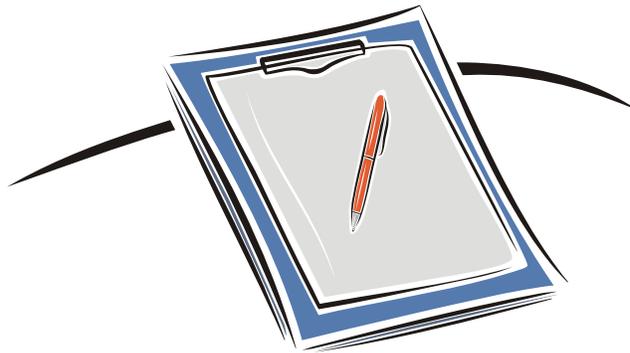


WEST VIRGINIA REAL ESTATE COMMISSION



A COMPREHENSIVE GUIDE TO REAL ESTATE CONTINUING EDUCATION



**CHARLESTON, WV
2015**

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INTRODUCTION

The purpose of this guide is to present the Commission's expectations related to all elements and aspects of the continuing education approval process following the requirements of the Real Estate License Act and Legislative Rules.

The goal of the guide is to help the continuing education providers and instructors in their efforts to develop high quality education offerings and provide West Virginia licensees with the knowledge, skills and abilities necessary to successfully offer and practice real estate brokerage services in a manner that protects the public interest.

The need for developing these comprehensive guidelines is evident and is determined by the quality of the applications submitted for approval and the gaps and deficiencies needing correction and revision. In addition, the decision to develop the Guide is supported by the pursuit of efficiency and quality, and most of all to provide support and direction to continuing education providers and instructors.

The information included in this document is based on review of the West Virginia Real Estate License Act and Legislative Rules, research of professional publications and documents of other Real Estate Regulatory agencies. It follows the requirements and procedures outlined in the West Virginia Real Estate License Act and the Legislative Rules related to applications for continuing education provider, course, and instructor.

The Guide was developed by Nedka P. Dineva, PhD, Education Director for the Commission and edited by the Commission's Executive Director Richard E. Strader, CPA.

CHAPTER 1: CONTINUING EDUCATION DEFINED

1.1. Definition.

There are a variety of interpretations and definitions of continuing education in professional publications and research reports.

For the purposes of this document, *continuing education* is defined as a specialized learning activity designed to provide new or enhance existing knowledge, skills and abilities of real estate professionals and enable them to practice real estate brokerage business in a manner that protects the public interest.

This definition is in compliance with WV CSR § 173.3.3 which reads in pertinent part “*All continuing education courses should contribute directly to the professional competence of the individual*”.

1.2. Purpose and objectives.

The *purpose* of the continuing education, as a regulatory requirement, is to encourage licensees to expand the foundation of their knowledge and to keep up to date with new regulatory requirements or professional developments.

The *primary objective* of continuing education in real estate is to provide knowledge and skills which enable licensees to better serve and protect the consumer of real estate services.

This objective is a direct result of the principle purpose of the Real Estate Commission of protecting the public interest from the unauthorized, unqualified and unregulated practice

of real estate brokerage.

1.3. Requirements.

1.3.1. To maintain an active license, every licensee is required to complete seven (7) hours of continuing professional education for each fiscal year in courses approved by the commission.

1.3.2. To receive credit, the courses must be taken during the fiscal year preceding the fiscal year for which the licensee is applying for license renewal.

1.3.3. Exempt from this requirement are:

- a licensee who held a license on 07/01/1969 and renewed it continuously thereafter.

- a licensee who is on inactive status.

1.3.4. When a licensee on inactive status wants to activate his/her license, he or she must satisfy the requirement for continuing education which would have been in place at the time the license was renewed.

1.3.5. Non-resident licensees must comply with the requirement for continuing education. However, if the non-resident's jurisdiction has a comparable continuing education requirement and recognizes West Virginia continuing education credits as fulfilling that jurisdiction's continuing education requirement, the Commission will accept continuing education credit earned in the other jurisdiction. Distance education courses must meet WV requirements for certification in order to be accepted.

CHAPTER 2. CONTINUING EDUCATION PROVIDER

2.1. Definition.

Continuing education provider is any institution or individual who is seeking approval to offer continuing education courses for credit to West Virginia licensees.

2.2. Application.

2.2.1. All candidates for approval as a continuing education provider should familiarize themselves with the requirements and procedures prior to submitting an application.

2.2.2. All out-of-state providers must be registered to do business in WV and show proof of registration with the WV Secretary of State office at the time of the application. No application will be considered before this requirement is met.

2.2.3. Each candidate must submit an original "Continuing education provider" application on the form approved by the Commission. The application may be submitted to the Commission separately or along with individual course applications.

2.2.4. The applicant shall address, in detail, the following areas:

- a. Experience in developing and offering educational courses and programs.
- b. Attendance monitoring policy. Attendance verification forms.

- c. Admission policy.
- d. Refund policy.
- e. Exam policy and procedures, when applicable, along with policy for make-up exams.
- f. Policy and procedures for maintaining all records.

