics)

- | | | |
|---|--|--|
| <input type="checkbox"/> Lecture/Demonstration (role-play/panels, etc.) | <input type="checkbox"/> Test Administration | <input type="checkbox"/> Q&A/Forms of Discussions |
| <input type="checkbox"/> Team Activities | <input type="checkbox"/> Handouts/Resource Material | <input type="checkbox"/> Teaching Technical Material |
| <input type="checkbox"/> Tools for implementing technology | <input type="checkbox"/> Teaching Sensitive Material | <input type="checkbox"/> Other* |

C. Instructional Skills (Topic)

Instructor Development Subtopics: (Check at least 2 or more subtopics)

- | | | |
|---|--|---|
| <input type="checkbox"/> Effective Speaking Styles | <input type="checkbox"/> Body Language | <input type="checkbox"/> Managing A Class (Maintaining control) |
| <input type="checkbox"/> Class Preparation (Layouts/Backup plans, etc.) | <input type="checkbox"/> Instructor Etiquette | <input type="checkbox"/> Staying on Schedule (Time Management) |
| <input type="checkbox"/> Teaching Techniques for Class Size | <input type="checkbox"/> Dealing with Classroom Problems | <input type="checkbox"/> Adapting to the Students Needs |
| <input type="checkbox"/> Difference Between Teaching and Instructing | <input type="checkbox"/> Other* | |

*Relevant to Topic and subject to ADRE approval.

12. Complete course outline, formatted as follows (See example in instructions.)

Time (minutes)	Topic	(Include this Column only if Applicable) Page & Item No. of Corresponding Item on Prescribed Outline	Objective (The student will be able to....)	Teaching Method

INSTRUCTOR TRAINING COURSE APPROVAL APPLICATION
Review the Checklist and Instructions Prior to Submitting this Form

1. Instruction Methods (Check all that apply) Lecture Round-table Discussion Role Playing
 Panel Discussion Panel Q & A Quiz Case Studies Class Exercise Other (Describe in outline)

2. Teaching Aids (Check all that apply) Text(s) PowerPoint Flip Chart/Whiteboard Quiz Internet/Software
 Handout(s) DVD/Video Total Class% _____ Other (Describe): _____

3. Class Location: _____ **Date:** _____ **Time:** _____

This application does not serve as the required 14 day notice [A.R.S. § 32-2135-(G) (1)] visit www.azre.gov to submit notice. This application does not serve as notice for a course to be held outside of Arizona [A.R.S. § 32-2135-(I) (1) and (2)].

4. School Attestation

- By my signature below I attest that I have reviewed and hereby approve of the submitted course application, outline and any other course materials. I have further reviewed and approve each proposed instructor's qualifications and credentials. I will be responsible for ensuring that the course is presented by the School in the manner stated in this application. I understand the potential penalties pursuant to A.R.S. §§32-2135(C) and 32-2153(A) (26). I attest that:
- The course content adheres to A.R.S. §32-2135 (K).
- The course content serves to protect the public interest.
- The course content is intended to benefit and promote professional real estate practice.
- The course content is appropriate for professional instructor training education, reflects current instructional methods, is consistent with the proposed instructional materials and can be taught in the allotted time as stated in the application.
- Each named proposed instructor for this course is knowledgeable in the requested course subject area, and is or will be an ADRE-approved IDW instructor at the time of presentation.
- The course content is, and will remain, accurate and in accordance with all applicable statutes and rules;
- All instructional materials used by students reflect current content and contain no significant errors, in content, typography or grammar.
- I further understand that "The course may not be taught if the content ceases to be current or is substantially changed." A.R.S. §32-2135(F).
- I understand that in the event there has been any misrepresentation or willful omission in this application or any attachments, any approval, which may be granted, is subject to suspension or revocation at any time.

