

# **The Commissioner and the Code of Ethics**

## **Course Outline**

3 Hours (150 minutes)

The National Association of REALTORS® (NAR) relies on its Code of Ethics to ensure that its members are conducting business in an honest manner and with the highest degree of integrity. This course covers the Code of Ethics with emphasis on the Preamble, Articles 1, 3, 4, 6, 10, 11, 12, and 15. This course will focus on business ethics, professional conduct, courtesies, business etiquette, case studies and real-life scenarios, as well as the professional standards enforcement process. This course compares Arizona real estate laws to the Code of Ethics, and helps students understand their responsibilities under the Code of Ethics.

To ensure learning objectives are met and comprehension of material, there will be quizzes at the end of every section, plus a final exam at the end of the course.

### **Section 1 (27 Minutes)**

**Learning Objective 1a:** Students shall be able to describe how the concept of business ethics applies to an agent's real estate practice

**Learning Objective 1b:** Students shall be able to explain the difference between a licensee and a REALTOR®

**Learning Objective 1c:** Students shall be able to differentiate between the Preamble and the Articles

### **Section 2 (26 Minutes)**

**Learning Objective 2a:** Students shall be able to describe how honest and truthful advertising is required by Arizona law as well as Article 12 of the Code of Ethics.

**Learning Objective 2b:** Students shall be able to give an example of how advertising might be misleading

### **Section 3 (18 Minutes)**

**Learning Objective 3a:** Students shall be able to describe their duties to clients as provided by the Code of Ethics and Arizona law

**Learning Objective 3b:** Students shall be able to evaluate case studies pertaining to fiduciary duties as provided by Articles 1 & 4

### **Section 4 (28 Minutes)**

**Learning Objective 4a:** Students shall be able to propose ways to protect and promote the interest of their clients in accordance with Article 1

**Learning Objective 4b:** Students shall be able to describe requirements for rebates and affiliated business relationships as provided by Article 6

**Learning Objective 4c:** Students shall be able to classify their area of expertise and relate how Article 11 requires competence therein

### **Section 5 (23 Minutes)**

**Learning Objective 5a:** Students shall be able to identify their responsibilities under Article 3 to cooperate with other brokers and prohibits the refusal to cooperate on the basis of a broker's protected class

**Learning Objective 5b:** Students shall be able to describe the similarities between Arizona discrimination laws and article 10 of the Code of Ethics

**Learning Objective 5c:** Students shall be able to explain how discriminatory statements made in their personal life may affect their professional life

**Learning Objective 5d:** Students shall be able to define public trust as provided by the Code of Ethics

**Section 6 (28 Minutes)**

**Learning Objective 6a:** Students shall be able to recall where you can find the list of professional etiquette and conduct standards

**Learning Objective 6b:** Students shall be able to list examples of professional conduct, courtesy, and business etiquette.

**Learning Objective 6c:** Students shall be able to describe the procedures for handling ethics complaints

**TOTAL = 150 Minutes**

(Plus final exam and evaluation)