



GEORGIA ASSOCIATION OF REALTORS®

COURSE ADMINISTRATION
MANUAL

For
Sponsors & Facilitators

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PURPOSE OF THE GAR EDUCATION PROGRAM

The purpose of the Georgia Association of REALTORS® (GAR) education program is to provide quality, affordable continuing education (CE) credit courses. The courses offered through the GAR continuing education program are in partnership with local boards/associations, member brokers and real estate organizations.

Courses and Instructors are approved and evaluated by GAR's Course & Instructor Development Committee and Professional Development Committee. Courses are approved for CE credit by the Georgia Real Estate Commission (GREC).

REQUESTS

To request a course, email, FAX or mail a completed GAR Continuing Education Course Request Form* to the GAR office at least thirty (30) days prior to desired date. (**Use the GAR Designation Course Request Form for designation courses. Send to the GAR office at least sixty (60) days prior to desired date.*)

FEE STRUCTURE

NON-DESIGNATION COURSES

FOR A THREE-HOUR COURSE, the course fee paid by the Sponsor to GAR is calculated at \$25 per student with a minimum fee of \$400 and a maximum fee of \$650.

FOR A SIX-HOUR COURSE, the course fee paid by the Sponsor to GAR is calculated at \$40 per student with a minimum fee of \$600 and a maximum fee of \$800.

A minimum of 10 students is required to hold a course; otherwise, the following applies:

A class may be cancelled up to two business days prior to the date of a class without financial penalty to the sponsor. If a class is cancelled with less than two business days prior to the date of the class, the sponsor will pay GAR a \$100.00 cancellation penalty fee and, in turn, GAR will pay

that fee to the instructor. The instructor has the option of accepting or waiving this penalty fee. The instructor must be notified of a class cancellation by electronic notice or other written method.

Sponsor must pay GAR a per student fee whether or not the attendee is licensed, a member, or a non-member. (The exception is for the GAR Certified Facilitator.)

The registration fee charged to students by the Sponsor for the non-designation CE course is determined by the Sponsor. Some Sponsors use education courses as a member service, and others use them as a source of non-dues revenue. Both GAR and the Sponsor should not charge a tuition fee to the GAR Certified Facilitator(s) working on behalf of GAR for the non-designation class(es).

HOW TO CALCULATE COURSE FEES FOR A THREE-HOUR NON-DESIGNATION COURSE

Example #1

A Sponsor charges a registration fee of \$10 per student and has 13 students in attendance, collecting \$120. (No charge for the GAR Certified Facilitator/student.) The total fee due to GAR is \$400 (minimum fee).

Example #2

A Sponsor charges a registration fee of \$30 per student and has 19 students in attendance, collecting \$540. (No charge for the GAR Certified Facilitator/student.) The total fee due GAR is \$450 (18 students times \$25 per student).

Example #3

A sponsor charges a registration fee of \$40 per student with 32 students in attendance, collecting \$1,200. (No charge for the two GAR Certified Facilitators/students.) The total fee due to GAR is \$650 (maximum fee).

GAR Fee Per Student 3 hrs	Number of Students	Total Due to GAR Min \$400 Max \$650
Example #1 - \$25	12 + 1 Facilitator	\$400
Example #2 - \$25	18 + 1 Facilitator	\$540
Example #3 - \$25	30 + 2 Facilitators	\$650

Upon receipt of all payment and required materials from Sponsor, GAR staff will enter CE credit with the GREC. (Note: License numbers and signatures on Attendance Verification Form are required to enter CE credit.)

Registrations may be Processed by the Sponsor or GAR

If GAR handles the registrations, there will be a credit card processing fee charged to the Sponsor. GAR will charge a fee of 3% of total registration dollars collected to cover the credit card processing fees. For example, if GAR collect is \$525.00 in registration fees, the processing fee would be \$15.75. (3% of \$525.00 = \$15.75)

For GAR to handle registrations, the Sponsor should check the appropriate box on the updated Partners CE Request Form. After the class, GAR will either:

- Rebate to the Sponsor the difference between registrations dollars collected less the 3% credit card processing fee and the amount the Sponsor would owe GAR for the class,

OR

- Send the Sponsor an invoice for the difference the Sponsor owes us, including the 3% credit card processing fee.