2.2.5. In order to be approved, each provider must certify the following:

- a. Each course will be open to all individuals on an equal basis.
- b. Authorized representatives of the Real Estate Commission may monitor and inspect each course.
- c. Certificates of course completion will only be issued to students who have attended an approved course and have complied with all the requirements needed to earn the credit.
- d. All courses will be offered in compliance with the provisions of the Real Estate Licensed Act (WV Code § 30-40-1 et seq), and Legislative Rules (WV CSR § 174-1, 174-2 & 174-3).

2.2.6. The provider application must be completed in full, signed by an authorized representative of the applying institution and dated.

2.2.7. After approval, the provider will be assigned a permanent and unique provider number, which must be used on all continuing education course applications submitted to the Commission for approval.

2.2.8. Approved providers are not allowed to promote any product or service while offering or conducting any continuing education course.

2.2.9. Each approved provider shall verify and monitor attendance at all approved course offerings.

2.2.10. It is the responsibility of the approved provider to prepare advertisements for all course offerings including when contracting with individual offices of professional associations to offer an approved course. When the provider is contracted to provide an approved course to a group of licensees all advertisements must be in the name of the approved provider and the course open to all licensees on an equal basis.

2.2.11. The “Continuing Education Provider Application” (Appendix # 1) is posted on the Commission’s website and is available for download at:

<http://www.wvrec.org/ce-Provider-App.pdf>

2.3. The American with Disabilities Act (ADA).

Each education provider has specific responsibilities under ADA and must certify that its courses will be conducted in compliance with the American with Disabilities Act. The courses must be offered in a place and manner accessible to all individuals, or provide alternative but equal arrangements. This may include providing auxiliary aids and services for people with disabilities. The provider should be familiar with the requirements of ADA or consult with specialized agencies such as Equal Employment Opportunity Commission, US Department of Education, US Department of Labor, Federal Communications Commission, US Department of Justice, etc.

2.4. Records.

Each approved continuing education provider is required to:

2.4.1. Maintain records of all students who completed a course of education offered by the provider. The records shall include the name and the address of the student , the title of the course, the date of completion, the course approval number, and the credit hours awarded.

2.4.2. Keep the records for a minimum of five (5) years and be open for inspection by the Commission or its authorized representative.

2.4.3. Annually supply the Commission with a comprehensive list of all students who have completed a course at their institution during the fiscal year July 1 through June 30. The list must be presented in a form approved by the Commission and no later than July 15 of the succeeding fiscal year. The form is posted on the Commission website in a variety of formats. A copy of the report form (Appendix # 2) may be downloaded at <http://www.wvrec.org/CE-Reports.htm> .

CHAPTER 3. CONTINUING EDUCATION COURSE

3.1. Definition.

Course of education may be defined as a structured learning activity designed to deliver information and to impact the set of knowledge and skills one may have.

3.2. Requirements.

3.2.1. Before submitting a course application for approval, each provider must familiarize him/herself with the requirements of WV Code § 30-40-16 and WV CSR § 174-3.

3.2.2. Approval from the Commission must be obtained for any course prior to advertising or offering the course.

3.2.3. To be approved for credit, all continuing education offerings must meet the following criteria:

- a. Must directly relate to the real estate practice.
- b. Must contribute directly to the professional competence of the licensee.

To determine whether the course meets the criteria outlined above, it is important to answer the question: To what does the course directly contribute?

1. Improving the level of knowledge, skills and abilities of the licensee that supports the lawful performance of real estate services and contributes to the

professional competence of the licensee.

OR

2. The personal improvement of the licensees. These courses benefit and help the licensees provide more efficient services, and build or boost their business.

3.3. Guidelines.

Each course provider must adhere to the following guidelines:

3.3.1. Each course should contribute directly to the professional competence of the licensees and enhance their ability to protect the public interest and the consumers of real estate services from harm.

3.3.2. Course development shall follow the generally accepted principles and models of instructional design. The basic model to refer to is the ADDIE model and its five phases: Analysis, Design, Development, Implementation, and Evaluation.

Analysis: During this phase the problem or the training need should be identified, the main broad goals defined, learner characteristics and expectations analyzed, learning styles and motivation determined.

Design: This is the core and the foundation of each course design process. During this phase the specific learning objectives and outcomes, along with the assessment instruments, must be identified. The course content must be designed and structured in a way to support the achievement of the learning objectives. In addition, all course related items should be identified, such as manuals and handouts, course support materials, exercises, audio and video materials, lesson plans, evaluation materials.

Development: This is the construction phase of the process, which includes identification of the instructional strategies to be used, development of all instructional materials and manuals, review of suggested audio and video components, and classroom logistics. Pilot testing is also part of this phase.

Implementation: Present the final product (the course) to the market and the learners, after approval by the WVREC.

Evaluation: Two types of evaluation are included in this phase- *formative and summative*. Although, the evaluation is listed as the final phase of the course development process, formative evaluation is conducted during each individual phase.

Formative evaluation focuses on the process. The purpose is to catch deficiencies or problems which impact the implementation and to take actions for improvement while the course is still in progress.

Summative evaluation evaluates the course at the end and focuses on the outcomes. The purpose is to determine whether the goals and objectives have been met.

The feedback received as a result of both the formative and the summative evaluations may cause revision and modification of the course design and content.

3.3.3. The Commission will not approve any course “*that is not structured and cannot be monitored*”. (WV CSR § 174.3.3)

3.3.4. The course content and materials should be developed by qualified individuals. Course designers and developers should be subject matter experts in the area of study and also possess knowledge and skills in instructional design and course

development.

