

CLARIFYING THE CODE OF ETHICS

Course Outline

3 Hours (180 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, 2, 3, 9, 10, 11, 12, 15, 16 and 17. This course will focus on business ethics, professional conduct, courtesies, business etiquette, real-life scenarios, and the professional standards enforcement process. The course helps students understand their responsibilities under the Code of Ethics.

To ensure learning objectives are met and comprehension of material, there will be a short quiz at the end of each section, plus a final exam.

Section 1: (30 Minutes)

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

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

Learning Objective 1c: Students shall be able to list at least two concepts in the Preamble of the Code

Section 2: (33 Minutes)

Learning Objective 2a: Students shall be able to propose ways to protect and promote the interest of their clients in accordance with Article 1

Learning Objective 2b: Students shall be able to describe disclosure requirements as required by Article 2

Learning Objective 2c: Students shall be able to identify how Article 3 requires cooperation with other brokers

Learning Objective 2d: Students shall be able to recall written contractual requirements under Article 9

Section 3: (28 Minutes)

Learning Objective 3a: Students shall be able to classify their area of expertise and relate how Article 11 requires competence therein

Learning Objective 3b: Students shall be able to articulate the requirements of Article 12 to be honest and truthful in their advertising

Section 4: (23 Minutes)

Learning Objective 4a: Students shall cite ways to be respectful of established relationships as provided under Articles 16

Learning Objective 4b: Students shall be able to recall the procedures provided by Article 17 to handle disputes

Section 5: (26 Minutes)

Learning Objective 5a: Students shall be able to reflect on the importance of equal and nondiscriminatory professional services as provided by Article 10.

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

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

Section 6: (30 Minutes)

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

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

Final Exam 10 Minutes

Evaluation (5 Minutes)

TOTAL = 185 Minutes