A day or two before the class, GAR will email the Sponsor the sign-in sheet with the registrants names filled in. GAR will also send the Sponsor a walk-in registration form. The Sponsor may use the walk-in registration form only if the Sponsor wants GAR to process those walk-in payments.

Note: If GAR handles the registrations, our database recognizes all Georgia REALTORS® as "members." If a Sponsor offers classes at a lower fee to their *local board members only* and not to all Georgia REALTORS®, the Sponsor will either have to rebate the local board members after the class to provide the discounted rate *or* continue to handle their own class registrations.

DESIGNATION COURSES

1. Sponsor must have a minimum of ten students; otherwise the following policy applies for designations that do not have their own cancellation policy:

For courses that do not have their own cancellation policy, the determination to cancel a designation course will be made by the sponsor and the instructor as long as there is no negative impact on GAR's financial obligation.

Designation courses require written cancellation notice at least ten business days prior to the day of the course to avoid cancellation fees.

2. The Sponsor will receive a rebate for the number of students over ten at:
 - a. \$25 per additional student for two-day courses, or
 - b. \$15 per additional student for one-day courses.
3. Student registration fees will be charged according to the GAR schedule. Please consult staff for further information.
4. Registrations will be handled through www.garealtor.net.

Sponsor must pay GAR a per student fee whether or not the attendee is licensed, a member, or a non-member. The Facilitator will pay the tuition fee in full and then receive a rebate. The rebate will equal the tuition fee less the Council Fee then divided by two.

Note: Registration fees for designation courses differ from CE courses due to instructor fees and expenses, royalty fees, and cost of materials. Contact GAR staff for current information.

COURSE CANCELLATION POLICY

At the discretion of the Professional Development Committee, the timeframes in the Cancellation Policy may be adjusted annually. .

As a courtesy to Instructors who reserve time to present a course, **the Sponsor must advise GAR staff in writing if a course is cancelled or rescheduled.** Cancellation of a course may not relieve the Sponsor of the obligation to pay a penalty fee.

A minimum of 10 students is required to hold a course; otherwise, the following rules apply.

NON-DESIGNATION COURSES

A non-designation class may be cancelled up to two business days prior to the date of a class without financial penalty to the sponsor. If a class is cancelled with less than two business days prior to the date of the class, the sponsor will pay GAR a \$100.00 cancellation penalty fee and, in turn, GAR will pay that fee to the instructor. The instructor has the option of accepting or waiving this

penalty fee. The instructor must be notified of a class cancellation by electronic notice or other written method.

The written cancelation notice must be received by GAR before close of business at least two full business days prior to the class day to avoid a possible penalty fee.

Example: A class is scheduled for Thursday, June 23. If the Sponsor is going to cancel, GAR must receive the cancellation notice by the close of business, Monday, June 20.

Note: Instructor fees for designation courses are significantly higher than regular Partners in Education continuing education courses, due to the length of the course.

DESIGNATION COURSES

Designation courses require written cancellation notice at least ten business days prior to the day of the course to avoid cancellation fees.

For designation courses that have their own cancellation policy, that policy will apply. For all others, the determination to cancel a designation course will be made by the sponsor and the instructor as long as there is no negative impact on GAR's financial obligation.

SPONSOR RESPONSIBILITIES

The Sponsor will

- Provide the handicapped accessible site.
- Promote the course.
- Contact the Instructor for audio-visual requirements.
- Process registrations for non-designation CE classes unless otherwise arranged with GAR
- Handle refreshments.
- Provide a GAR Certified Facilitator.
- **GAR recommends one Facilitator per 25 students.**
- Copy and distribute to students the handouts provided by GAR. *Sponsor may email handouts to each student, provided the email clearly states that the material is protected by copyright by GAR and may not be used at any other time or by any other Instructor.*

- Copy the sign-in sheets, evaluations, exam answers sheets (if any) and any other forms, such as Council-required forms before sending the originals to GAR.
- Send original sign-in sheets, evaluations, exam answers sheets (if any) and any other forms, such as Council-required forms.