It is advisable that the education provider create a team of experts with expertise in different aspects of the course development process whose knowledge and skills complement each other.

3.3.5. Course content must be current. If tables, charts and statistical information are part of the course content, the data must be current and no more than three (3) years old.

3.3.6. The Commission shall determine the amount of credit to be awarded to each course based on the content evaluation. The minimum length of each course shall be three (3) hours with each hour equaling fifty (50) minutes of instruction. The Commission will not approve any course which does not have sufficient content to meet the required minimum. The length of the breaks must not be included when calculating the instruction time.

3.3.7. The course content shall directly relate to the real estate practice and address “*real estate related subjects including, but not limited to real estate law, agency, ethics, civil rights, equal opportunity, appraisal, contract law, finance, and principal/agent relationship*” (WV CSR § 174.3.3). Review of the course content should confirm its relevance to the professional competence of the licensee for the purpose of protecting the public interest and the consumer of real estate services. Each course is reviewed and evaluated on an individual basis.

3.3.8. The presentation of course content may be enhanced by the use of technology. If videos are incorporated in the content, they must be approved by the Commission at the time the course approval is sought. Access to the video must be provided at the time of submission.

3.3.9. When a course is taught by an approved instructor, who is licensed real estate professional, the instructor may receive continuing education credit toward the requirement for license renewal in the amount of credit for which the course has been approved. The credit may be awarded only for the first time the course is taught. The instructor can not receive credit for any subsequent teaching of the same course (WV CSR § 174-3-3).

3.3.10. The Commission may deny course approval for providers who have a documented record of violating the WV Real Estate License Law and/or the Legislative rules.

3.3.11. All course approvals expire on June 30 of each year.

3.4. Application.

3.4.1. When seeking approval for a continuing education course, each approved provider must submit a course application on a form approved by the Commission. A copy of the course application (Appendix # 3) may be obtained at: <http://www.wvrec.org/ce-Course-App.pdf>.

3.4.2. The course application must be received in the Commissions office at least 45 days in advance of the course being offered for credit.

3.4.3. Each application must be accompanied by:

a. The required non-refundable course registration fee. It is advisable to submit a separate payment for each course application.

b. A copy of all course materials.

The course materials must:

- support the course content outline presented on the application,
- provide sufficient information to allow a detailed content review,
- be specific and NOT provide options for interpretation of the content.

Power Point Presentations with only bullet points and pictures are not considered course materials and do not satisfy this requirement.

c. A copy of the handouts to be provided to the learners.

d. A copy of the proposed advertisements, including the selected ways of distribution (through newspaper ad, e-mail, posting on a web-site, etc.). The advertisement should contain: the name and address of the course provider, the title of the course, date and location where the course will be offered, credit to be awarded after completion of the course, the name of the instructor, the price, and a statement clarifying that the course is open to all individuals on equal basis.

To assist licensees in avoiding duplication of courses and learning activities, the advertisement must show the course approval number assigned by the Commission.

e. A copy of the evaluation form/s to be used to evaluate the course and the instructor.

f. A copy of video and other supplemental materials, when included in the course content and the instruction time. All videos shall be timed. In cases when only portion of a video material will be used, a statement should indicate the length of time which is included in calculating the instruction time.

3.4.4. The application must clearly indicate the name of the course provider and its WV REC approval number, the title of the course, the requested credit hours, and the registration fee.

3.4.5. The application shall show the course content in 15 minutes increments with a clear indication of starting and ending times, the time of the breaks and lunch (if

applicable).

A well structured outline clearly shows the consecutiveness and the length of each segment, allows for precise determination of the actual length of the course and the credit hours to be awarded. The final exam of the course, when required, shall not be included in the total time of instruction.

The required minimum instruction time is:

- for seven credit hours course- 350 minutes of instruction,
- for 3.5 credit hour course- 175 minutes of instruction.

3.4.6. The content of each fifteen (15) minute segment shall be outlined and clearly stated.

Example:

| <u>Time:</u> | <u>Content outline:</u> | <u>Learning objective:</u> |
|--------------|----------------------------------|---|
| 15 minutes | Introduction to Fair Housing Act | List milestones in the evolution of fair housing law. |

3.4.7. Each application must also indicate the difficulty level of the course content. The suggested levels of difficulty are: Basic/Beginning, Intermediate, and Advanced. The following definition should be considered when rating a course.

Basic/Beginning: Learning activity with providing basic information in a broad topic area without requiring previous knowledge on the topic.

Intermediate: Learning activity with content built beyond the basic knowledge level by introducing new material. The topic is more specific and the content is more detailed and requires preliminary knowledge of the subject.

Advanced: Learning activity with specialized and challenging content. It goes beyond the introduction of new material at an intermediate level. At this level mastery and proficiency are the targeted outcomes.

3.4.8. A schedule of the initial and all subsequent offerings of the course must be presented with the application. The provider must submit a notification for each additional offering in advance of the scheduled date of course offering. The notification must include the following information: title of the course, course approval number, date and location where the course will be offered, the instructor's name, beginning and ending time, and the price. It is the responsibility of the approved provider to also supply the Commission with a copy of the advertisement for each additional location and subsequent offering.

3.4.9. The main benefits to the licensee who attends the course must be described. The description shall emphasize the gains, positive results and effects of completing the course. It shall clearly distinguish between the benefits of the course and the learning objectives and outcomes of the course segments (modules).