Administrators Name (printed): _____ **Title:** _____

Administrators Signature: _____ **Date:** _____

<input type="checkbox"/> 4.	<p>(A) Current Real Estate Salesperson's license or Real Estate Broker's license AND, (B) Employee or former employee of a regulatory agency.</p> <p>(A) <input type="checkbox"/> Salesperson OR <input type="checkbox"/> Broker State(s) : _____ AND Lic. No(s): _____</p> <p>AND</p> <p>(B) <input type="checkbox"/> Employee or former employee of a regulatory agency.</p> <p>Name of Regulatory Agency where you are/were employed: _____ City/State: _____</p> <p>Position(s) Held: _____ Starting/Ending Dates: _____</p> <p>OR</p>
<input type="checkbox"/> 5.	<p>(A) Distinguished Real Estate Instructor designation (DREI) by the Real Estate Educators Association AND, (B) credentials in the specific subject category and topic.</p> <p>(A) <input type="checkbox"/> Date DREI awarded: _____ In good standing? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Subject Category and Topic: _____</p> <p>AND</p> <p>(B) <input type="checkbox"/> Detailed resume attached or transcript to demonstrate the credentials in the subject category? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>OR</p>
<input type="checkbox"/> 6.	<p>At least three (3) years real estate experience OR specific subject category and topic experience.</p> <p><input type="checkbox"/> Detailed resume attached supports real estate experience or specific subject category experience per requirements? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>OR</p>
<input type="checkbox"/> 7.	<p>Other education OR experience determined by the Commissioner to qualify as an instructor. Attach specific written justification and supporting documentation for consideration.</p> <p><input type="checkbox"/> Specific written justification and supporting documentation attached for consideration? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>AND</p>
<input type="checkbox"/> 8.	<p>Effective January 1, 2012, applicants* other than an attorney or out-of-state instructor, shall hold a certificate of attendance at a minimum three (3) hour professional seminar or workshop, approved by the ADRE, emphasizing instruction methods, techniques and skills within the previous twenty-four (24) months. <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>*Panelists and guest speakers are not considered instructor applicants pursuant to A.R.S. § 32-2135.</p> <p><input type="checkbox"/> If "Yes" response, ADRE Course No.: _____ Completion Date: _____</p> <p><input type="checkbox"/> If "No" response, please explain: _____</p>



CONTINUING EDUCATION CATEGORIES - A.A.C. R4-28-402. (5)(a-h)

AGENCY LAW

(A) Subject area of expertise includes:

(Check all that apply)

Agency Relationships Agency Disclosure **AND**

Additional or advanced training on Agency topics within two years preceding application or have two years of work experience that led to having expanded knowledge regarding Agency.

Explain Advanced Agency Training/Work Experience relating to Agency: _____

Date: _____

AND

(B) Attendance at a minimum of a three hour in classroom ADRE approved professional Instructor Development Workshop (IDW) on AGENCY LAW within the **24** months prior to application/renewal.

ADRE IDW Course No.: _____ Completion Date: _____

OR

(C) Attendance at two separate three-hour ADRE approved courses (in classroom or distance learning) in AGENCY LAW within the **48** months prior to application/renewal.

ADRE Course No.: _____ Completion Date: _____

ADRE Course No.: _____ Completion Date: _____

CONTRACT LAW

(A) Subject Area experience/expertise includes the contract formation and implementation, or the results of contract use.

(Check all that apply)

Yes No Various contract forms and clauses, fundamentals, updates, options, offers, counter offers, first right of refusal, and exchanges

Yes No Contract writing

Yes No Required disclosures, problem-solving, and law and rule requirements

Yes No Recent court decisions and case law studies

Yes No Breach of contract issues

Yes No Legal, ethical and agency considerations, procedures, and disclosures

Yes No Accommodating current financing procedures, requirements, and options

AND

(B) Attendance at a minimum of a three-hour in classroom ADRE approved professional Instructor Development Workshop (IDW) on CONTRACT LAW within **24** months prior to application/renewal.

ADRE IDW Course No.: _____ Completion Date: _____

OR

(C) Attendance at two separate three-hour ADRE approved courses (in classroom or distance learning) in CONTRACT LAW within **48** months prior to application/renewal.

ADRE Course No.: _____ Completion Date: _____

ADRE Course No.: _____ Completion Date: _____

COMMISSIONER'S STANDARDS

(A) Subject Area includes experience/expertise as it relates to license laws.

(Check all that apply)

Yes No Article 26 of the Arizona Constitution

Yes No A.R.S. Title 32, Chapter 20, and A.A.C. Title 4, Chapter 28, which includes trust accounts, recordkeeping, license requirements, exemptions to licensure, commission payments, recovery fund provisions, development requirements, processes for public reports for and sale of subdivided and un-subdivided land, membership campgrounds and time-shares, cemetery regulations, and grounds for disciplinary action and hearings

Yes No A.R.S. Title 44, Chapter 10, Article 3.1, Trade Names and Business Practices

AND

(B) Attendance at a minimum of a three-hour in classroom ADRE approved professional Instructor Development Workshop (IDW) on the COMMISSIONER'S STANDARDS within **24** months prior to application/renewal.