PRIOR TO COURSE

The Sponsor will

- Meeting rooms must be set up classroom style with tables and chairs.
- Promotion - Once GAR has confirmed the Instructor, begin promoting the course using either the flyer GAR provides or a Sponsor-produce and GAR approved flyer.
- Pre-registration is recommended: 1) for assuring a good turn out, and 2) to get proper documentation for GAR. GAR requires full name and license number to post the GREC CE credit.
- A financial sponsorship may be obtained by the local board/association holding the course. The sponsorship should never be a real estate company, as that would appear to be recruiting. A Sponsor may have a banner or similar advertisement, preferably outside the classroom. No sales of products or services may be conducted in the classroom, but a sales table may be outside.
- Contact Instructor for audio-visual requirements. Order equipment needed, if necessary.
- Breaks/Refreshments - All three-hour courses need one fifteen minute break. Six-hour courses need two fifteen minute breaks. For example, three-hour courses must be scheduled for three hours, fifteen minutes—there must be three hours of instruction. Refreshments provided are at the discretion of the Sponsor. No more than two hours of instruction may occur without a 15-minute break.
- Prior to the course, call the Instructor to discuss details and make sure Instructor has good directions to the meeting place, and understands that no products or services may be sold in the classroom.

- Provide a GAR Certified Facilitator to monitor the course as it pertains to CE credit. The Facilitator must be someone who has been trained on GAR's procedures.

Non-Designation Courses

Facilitator may attend a regular CE course and receive CE at no cost as long as the Facilitator's name, license number and signature are on the Attendance Verification Form as a student and at the bottom as the Facilitator. Please note that this person is a Facilitator on the form so that payment is not expected. This only applies if the Facilitator is working that course as a Facilitator.

Designation Courses

If the Facilitator wants designation credit for the designation course, s/he must register for the course. Then, s/he will be reimbursed. The reimbursement will be for the early bird tuition amount less the Council Fee and then divided by 2. If the course is not being taken for designation or certification purposes, the Facilitator may take the course and receive CE at no charge.

- For non-designation courses, GAR will email the Sponsor a master handout to copy and distribute to students. This material is protected by copyright by GAR and/or the Instructor and may not be used at any other time or by any other Instructor. Any materials required for designation courses will be delivered to the Sponsor for distribution to students on the day of the course.

DAY OF THE COURSE

Room Set Up

The Sponsor will:

- Start room set up at least one hour prior to the course time.
- Count chairs to be sure there is space for everyone pre-registered.
- Have a central table for display materials, if applicable. If materials are for sale, the table must be outside of the classroom.
- Set registration area with adequate table space and two chairs – Facilitator and sponsor representative.

- Be prepared for on-site registration.
- Check audio-visual equipment in the classroom – see request list for Instructor. Make sure equipment is in good working condition and that there is extra equipment available, if needed.
- Place all markers, pens, transparencies, etc. in the appropriate place.
- Locate volume and other controls for the microphone and sound system – ensure they are working properly.
- Locate light switches and be sure to know where to access them if needed.
- Locate climate control switches. In some facilities, an authorized employee may have to operate the controls, be sure to find out who this person is and how to contact them if needed.
- Locate restrooms.
- NO SMOKING IN CLASS.
- At the lunch break – six-hour courses only – check to see if the meeting room is refreshed.

Registration Procedures

The Sponsor will:

- Have the registration materials ready for registration. These materials include:
 - GAR's Attendance Verification Form
 - Pens/Pencils – Sponsor provides
 - Name Badges (*optional*)
 - Course Materials/Handouts
 - Walk-In Registration forms for courses with registration through GAR
- Accept pre-registered students ONLY, until all have arrived and signed in.
- If space and materials are available, take on-site registrations.
- Ask each student their full name and check them in.
- Have student sign the GAR Attendance Verification Form, checking accuracy of name and Georgia real estate license number. ***To receive course credit, the student MUST sign in.***
- Give each student one set of course materials.
- Count the number of registrants and count heads to see if everyone has checked in at the desk.

- To receive course credit, the student **MUST** sign in.

AFTER THE COURSE

Checklist of Items to Return to GAR

- Facilitator Evaluation Form
- Student Course Evaluations
- Attendance Verification Form (*signed by Facilitator*)
- Tests and Answer Sheets (*if applicable*)
- Check for GAR course fee
- Walk-In Registration forms for courses with registration through GAR, if any

Sponsor must pay GAR a fee for each student, whether or not the student is licensed, a member, or a non-member and whether or not CE credit is earned. (The exception is for the GAR Certified Facilitator.)