3.4.10. The teaching strategies, which will be employed to present the course content, must be explained in detail. How the course is taught is as important as what is taught. The strategies should incorporate active learning approaches and techniques to engage the participants. The variation and difference in the participants' learning styles should be considered when selecting the teaching strategies.

The way adults prefer to approach new information defines their learning style. Knowing

the specifics of each learning style will help in the selection of the teaching strategies needed to be employed for the presentation of the course content.

For the purposes of this Guide we will concentrate on three (3) primary learning styles: auditory, visual, and tactile.

A. Auditory is the learning in which the participant learns best by listening or hearing information presented through lectures, discussions, records, tapes, CDs. These learners listen carefully to all sounds associated with the learning. “Tell me” is their motto. They will pay close attention to the sound of your voice, and they will actively participate in discussions. One can best communicate with them by speaking clearly and asking questions.

B. Visual learning is in place when the participant learns best by visualizing or watching. Visual learners rely on pictures. They love graphs, diagrams, and illustrations. The information for these learners should be presented in writing, through texts, charts, diagrams, videos or other visual means. “Show me” is their motto. They want to know what the subject looks like. One can best communicate with them by providing handouts and writing on the white board.

C. Tactile/Kinesthetic learning is also known as learning by doing. Learning takes place when the participant is involved in a physical activity. These learners need to physically do something to understand it. Practical exercises and role playing are the best way to present information to these learners. Their motto is “Let me do it”. They want to actually touch what they are learning. They are the ones who will get up and help you with role playing. You can best communicate with them by involving and allowing them to practice what they are learning.

3.4.11. The Learning Objectives for each segment of the course must be defined, clearly stated, and specific.

No application will be approved without clear stated, measurable and observable objectives stated in performance terms for each individual segment of the course. Courses submitted with generic learning objectives or limited number of objectives will not be approved.

What are Learning Objectives?

Learning Objectives are specific and measurable goals regarding what will be learned from the course. They are statements of what participants will be able to do when they have completed each individual segment of the course.

The Learning Objectives are the foundation of any course. They shall be presented as statements describing a competency or performance capability to be acquired by the learner.

The Learning Objectives are different from the goals.

The goals are general statements that describe in broad terms what the learner will gain from the instruction. They are broad, focus on the big picture and sometimes difficult to measure directly.

The learning objectives describe the expected outcomes of the learning process and how well the participants are expected to master the content at the intended level.

Main characteristics of effective learning objectives:

- a. Consistent with the goal of the curriculum/ course
- b. Clearly stated in performance terms
- c. Specific
- d. Measurable
- e. Realistic & doable
- f. Appropriate for the level of the learner

How to write learning objectives:

- a. Focus on student performance not instructor performance.
- b. Focus on result/ outcome - not process or activity.
- c. Focus on terminal behavior- not subject matter. Start each statement with a verb that specifies, definite, observable behavior.
- d. Do not use vague verbs such as “understand”, “know”, “learn about”. Use more specific, action verbs such as describe, compare, list, analyze, etc. (Detailed information is provided on page 20 & 21 of this Guide).

The review of course learning objectives is based on the Bloom's Taxonomy, and specifically the cognitive domain of learning. Course developers and providers must follow the six (6) categories or levels within the cognitive domain when developing course learning objectives: knowledge, comprehension, application, analysis, syntheses, and evaluation.

Knowledge

Knowledge, as the lowest level, is defined as the remembering of previously learned material and information such as common terms, methods and procedures, basic concepts, principles, and facts.

Comprehension

Comprehension is defined as the ability to understand the meaning of presented material and information. As the lowest level of understanding, comprehension may be demonstrated by explaining, summarizing, describing and interpreting trends, interpreting charts and graphs, and predicting effects.

Application

Application refers to the ability to use learned material in new and concrete situations. This may include the application of laws, rules, principles, and theories to real practical situations; solving of mathematical problems, and demonstration of correct usage of concepts, methods, and procedures. Learning outcomes in this area require of higher level of understanding than those under comprehension.

Analysis

Analysis refers to the ability to break down material and information into its building elements or segments to facilitate the understanding of its structure and organization. The process may include the identification of the individual segments and elements, analysis of the correlation between them, and of the principles involved in their organization. The outcomes for this level are more complex and require an understanding of both the content and the structural form of the material.

Synthesis

Synthesis refers to the ability to combine the individual elements and components together and create a new organizational structure. The learning outcomes are of higher intellectual level and require more creative behavior.

Evaluation

Evaluation is the highest level and refers to the ability to determine and estimate the value of a

specific object and/or process for a specific purpose, utilizing defined criteria. Learning outcomes on this level combine elements of all previous levels and therefore are the most complex.

The learning objectives are related to and determine the course difficulty level- beginning, intermediate, and advanced, on your course application.

Suggested Verb examples that represent intellectual activity on each of the six levels:

KNOWLEDGE:

arrange, define, duplicate, label, list, memorize, name, order, recognize, relate, recall, repeat, reproduce, state.

COMPREHENSION:

classify, describe, discuss, explain, express, identify, indicate, locate, recognize, report, restate, review, select, translate.

APPLICATION:

apply, choose, demonstrate, dramatize, employ, illustrate, interpret, operate, practice, schedule, sketch, solve, use, write.

ANALYSIS:

analyze, appraise, calculate, categorize, compare, contrast, criticize, differentiate, discriminate, distinguish, examine, experiment, question, test.

SYNTHESIS:

arrange, assemble, collect, compose, construct, create, design, develop, formulate, manage, organize, plan, prepare, propose, set up, write.

EVALUATION:

appraise, argue, assess, attaché, choose/ compare, defend estimate, judge, predict, rate, core, select, support, value, evaluate.

EXAMPLE:

Course title: Agency

Unclear and unacceptable learning objective:

After completion of the course the participant will understand better the topic of Agency and will know its characteristics.

Measurable and acceptable learning objectives:

After completion of the course the participant will be able to:

- *Identify various types of agency relationships common in real estate profession and the characteristics of each*
- *Describe the fiduciary duties involved in an agency relationship*
- *Explain the process by which agency is created and terminated and the role of disclosure in agency relationship*
- *Distinguish the duties owed by an agent to his/her client from those owed to customers*
- *Define the following key terms: agency, agency coupled with an interest, agent, buyer's agent, client, customer, designated agent, dual agency, express agency, express agreement, fiduciary relationship, fraud, general agent, implied agency, implied agreement, latent defect, law of agency, listing agreement, negligent misrepresentation, principal, puffing, special agent, subagent, and universal agent*

3.4.12. No application will be approved without providing all required information and materials at a level satisfactory to the Commission.

3.4.13. Each approved course has an unique course number assigned to it, which is related to the provider offering the course. The course number is not permanent and changes every fiscal year or renewal period.

3.5. Incomplete applications and deficiencies.

3.5.1. When it is determined that the application submitted is incomplete, the provider will be informed about the missing component(s) of the application. The application review process will be postponed until the missing component(s) is/are received and the application is considered complete.

3.5.2. If deficiencies are discovered during the second review of the application, the provider will receive a written explanation of the deficiencies and the requirements for revisions. The provider will have up to thirty (30) days to respond to the request for revisions. If the provider fails to remedy the deficiencies and submit the required revisions, the application will be canceled.

3.6. Renewal.

3.6.1. All course approvals expire on June 30 of each year.

3.6.2. The course provider may apply for course renewal at the time of the expiration or before. There is no limitation on the number of course renewals.

3.6.3. The renewal application should be accompanied by a letter certifying that no changes were made to the course content and the final exam, when required, after the initial

approval of the course.

3.6.4. If substantial changes to the course content were made, the course can't be renewed as previously approved and will be considered a new course. In this case, all requirements for approval of new course must be met. Changes are considered substantial when they affect a major portion of the course content.

3.6.5. Each renewal application shall be accompanied by the required non-refundable fee and a sample advertisement. No course materials are required for the renewal of previously approved course.

3.6.6. The course renewal fee is the same as for the initial application.

CHAPTER 4. DISTANCE EDUCATION

4.1. Definition.

For the purposes of this Guide distance education is defined as a learning activity “... *in which instruction takes place through media where the teacher and the student are separated by distance and sometimes by time*” (WV CSR § 174.3), or both. In most instances, the instruction does not take place in a traditional classroom setting.

4.2. Specific requirements.

4.2.1. All requirements and guidelines, described in Chapter 3 “Continuing Education Course” of this Guide, also apply to continuing education courses offered in a distance education format.

In addition, the specific requirements outlined below, apply only to distance education courses.

4.2.2. All continuing education courses delivered in a distance education format must be certified by the Association of Real Estate License Law Officials (ARELLO) prior to applying for approval by the Commission. ARELLO certification applies to the design and delivery of the courses and is based on a set of strict standards. When a combination of Primary and Secondary providers are involved, all entities must have current certification. More information about the certification and the specific standards may be obtained from:

<https://www.arello.org/index.cfm/programs/distance-education/>

“Primary provider” is the course developer. The primary provider may deliver the course or sell it to secondary providers, but in both scenarios, the provider is required to have a CDEI (Certified Distance Education Instructor) assigned to the course.

“Secondary provider” is not involved in the design or development of the course. It is an entity which purchases the right to deliver a certified course. The role of the secondary provider in course delivery is essential. It is the responsibility of the secondary provider to provide support services to course participants, interact with them, have a CDEI to answer content questions, monitor participant’s progress, verify course completion, issue certificate of course completion, facilitate course evaluation, and verify participant’s identity.

4.2.3. A distance education course which is not structured and can not be monitored is not acceptable and will not be approved.

4.2.4. All instructors, engaged with the delivery of a distance education course must have current “Certified Distance Education Instructor” designation (CDEI) obtained through ARELLO. More information about the designation may be obtained from:

<https://www.idecc.org/content.cfm?page=cdei>

4.2.5. Each continuing education course delivered in a distance education format must have a comprehensive final exam consisting of both objective and subjective types of questions (WV CSR § 174-3-3). The time to take the final exam must not be included in the instruction time.

Objective questions are those which provide several options of answers for selection but usually have only one correct (best) answer. The correct answer is pre-determined. These type of questions are very suitable for distance education courses. Examples of objective questions are multiple choice questions, true-false questions, matching question.

True/False questions, although objective type questions, are not allowed in the final exams (summative assessments). They may be used for the incremental assessments during the course, but they cannot constitute more than ten percent (10%) of the number of questions in the assessment.