ADRE IDW Course No.: _____ Completion Date: _____

OR

(C) Attendance at two separate three hour ADRE approved courses (in classroom or distance learning) in COMMISSIONER'S STANDARDS within **48** months prior to application/renewal.

ADRE Course No.: _____ Completion Date: _____

ADRE Course No.: _____ Completion Date: _____

REAL ESTATE LEGAL ISSUES

(A) Subject Area experience/expertise includes existing real estate law.

(Check all that apply)

- Yes No Sources of real estate law (constitutions, statutes, zoning, common), and the legal system
- Yes No Land and its elements (air, mineral rights, real and personal property)
- Yes No Land, title, and interests in land, homestead, encumbrances, and the Landlord and Tenant Act
- Yes No Easements, fixtures, land descriptions, ownership, deeds, and building restrictions
- Yes No Escrow procedures, financing documents, and lending laws and regulations, including Regulation Z
- Yes No Wills and estates, taxes, bankruptcy law, securities laws, title insurance, and appraisal law
- Yes No Case law studies, real estate fraud, disclosure law, interstate and international real estate
- Yes No Commission issues and forms of business ownership
- Yes No Homeowners Association regulations
- Yes No Real Estate Settlement Procedures Act (RESPA)
- Yes No Environmental issues

AND

(B) Attendance at a minimum of a three-hour in classroom ADRE approved professional Instructor Development Workshop (IDW) on REAL ESTATE LEGAL ISSUES within 24 months prior to application/renewal.

ADRE IDW Course No.: _____ Completion Date: _____

OR

(C) Attendance at two separate three-hour ADRE approved courses (in classroom or distance learning) in REAL ESTATE LEGAL ISSUES within 48 months prior to application/renewal.

ADRE Course # _____ Completion Date: _____
ADRE Course # _____ Completion Date: _____

FAIR HOUSING

(A) Subject Area includes experience/expertise in equal opportunities in housing

(Check all that apply)

- Yes No Americans with Disabilities Act, ADA architectural designs (construction and development) and pertinent court cases
- Yes No Arizona and federal fair housing laws, including advertising, marketing, information, and enforcement
- Yes No Housing developments
- Yes No Deed restrictions
- Yes No Affordable housing
- Yes No Elder housing
- Yes No Zoning, local ordinances, and disclosures
- Yes No Commercial and residential concerns
- Yes No Administrative procedures and business practices

AND

(B) Attendance at a minimum of a three-hour in classroom ADRE approved professional Instructor Development Workshop (IDW) on FAIR HOUSING within 24 months prior to application/renewal.

ADRE IDW Course No.: _____ Completion Date: _____

OR

(C) Attendance at two separate three-hour ADRE approved courses (in classroom or distance learning) in on FAIR HOUSING within 48 months prior to application/renewal.

ADRE Course No.: _____ Completion Date: _____
ADRE Course No.: _____ Completion Date: _____

DISCLOSURE

(A) Subject Area includes experience/expertise in disclosure.

(Check all that apply)

- Yes No Licensee's disclosure obligations to client and others
- Yes No Seller's and buyer's disclosure obligations to each other
- Yes No Common material facts warranting disclosure, and liability for failure to disclose
- Yes No Avoiding inadvertent non-disclosures
- Yes No Transaction documents that should be reviewed
- Yes No Common "red flags" in a real estate transaction
- Yes No Homeowner associations and buyers' obligations to homeowner associations; and
- Yes No Advising buyers and sellers of common "red flags."

AND

(B) Attendance at a minimum of a three-hour in classroom ADRE approved professional Instructor Development Workshop (IDW) on DISCLOSURE within 24 months prior to application/renewal.

ADRE IDW Course No.: _____ Completion Date: _____

OR

(C) Attendance at two separate three-hour ADRE approved courses (in classroom or distance learning) in DISCLOSURE within 48 months prior to application/renewal.

ADRE Course No.: _____ Completion Date: _____
ADRE Course No.: _____ Completion Date: _____

GENERAL REAL ESTATE

(A) Subject Area experience/expertise includes real estate

(Check all that apply)

- Yes No Appraisal methodology
- Yes No General finance, use of financial calculators, mathematics, and managing cash flow
- Yes No History of development in metropolitan areas; and
- Yes No Introduction to property management

AND

(B) Attendance at a minimum of a three-hour in classroom ADRE approved professional Instructor Development Workshop (IDW) on GENERAL REAL ESTATE or any other approved continuing education category within 24 months prior to application/renewal.

ADRE IDW Course No.: _____ Completion Date: _____

OR

(C) Attendance at two separate three-hour ADRE approved courses (in classroom or distance learning) in GENERAL REAL ESTATE or any other approved continuing education category within 48 months prior to application/renewal.

ADRE Course No.: _____ Completion Date: _____
ADRE Course No.: _____ Completion Date: _____

SECTION III - SPECIAL COURSE CATEGORY QUALIFIER

Following qualification must be met, in addition to qualifying as an ADRE approved instructor per requirements in SECTIONS (I) and (II).

Important: For Instructor renewal in currently approved categories and/or subject areas, only complete Part (B) OR (C) as applicable in SECTION III below as it pertains to the category and/or subject area you wish to renew.

CONTRACT WRITING – A.R.S. § 32-2124 (L)

(A) Subject Area experience/expertise must include:

(Check all that apply)

Yes No Participation in drafting contracts to purchase real property

Yes No Listing agreements

Yes No Lease agreements

AND

(B) Attendance at a minimum of a three-hour in classroom ADRE approved professional Instructor Development Workshop (IDW) on CONTRACT WRITING within 24 months prior to application/renewal

ADRE IDW Course No.: _____ Completion Date: _____

OR

(C) Attendance at two separate six-hour in classroom ADRE approved courses in CONTRACT WRITING within 48 months prior to application/renewal.

ADRE Course No.: _____ Completion Date: _____

ADRE Course No.: _____ Completion Date: _____

BROKER MANAGEMENT CLINIC (BMC) – A.R.S. § 32-2136 (A)

(A) Subject Area experience/expertise primarily addresses: Sales Activities Property Management Both

(Check all that apply)

Yes No Trust fund accounts

Yes No Advertising and promotions

Yes No Employment agreements

Yes No Contracts

Yes No Fiduciary duties

Yes No Material disclosures

Yes No Department investigations

Yes No Risk management

Yes No Employee supervision

Yes No Broker responsibilities

Yes No Related topics such as _____

AND

(A) Current Arizona licensed Real Estate Broker 3 of the past 5 years. Arizona License No.: _____

AND

(B) Attendance at a minimum of a three-hour in classroom ADRE approved BMC Instructor Development Workshop (IDW) on BMC within 24 months prior to application/renewal.

ADRE IDW Course No.: _____ Completion Date: _____

OR

(C) Attendance at a minimum of two three-hour in classroom ADRE approved courses in BMC within the past 48 months prior to application/renewal.

ADRE Course No.: _____ Completion Date: _____

ADRE Course No.: _____ Completion Date: _____

INSTRUCTOR DEVELOPMENT WORKSHOP (IDW)

Applicant's instructor subject matter experience and expertise must support a strong background in one or more of the categories and/or subject areas as further described above under the continuing education categories in **SECTIONS II and III.**

QUALIFICATION REQUIREMENTS:

(1) Subject Matter Expert, particular to specific course category or subject area with 7 years of experience, and/or licensed professional with responsibilities involving the category and /or subject matter;

OR

(2) Two hundred hours of teaching the selected IDW category and/or subject area under an ADRE approved real estate school within the immediate previous **48** months;

OR

(3) At least 7 years expertise and experience in real estate education dealing with adult learning and real estate course development in the specific course category and/or subject area;

AND (1) OR (2) OR (3) require (4) AND (5) below:

(4) Attendance at a 6 hour IDW course, specific to presentation skills and teaching methods, within the immediate previous **48** months (different from category specific);

AND

(5) No ADRE or other licensed real estate profession disciplinary action within five (5) years prior to application.

Applicant's qualifications as a subject matter expert instructor meet all of the above requirements described in numbers **(1) OR (2) OR (3)** in addition to **(4) AND (5)** under this special course category qualifier, and are specific to the following categories and/or subject areas:

(Check all that apply)

- | | | |
|---|---|---|
| <input type="checkbox"/> AGENCY LAW | <input type="checkbox"/> CONTRACT LAW | <input type="checkbox"/> COMMISSIONER'S STANDARDS |
| <input type="checkbox"/> REAL ESTATE LEGAL ISSUES | <input type="checkbox"/> FAIR HOUSING | <input type="checkbox"/> DISCLOSURE |
| <input type="checkbox"/> CONTRACT WRITING | <input type="checkbox"/> BROKER MANAGEMENT CLINIC | <input type="checkbox"/> <u>INSTRUCTOR TRAINING</u> |



Attachment - submit supporting written explanation and documentation, as applicable, to demonstrate qualification as it applies.

SECTION IV - ADDITIONAL REQUIRED DOCUMENTS

Attach additional required documents.

<input type="checkbox"/> PROFESSIONAL EXPERTISE/EXPERIENCE (Note: Not required for renewal applications) <input type="checkbox"/> Attachment – Resume attached must support qualifying experience and expertise for categories and subject areas.
<input type="checkbox"/> DISCIPLINARY ACTION DISCLOSURE (214/244) (Note: Required for all original and renewal applications) <input type="checkbox"/> Attachment - Disciplinary Actions Disclosure (LI-214/244 form) must be completed, signed and attached hereto. When answering “yes” on LI-214/244 form, supporting documents listed in the Disclosure Document Checklist (LI-400 form) must be provided. Forms available at www.azre.gov .

INSTRUCTOR/APPLICANT ATTESTATION

By my signature below, I hereby affirm under penalty of perjury under the laws of the State of Arizona that:	
<ol style="list-style-type: none"> 1. I have reviewed the statutory and rule requirements for a Real Estate Instructor. A.R.S. Title 32, Chapter 20, and Title 4, Chapter 28, Arizona Administrative Code. 2. I will provide written notice to the Department within 10 days of any change in my application information or qualifications as required under A.A.C. R4-28-404 and R4-28-301. 3. I will abide by the provisions of the Real Estate Law and certify that at the time of the issuance of license I will be 18 years of age or older. 4. I will administer/distribute on behalf of school/administrator (as authorized), real estate credit only to students who have attended and/or completed real estate courses for which approval has been issued to the presenting school by the Department, and only for the credit hours and category of credit approved. Improper certification is grounds for suspension or withdrawal (revocation) of school certification and/or instructor approval and may affect other licenses issued to me or issued to companies that I own, or over which I exercise control. A.R.S. 32-2135 and 32-2153. 5. I am aware that the Commissioner may investigate the actions of the School and any school owner, administrator, director and instructor acting in behalf of the School, and may at any reasonable time examine the books and records of the School used in connection with offering courses for real estate credit. I will allow for and accommodate the Department’s representative, or employee, to audit or monitor any real estate course that has been approved or for which approval is pending. 6. The information and statements I have provided in this application and attachments are true and correct to the best of my knowledge and belief. I understand that any misrepresentation, or willful omission, in this application or in any attachments hereto may result in suspension or withdrawal (revocation) of my approval at any time. 7. I authorize the Department to contact all persons as it deems necessary to confirm any information contained in this application and do further authorize any person contacted to release such information. 	
Instructor Applicant's Signature:	Date:

SPONSORING SCHOOL OWNER/ADMINSTRATOR ATTESTATION

<ol style="list-style-type: none"> 1. As the School Owner/Administrator I have reviewed the instructor applicant’s credential, resume, experience and subject matter expertise qualifications, and to the best of my knowledge and belief, the instructor applicant is qualified to teach the categories and subject areas applied for. 2. I have reviewed the statutory and rule requirements for a Real Estate Instructor. A.R.S. Title 32, Chapter 20, and Title 4, Chapter 28, Arizona Administrative Code. 	
Owner/Administrator Name (Print / Signature):	Date:
School Approval Number:	Approval Exp. Date:

This document is available in an alternative format. Contact the ADRE at 602-771-7760

Education Division Statistics - FY 2012

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	6-month	Year-end
APPLICATIONS														
Applications Received	87	147											234	234
Pending Applications	6	19											25	25
Applications Processed	117	135											252	252
School	5	5											10	10
Course	35	49											84	84
Distance Learning	9	6											15	15
Instructor	61	71											132	132
Owners ST of Qualifications	7	4											11	11
PROCESSING TIME														
Original Approvals	9	5											13	13
Expedited Approvals	1	1											2	2
Complex	27	27											54	54
Average age of pending applications	9	5											1	1
STATUS REPORT														
Pending School Applications	0	0											0	0
Pending Course Applications	3	5											0	0
Pending Instructor Applications	1	11											0	0
Pending Distance Learning Applications	2	4											0	0
Pending Owner/Administrator Applications	0	0											0	0
Pending School Renewal Applications	0	0											0	0
Pending Course Renewal Applications	0	2											0	0
Pending Instructor Renewal Applications	0	0											0	0
Pending Distance Learning Renewal Applications	0	0											0	0
Pending Expedited Course Applications	0	0											0	0
Pending Expedited Instructor Applications	0	0											0	0
Number of Schools- Active Status (Includes Branches)	238	241												0
Number of Active-Status Courses	3635	3640												0
Number of Instructors	1246	1248												0
D														
Education Audits Conducted	0	1											1	1
Volunteer Monitor Assignments	0	1											1	0
Number of 14 Day Course Notices Entered (not online)	60	63											123	0
Processing Time - Waivers	10.5	16											4	2
GENERAL STATS														
Number of Staff	3	3											6	6
Walk-ins	20	14											34	34
Phone Calls	388	721											1109	1109
E-Mails	357	426											783	783
Exams administered	494	558											1052	1052
Broker	56	67											123	123
Sales	424	482											906	906
Other	14	9											23	23