Upon receipt of all payment and required materials from Sponsor, GAR staff will enter CE credit with the GREC. (**Note:** License numbers and signatures on Attendance Verification Form are required to enter CE credit.)

Make Check Payable to: Georgia Association of REALTORS®.

Upon receipt of payment, GAR staff will enter CE credit with the GREC. (**Note:** License numbers and signatures on Attendance Verification Form are required to enter CE credit.)

Mail to:

Georgia Association of REALTORS®

Attn: Association Services Department

3200 Presidential Drive; Atlanta, Georgia 30340

Phone: 770-451-1831

Fax: 770-458-6992

ON-SITE FACILITATOR GUIDELINES

GAR recommends one Facilitator per 25 students. The on-site Facilitator for a GAR course is an *extremely important responsibility!* Courses are approved by the

GREC to meet CE credits. The Facilitator(s) helps to ensure that GREC and GAR School requirements are met.

The licenses of those in attendance may well depend upon the Facilitator's expert handling of duties.

Of course, it is not possible to predict the unexpected circumstances that may arise in any given situation, regardless of a well-planned program. The following guidelines are set forth to aid in preparing for a smooth registration process and other meeting logistics.

The primary objectives are to supervise the registering of attendees requesting CE credit and to ensure that they stay for the entire class time. The Facilitator must officially attest to their full attendance at the course on the Attendance Verification Form.

In working with the Sponsor representative, the Facilitator's secondary objectives are to:

- Verify all requirements prior to the course day.
- Ensure proper room set-up – including audio-visual equipment.
- Assist in distribution of course materials.
- Assist in setting up display area.
- Assist Instructor when needed.
- Provide other logistical arrangements as necessary for a professional presentation.

Logistical guidelines to help achieve GAR's educational program's objectives are given in this manual. The Facilitator should become thoroughly familiar with the contents of this manual prior to arriving at the course site.

COURSE SCHEDULE REMINDERS

- Three- and six-hour courses means three or six hours of actual instruction!
- For three- and six-hour courses, the student can only receive full or zero credit.
- The on-site Facilitator must remind students arriving late that they cannot receive credit for the course, but they may attend the remainder of the course. For designation courses that are 6-12 hours long, the Facilitator

should check with GAR staff before telling a late arrival that s/he will not receive credit. Some variance may be allowed.

STARTING THE COURSE

The Facilitator should:

- Approximately two minutes before the program is to begin, proceed to the speaker's area.
- Introduce him/herself as the on-site Facilitator.
- Welcome the students to the CE Program.
- Advise students receiving CE credit that FULL ATTENDANCE is required to obtain credit.
- Have students refer to the "Notice To Students" located on the first page of their course outline and the paraphrase the important parts.
- Announce scheduled breaks and course completion times.
- Announce for students to complete the Student Evaluation Form and turn it in at the end of class. (This form is usually the last page of the student handout.)
- Invite students to browse through the display area during breaks, if applicable.
- Ask students to notify them if they have to leave the course at any time.
- Advise students to TURN OFF beepers and phones, as this is a distraction to Instructors and other students.
- Advise that there is NO SMOKING IN CLASS.
- Introduce the Instructor with biographical information provided. The Sponsor representative may want to do this. This decision should be made before the class begins.
- Return to registration table to register any late students. If the Instructor has begun, the student is not eligible for CE credit.

BEFORE/AFTER BREAKS

The Facilitator should:

- Advise students needing CE credit to be back promptly at the designated time. If they are late, they cannot receive credit.

- After the break, count the students to be sure they are all in the classroom. Take note of any one missing from class.

BEFORE LUNCH (IF APPLICABLE)

The Facilitator should:

- Five minutes prior to the scheduled lunch break, give the Instructor a signal that lunchtime is approaching. This signal should be arranged between the Facilitator and the Instructor before class.
- Advise the students requesting CE credit to be back promptly at designated time. If they are late, no credit will be given.
- Approximately ten minutes prior to the end of lunch, start the students returning to class.
- After lunch, count the students to be sure they are all in the classroom. TAKE NOTE OF ANYONE MISSING – and record on the registration sheet – NO CREDIT. (Some courses and locations will require an additional sign-in sheet.)