Subjective questions are those where the answer options are not provided. For the purposes of this guide open- ended and fill-in-the- blank questions are considered subjective type questions.

4.2.6. The number of questions on the final exam must be in sufficient quantity to assure the participant has a thorough knowledge of the course material. The number of questions on the exam is determined by the number of credit hours requested. It shall be calculated by multiplying the number of credit hours by 10.

Example:

- for a seven (7) credit hour course- 70 questions (35 objective and 35 subjective)
- for a four (4) credit hour course- 40 questions (20 objective and 20 subjective)
- for a three and a half (3.5) credit hour course- 35 questions (18 objectives and 17 subjective or vice versa).

4.2.7. The minimum passing score of the final exam is seventy five percent (75%).

4.2.8. Each learner in a distance education course is required at the end of the course to execute an affidavit, on a form approved by the Commission, under the penalties of false swearing stating that he/she is the person who completed the final exam without any assistance. The form (Appendix # 4) is available and may be downloaded from

http://www.wvrec.org/DE_Student%20Affidavit.pdf

It is the responsibility of the course provider to keep those affidavits for at least five years in the participant's file and to present them when audited or required by the Commission.

4.2.9. Certificates of course completion shall not be issued prior to completion of the final exam and receipt of the affidavit from the learner.

4.2.10. Providers of distance education courses are required to provide the WV Real Estate Commission with access to the actual course for which approval is sought. The access must be provided in both- a review mode and as a learner would access it.

4.2.11. Providers are required to submit a copy of their ARELLO certificate when submitting a distance education course for approval. In cases of secondary providers, a copy of the ARELLO primary provider certificate is also required. In addition, a copy of the instructor(s) CDEI designation must also be submitted with the application.

4.2.12. It is the responsibility of the course provider to keep the ARELLO certification current.

4.2.13. It is the responsibility of the course provider to terminate access to each course at 12:01 on July 1 of each year.

4.2.14. Providers are responsible for providing clear and sufficient information to licensees who purchase a continuing education course, informing them that the course must be completed no later than June 30. Certificates of completion shall be issued only to those who complete the course in the time frame described above.

CHAPTER 5. CERTIFICATE OF COURSE COMPLETION

5.1. After successful completion of an approved continuing education course, each participant shall receive a certificate of course completion in a form approved by the Commission. Successful completion means 100 % attendance of the course and passing of the final exam, when required.

5.2. The certificate shall be presented on the provider's letterhead and shall include the following information:

- a. The name, address, and license number of the participant
- b. The title and the approval number of the course
- c. The name and approval number of the instructor (s)
- d. The location where the course was offered
- e. The date of completion
- f. The number of credit hours awarded
- g. A statement that the course design and delivery are certified by ARELLO

(for distance education courses only).

5.3. The certificate must be typed (not handwritten and signed in ink by the course instructor or by an authorized representative of the course provider.

5.4. It is the responsibility of the licensee to retain the original certificate for five (5) years in a safe and secure location. If selected for auditing, at anytime during the five year period, the licensee must present the original certificate to the Commission for compliance verification.

5.5. All providers approved to offer continuing education courses in a distance education format must issue original paper certificate to all participants who successfully pass the final exam.

5.6. A copy of the approved completion certificate (Appendix # 5) may be downloaded at: <http://www.wvrec.org/ce-compl.pdf>

CHAPTER 6: COURSE AND INSTRUCTOR EVALUATION

6.1. All approved providers must have an evaluation system in place to allow for participant's feedback at the end of each course offering.

6.2. The evaluation should include both the course and the instructor. A copy of the evaluation form(s) must accompany the course application.

6.3. The course evaluation shall focus on the content and its organization, the delivery method, the handouts for participants, use of active learning techniques, overall evaluation of the course and suggestions for improvement.

6.4. The instructor evaluation shall address the knowledge level of the instructor on the subject, the ease of presenting the course content, the use of variety of teaching strategies to reach out to participants considering the difference in their learning styles, his/her way to communicate and interact with participants and encourage their participation and involvement.

6.5. For courses delivered in a distance education format, the evaluation shall address the orientation to the course, quality of the course content, availability of support services, ease of use of the technology utilized to deliver the content, required level of interactivity with the instructor, the length of time to receive response to content questions or resolve technical issues, accessibility of the instructor and technical support staff.

CHAPTER 7. CONTINUING EDUCATION INSTRUCTORS

7.1. Continuing education courses for credit may only be taught by an instructor approved by the Commission.

7.2. Every candidate for continuing education instructor shall apply and obtain approval prior to advertising and conducting a course of education. A copy of the application form (Appendix # 6) may be downloaded at <http://www.wvrec.org/ce-Instructor-App.pdf>

7.3. This requirement does not apply to:

- a. Guest speaker(s) whose presentation time cannot account for more than 25 % of the total time of instruction.
- b. Any instructor or professor of a post-secondary educational institution that is accredited by an accrediting agency officially recognized by the United State Department of Education.

7.4. To obtain approval , each candidate for continuing education instructor must meet one of the following qualification requirements (WV CSR § 174-3-3):

- a. Be an attorney at law with a minimum of five (5) years of active practice in the area of study he or she proposes to teach.
- b. Holds a degree in real estate from an accredited college or university.
- c. Be licensed real estate broker, associate broker, or salesperson with a minimum of five (5) years of experience in the area of study he/she is proposes to teach.
- d. Holds a degree from an accredited college or university and has at least two (2) years of teaching experience and possesses a minimum of two hundred (200) classroom hours

in the area of study he/she proposes to teach.

e. Has a minimum of three (3) years of professional or educational experience as a teacher in the area of study he/she proposes to teach.

7.5. The application shall be accompanied by a detailed resume of the candidate.

7.6. Candidates for instructor of distance education course(s) must submit a copy of their "Certified Distance Education Instructor" (CDEI) designation as part of the application.

REFERENCES AND RESOURCES

- West Virginia Real Estate License Act (WV Code § 30-40-1 et seq).
 - WV Legislative Rules, Title 174, Series 3 (CSR § 174.3.3).
1. ADDIE, The Instructional Design Process, www.Michellemartin.typepad.com/ADDIE.pdf
 2. Adult Learning Styles, National District Attorneys Advocacy Center, Train the Trainer Workshop, 1999
 3. ARELLO/ IDECC Distance Education Certification Standards, www.arello.org
 4. ARELLO/IDECC Distance Education Certification Program Policies and Procedures, www.arello.org
 5. Bloom's Taxonomy: An Overview, Pearson Education, Inc, <https://www.teachervision.com>
 6. Bloom's Taxonomy of Learning Domains, The performance Juxtaposition, <http://www.nwlink.com/~donclark/hrd/bloom.html>
 7. Chuck Hodell, The Basics of ISD Revisited, ASTD Press, Issue 1010, October 2010
 8. Instructional Design Process, Cindy Vinson, Ed.D, www.fhda.edu

9. Instructional System Design, Donald Clark, 1995, updated 2000,

<http://www.nwlink.com~donclark/hrd/sat2.html>

10. Preparing Learning Objectives: A Teaching Resource provided by the Office of the Vice Chancellor for Planning and Academic Support, The University of Tennessee, Memphis, prepared by Raoul A. Arreola, PhD

11. Requirements and Expectations for High Quality Education, Instructor Development Workshop, WVREC, 2012

12. The Adult Learner, The Defensive Classic in Adult Education and Human Resources Development, 7th edition, Malcolm S. Knowles, Elwood F. Holton, and Richard A. Swanson, published by Elsevier, Inc.

13. Writing Objectives Using Bloom's Taxonomy, The Center for Teaching and Learning,

<http://teaching.uncc.edu/learning-resources/>

APPENDICES

STATE OF WEST VIRGINIA
REAL ESTATE COMMISSION
300 CAPITOL STREET, SUITE 400
CHARLESTON, WV 25301
304.558.3555
<www.wvrec.org>

CONTINUING EDUCATION COURSE PROVIDER APPLICATION

PROVIDER NAME _____ DATE _____
PROVIDER ADDRESS _____ PHONE _____
CITY, STATE, ZIP _____ FAX _____
CONTACT PERSON _____
CONTACT PERSON'S TITLE _____ PHONE _____
EMAIL ADDRESS _____ WEB SITE _____

PROVIDER OWNERS/DIRECTORS

Name _____ Address _____
City, State, Zip _____
Name _____ Address _____
City, State, Zip _____
Name _____ Address _____
City, State, Zip _____
Name _____ Address _____
City, State, Zip _____

SCHOOL/INSTITUTION EXPERIENCE IN OFFERING EDUCATIONAL PROGRAMS:

ATTENDANCE MONITORING POLICY: Provide a statement explaining how you intend to monitor 100% attendance. Submit a copy of the attendance verification form.

ADMISSION/REFUND POLICY: Provide a statement explaining your admission policy and how refunds are to be made.

EXAM and RE-EXAM PROCEDURES (if applicable): Provide a statement explaining your exam procedure and your policy for make-up exam(s).

METHOD OF RECORD MAINTENANCE: Provide a statement explaining your procedure for maintaining all continuing education records for a minimum of five years.

THE AMERICANS WITH DISABILITIES ACT (ADA). Any private entity that offers courses or examinations related to licensing for professional or trade purposes must offer such courses or examinations in a place and manner accessible to all persons, or offer alternative but equal arrangements. This may include the provision of auxiliary aids and services for persons with disabilities. For more information please contact your Equal Employment

I hereby certify:

That all information supplied herein and on all attachments is true and accurate and that this program will be conducted in compliance with the Americans with Disabilities Act (ADA);

That the provider of this course has not had a real estate education certification denied or revoked by any regulating entity of any state or jurisdiction;

All approved courses will be open to all individuals on an equal basis;

The Real Estate Commission's authorized representatives may appear to inspect or monitor any course;

Certificate's of course completion will only be issued to those students who have complied with all the requirements needed to earn a completion certificate;

A Certificate of course completion will be issued to each student which will contain the student's name and address, the course title, completion date and the number of hours awarded; and

All provider representatives have read and understand the Real Estate License Law (WV Code § 30-40-1 et seq.), and the Legislative Rules (WV CSR § 174-1, 174-2 & 174-3), as they relate to continuing education courses, and agree to abide by the provisions contained therein.

SIGNATURE OF CONTACT PERSON: _____ DATE: _____

STATE OF WEST VIRGINIA
REAL ESTATE COMMISSION
300 CAPITOL STREET, SUITE 400
CHARLESTON, WV 25301
304.558.3555
<www.wvrec.org>

CONTINUING EDUCATION COURSE APPLICATION

Fee: \$50.00 per Course

COURSE PROVIDER: _____ WVREC# _____

COURSE TITLE: _____

REQUESTED CE HOURS: _____

COST: _____

MAXIMUM # OF STUDENTS: _____

ENCLOSED WITH THIS APPLICATION ARE:

- ____ a copy of all course materials and handouts
- ____ a copy of the final exam (if applicable)
- ____ a copy of the evaluation forms to be used for the course and instructor(s)
- ____ a copy of all proposed advertising
- ____ a copy of the ARELLO certificate (for DE courses)
- ____ a copy of the ARELLO primary provider certificate

DIFFICULTY LEVEL:

- ____ Beginning
- ____ Intermediate
- ____ Advanced

COURSE TYPE:

- ____ In Class
- ____ Distance Education
- ____ on-line
- ____ other _____

LIST MAJOR REFERENCE MATERIALS USED IN THE DEVELOPMENT OF THIS COURSE:

THIS COURSE WILL BE OFFERED AT THE FOLLOWING LOCATIONS:

Date: _____ Place: _____

Date: _____ Place: _____

Date: _____ Place: _____

THE INSTRUCTOR(S) FOR THE COURSE WILL BE:

NAME: _____ WVREC # _____

THE MAIN BENEFIT TO THE LICENSEE WHO ATTENDS THIS COURSE WILL BE:

**STUDENT AFFIDAVIT
PRE-LICENSE
DISTANCE EDUCATION COURSE**

Course Provider/ School: _____

Course Title: _____

Total Hours: _____

Student Name: _____

Address: _____

I, _____, do hereby certify under the penalties of false swearing as specified in WV Code §61-51 *et seq.* that:

1. I actively studied the material in the above described course for at least the number of hours specified to be awarded for completion of the course;
2. I am the individual that completed the final examination; and
3. I received no assistance while completing the final examination.

Student Signature

STATE OF: _____

COUNTY OF: _____

Taken, subscribed and sworn before me this ____ day of _____, 20____

My Commission expires _____

Notary Public

Notary Seal

MUST BE SUBMITTED TO THE PROVIDER WITH THE FINAL EXAMINATION

PROVIDER LETTERHEAD

ORIGINAL CERTIFICATE

IMPORTANT DOCUMENT

You must retain this original certificate for five (5) years, in a safe and secure location. The Real Estate Commission may contact you at any time within five (5) years and request that you submit this ORIGINAL CERTIFICATE for verification.

DO NOT SUBMIT THIS CERTIFICATE WITH YOUR RENEWAL FORM

Student Name: _____ Licensee #: WV-_____

Address: _____

Course Information:

Course Title: _____ Course #: _____

Instructor: _____ Instructor #: _____

Location: _____

Date of Course: _____

Credit Hours Earned: _____

I hereby certify that the individual named above has completed the continuing education course specified, and the course was conducted in full compliance with WV Code §30-40-1 *et seq.* and Legislative Rule §174-3-1 *et seq.*

Authorized Signature

STATE OF WEST VIRGINIA
REAL ESTATE COMMISSION
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CHARLESTON, WV 25301
304.558.3555
<www.wvrec.org>

CONTINUING EDUCATION INSTRUCTOR APPLICATION

NAME _____

ADDRESS _____ WORK PHONE _____

_____ HOME PHONE _____

EMAIL ADDRESS _____ CELL PHONE _____

COURSES I WISH TO TEACH:

COURSE PROVIDER(S) FOR WHOM I WILL INSTRUCT:

I HAVE HAD THE FOLLOWING EDUCATION:

I HAVE ATTENDED A REAL ESTATE INSTRUCTOR DEVELOPMENT WORKSHOP:

___YES ___NO If YES, When: _____ Where: _____

Sponsored by: _____

I HAVE HAD THE FOLLOWING EMPLOYMENT EXPERIENCE:

I HAVE HAD THE FOLLOWING EXPERIENCE TEACHING ADULTS:

I HOLD THE FOLLOWING LICENSES AND DESIGNATIONS:

| | |
|-------|-------------------------|
| _____ | Date first issued _____ |

REFERENCES:

| | |
|---------------|----------------------------------|
| 1. Name _____ | Phone _____ |
| Address _____ | Association with applicant _____ |
| _____ | _____ |
| 2. Name _____ | Phone _____ |
| Address _____ | Association with applicant _____ |
| _____ | _____ |
| 3. Name _____ | Phone _____ |
| Address _____ | Association with applicant _____ |
| _____ | _____ |
| 4. Name _____ | Phone _____ |
| Address _____ | Association with applicant _____ |
| _____ | _____ |

I attest to having qualities of honesty, integrity and trustworthiness. I have not had any real estate license or instructor certification revoked or suspended, or had a real estate license or instructor certification renewal denied by any regulating entity of any state. I have not been convicted of, or entered a plea of nolo contendere to any criminal offense. I have not had any civil judgement entered against me based on fraud, misrepresentation or deceit. I attest that the information provided on this application is true and correct.

Signed _____ Date _____

In order for this application to be considered for approval, you must attach:

- _____ a current detailed resume
- _____ a copy of your CDEI certificate (for DE course instructors only)