Licensing Division Statistics - FY 2012

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	6-month	Year-end
ORIGINAL LICENSES														
Total Original Licenses	365	391											756	756
- Sales	267	287											554	554
- Broker	50	47											97	97
- Entity	48	57											105	105

RENEWALS														
Total Renewals	1,985	2,395											4,380	4,380
- In-Office	28	53												81
- online	1,957	2,342											4,299	4,299
% Online	99%	98%	#DIV/0!	98%	98%									

SALES RENEWALS														
Total Sales Renewals	1,295	1,661											2,956	2,956
- In-Office	17	32											49	49
- online	1,278	1,629											2,907	2,907
% Online	99%	98%	#DIV/0!	98%	98%									

BROKER RENEWALS														
Total Broker Renewals	424	457											881	881
- In-Office	7	15											22	22
- online	417	442											859	859
% Online		97%	#DIV/0!	98%	98%									

ENTITY RENEWALS														
Total Entity Renewals	228	253											481	481
- In-Office	3	6											9	9
- online	225	247											472	472
% Online	99%	98%	#DIV/0!	98%	98%									

BRANCH RENEWALS														
Total Branch Renewals	10	24											34	34
- In-Office	1	0											1	1
- online	9	24											33	33
% Online	10%	0%	#DIV/0!	3%	3%									

HIRE / SEVER Actions														
Total Hire/Sever Actions	1,386	2,030											3416	3416
- In-Office	236	205											441	441
- online *	1,150	1,825											2975	2975
% Online	83%	90%	#DIV/0!	87%	87%									

TRANSFER ACTIONS														
Total Transfer Actions	109	428											537	537
- In-Office	12	26											38	38
- online *	97	402											499	499
% Online	89%	94%	#DIV/0!	93%	93%									

PERSONAL INFORMATION CHANGES														
Total Personal Information Changes	1,925	2,269											4,194	4,194
- In-Office	50	42											92	92
- online *	1,875	2,227											4,102	4,102
% Online	97%	98%	#DIV/0!	98%	98%									

LICENSE CERTIFICATION

Number of Request for License Certification																		-	-
Number of processed License Certification																		-	-
Recertification of Education																		-	-
Experience Verifications Processed		19																19	19
Experience Verifications Received		19																19	19

CUSTOMER SERVICE SURVEYS

Total Customer Service Surveys	91	73																164	164
- Excellent	89	70																159	159
- Good	2	3																5	5
- Neutral																		0	0
- Bad																		0	0
% "Excellent" and "Good"	100%	100%	#DIV/0!	100%	100%														

PHOENIX OFFICE

Number of Phone Calls	860	1688																2548	2548
Number of Walk-Ins	685	676																1361	1361
Number of Transactions Processed	1151	701	706	499	595	585	725	656	681	667	675	635						8276	8276

APPLICATION PROCESSING TIME (in days)

Original License (simple)	1	1																2	0
All Other Apps (simple)	1	1																2	0
Number of Mailed Applications Received	126	157																	283
Pending Mailed Applications	4	0																0	0
Number of Name Approvals Received	23	92																	
Name Approval Forms Pending	5	2																0	0
Number of E&C Orders Rcv'd	48	54																	
E&C Division Orders Pending Process	3	2																0	0
Clearance Cards sent to DPS for review	20	0																	
Fingerprint Cards pending review	0	0																0	0
Emails not responded to (collective in folders)	6	0																6	6
Phone Calls not responded to	3	0																3	3
Broker Entity Applications/Scans Pending	2	0																0	0
Internet emails answered																		0	0