COURSE CONCLUSION

The Facilitator should:

- Thank the Instructor.
- Thank the students for attending the course.
- Ask all students to complete their Student Instructor Evaluation Forms and turn them in before leaving. Verify the people who attended the full three or six hours of instruction. These are the students who receive CE credit. Sign the Attendance Verification Form. ***It is the responsibility of the Facilitator to sign the bottom of each page of the attendance verification form and to enter Yes or No in the far right column. If No is entered, include a note as to why CE credit is being denied, i.e. No – late at 9:24 am, No – phone call and left class for 10 minutes, No – left at 11:30 a.m.***
- Turn in all forms to the Sponsor. Instructor will receive a summary of the evaluations from GAR. The Instructor should not collect or see the forms at the end of the course.

SICKNESS/INJURY/EMERGENCIES

The Facilitator should:

- Have the Sponsor representative obtain the appropriate emergency service as quickly as possible, or the facility contact person.
- Make note on the Attendance Verification Form of who the student was, the nature of the emergency or illness, the time and duration, and when the student left the classroom.
- Forward this information to GAR for record purposes.
- The Facilitator may find it a personal and social asset to acquire proper training in CPR.

GEORGIA ASSOCIATION OF REALTORS® CONTACT INFORMATION

Mail Address

Association Services Department
3200 Presidential Drive
Atlanta, GA 30340

Course Calendar/Registration Website

www.garealtor.net

Contacts

Designation Course Requests

Amy Asher, Education Manager
678-597-4124
aasher@garealtor.com

CE Class Requests

Senita Fort, Education Coordinator
678-597-4128
sfort@garealtor.com

Association Services Assistant

Susan Lawson
678-597-4126
slawson@garealtor.com

PARTNERS IN EDUCATION FORMS

- Student Notice
- CE Course Request Form (Non-Designation)
- CE Course Timeline (Non-Designation)
- Designation Course Request Form
- Attendance Verification Form
- Facilitator Evaluation Form
- Student Evaluation Form



STUDENT NOTICE

The Georgia Association of REALTORS[®], Inc. is approved by the Georgia Real Estate Commission (GREC) to offer continuing education, sales postlicense, and broker prelicense courses. The school's renewal date is December 31, 2011.

The Georgia Real Estate Commission has approved this course for three (3) hours of continuing education credit. GAR school policy defines an instructional hour as 60 minutes.

To receive C.E. credit for this course, the student must:

- ✓ be on time
- ✓ sign in with the course facilitator before the course begins
- ✓ remain in the course until the end of the session
- ✓ satisfactorily complete an examination, if required
- ✓ return a completed evaluation to facilitator at the end of course.

There is no make-up session for this course.

CELL PHONES and PAGERS are distracting. As a courtesy to others, it is required that students keep them turned off during courses.

To foster a spirit of camaraderie and to avoid the appearance of recruitment, no nametags or clothing with company logos will be allowed in courses offered for continuing education credit through the GAR school, the Georgia REALTOR[®] Institute.

Entrance qualifications and standards of completion will not be based on race, color, sex, religion, national origin, familial status, or disability.

No recruiting for employment opportunities for any real estate brokerage firm is allowed during this course or on the premises while this course is in session. Any effort to recruit by anyone should be promptly reported to the Education Manager; Georgia Association of REALTORS[®]; (770) 451-1831; 3200 Presidential Drive; Atlanta, GA 30340, or to the Georgia Real Estate Commission; (404) 656-3916; International Tower; 229 Peachtree Street, NW; Suite 1000; Atlanta, GA 30303-1605.



**Georgia Association of REALTORS® (GAR)
Partners in Education CE Classes – Timeline/Steps**

1. Sponsor (board, association or company) completes Partners CE Request Form and sends it to GAR. Request must be received at least 30 days prior to the date of the requested class.
2. GAR responds with an acknowledgement of receiving the class request.
3. GAR contacts instructor for availability.
 - a. If instructor is available, an instructor agreement sent to instructor. Instructor signs and returns to GAR. (Go to step 4.)
 - b. If instructor(s) not available, GAR and sponsor work together to find a different instructor, date, and/or class.
4. Once instructor agreement has been signed and returned to GAR, class is official.
5. Class flyer is produced and emailed to sponsor along with the instructor's name and cell phone number. Class is posted on www.garealtor.net.
6. Two weeks before the scheduled class, student handout (to be duplicated for each student by the sponsor), attendance verification sheet, facilitator's checklist, facilitator's instructor evaluation form, instructor's bio, and post-course check list are emailed to the sponsor. The email includes instructor name and contact information (again). Facilitator and instructor are copied on this email.
7. Class is held with facilitator working the class.
8. Attendance verification form is signed by facilitator, noting who should receive credit and who should not. (If no credit earned by a student, facilitator notes why on the verification sheet.)
9. Facilitator gives sponsor all completed evaluations, facilitator's instructor evaluation, any monies received from walk-ins, and the signed/completed attendance verification sheet.
10. If CE Credit for an individual student needs to be posted immediately, contact GAR for instructions.
11. Sponsor mails class payment along with completed student evaluations, facilitator's instructor evaluation, and the signed attendance verification form to GAR. (Copies should be made by the sponsor in case package is lost in the mail.)
12. GAR receives sponsor package. CE Credit is posted within one week once complete class package, including payment, is received from the sponsor.
13. Once CE has been posted with the GREC, an email listing all who received CE credit is sent to the sponsor. If there is a problem posting CE credit for a student, that information will be included in the email.

Georgia Association of REALTORS[®], Inc. School #0271
3200 Presidential Drive
Atlanta, GA 30340-3981
Telephone: 770.451.1831 Fax: 770.458.6992
Send Request Form to aasher@garealtor.com

DESIGNATION COURSE EDUCATION REQUEST FORM

To schedule a course, complete this form and return via FAX at least 60 days in advance.

SPONSOR Board/REALTOR[®] Broker Office INFORMATION

NAME: _____ PHONE: _____
MAILING ADDRESS: _____
CITY, STATE, ZIP: _____
REGISTRATION COORDINATOR: _____ PHONE: _____
E-MAIL ADDRESS: _____

COURSE INFORMATION

(one request form per course)

If not an NAR Designation, must be noted on all advertising.

TOPIC: _____
INSTRUCTOR: _____
1st choice *2nd choice*
DATE: _____ REGISTRATION TIME: _____
Allow 30 minutes for registration & a 15 minute break in a.m. and p.m. required by GREC.

LOCATION FACILITY FOR COURSE

If not handicapped accessible, must note on all advertising.

FACILITY: _____ PHONE: _____
SEATING CAPACITY: _____
ADDRESS: _____
CITY, STATE, ZIP: _____
DIRECTIONS: _____

FACILITATOR

A GAR certified facilitator is required to be on-site to oversee this program. All documentation for the program must be completed and certified by the facilitator before submitting it to GAR.

FACILITATOR NAME: _____ PHONE: _____

I have read and understand the responsibilities between GAR and the sponsor as described in the Partners in Education Administration Manual Catalog. I understand the course fee structure and agree to pay the required amount when the course is completed or the cancellation fee.

SPONSOR Signature (Association Executive/President or
if REALTOR[®] Firm, Broker/Office Manager)

DATE



Continuing Education Attendance Verification Form

Sponsor: _____ C.E. Credits: _____ Date/Time: _____
 Topic: _____ Course Code # _____ Instructor: _____

	Name (<i>Print</i>)	License Number (<i>Required</i>)	Signature (<i>Required</i>)	FACILITATOR USE ONLY
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25				

For Facilitator Use Only

Print Name of Certified Facilitator: _____ Date: _____
 Signature of Facilitator certifying completion of attendance requirement by students.



Georgia Association of REALTORS®
Partners in Education

Student's Course/Instructor Evaluation

Date _____ Location _____

Instructor _____

Please circle your response to each of the following statements.

1. The instructor encouraged my participation through questions and answers or exercises.

Unsatisfactory Needs Improvement Satisfactory Above Satisfactory Excellent

2. The instructor presented ideas clearly and made the subject matter interesting.

Unsatisfactory Needs Improvement Satisfactory Above Satisfactory Excellent

3. The use of the outline/handouts for study and/or reference was:

Unsatisfactory Needs Improvement Satisfactory Above Satisfactory Excellent

4. The topic is relevant/helpful to my real estate activities.

Unsatisfactory Needs Improvement Satisfactory Above Satisfactory Excellent

5. Would you want this instructor back?

Yes No

Additional Comments: