

**TWELVE-HOUR
NEW AGENT COURSE
STUDENT LEARNING OBJECTIVES**

SUBJECT	LEARNING OBJECTIVES
I. AGENCY – 2 hours	At the completion of this section the <u>student</u> will be able to:
A. Agency disclosure forms <ol style="list-style-type: none"> 1. Exclusive Right-to-Sell Listing Agreement – Designated Agency 2. Exclusive Buyer-Broker Agreement – Designated Agency 3. Limited Agency Consent Agreement 	<ol style="list-style-type: none"> A. identify the appropriate time for making the disclosure. B. accurately complete each agency disclosure form. C. discuss whether a form has been filled in accurately depending on the specific situation. D. accurately complete the limited agency disclosure form. E. explain to the class what limited agency means to both parties in the transaction.
B. Fiduciary duties <ol style="list-style-type: none"> 1. Confidentiality 2. Obedience 3. Loyalty 4. Accountability 5. Disclosure 	<ol style="list-style-type: none"> A. explain to the class what it means to be a fiduciary. B. identify which fiduciary duties are “limited” in a limited agency situation. C. respond accurately when asked to disclose confidential information regarding the client/customer. D. appropriately answer a client’s request to do something unethical or illegal.
II. ETHICS/PROFESSIONALISM/ COMMUNICATION – 2 hours	At the completion of this section the <u>student</u> will be able to:
A. Ethics <ol style="list-style-type: none"> 1. Don’t put your own interests ahead of your client’s interests. 2. Be honest/don’t misrepresent. 3. Care for your clients/customers needs. 4. Respect the agency of another licensee; i.e., make a determined effort to discover if there is an already existing agency contract. B. Communication <ol style="list-style-type: none"> 1. Go the extra mile. 2. Let everyone know what’s going on. <ol style="list-style-type: none"> a. Call your seller, at a minimum, once a week. b. Return all phone calls, at a minimum, within one day. 	<ol style="list-style-type: none"> A. when given a case study of possible misrepresentation, identify the possible act of dishonesty and discuss with the class if it needs to be corrected or not. B. in a group, write the “10 Commandments” of effective communication. C. given a sample scenario, follow the faulty email/fax communication of the agents and describe how the communications could be corrected. D. write at least 15 ways an agent could “go the extra mile.”

<ul style="list-style-type: none"> c. Return all emails, at minimum, within one day. 3. Present offers promptly. 4. During the escrow period, keep all affiliated parties "in the loop" on a timely basis: <ul style="list-style-type: none"> a. cooperating agent b. lender c. appraiser d. home inspector e. title officer 	
III. FORMS/CONTRACTS – 3 hours	At the completion of this section the <u>student</u> will be able to:
A. Elements of a contract <ul style="list-style-type: none"> 1. Offer and acceptance 2. Consideration 3. Legally competent parties 4. Consent 5. Legal purpose 	A. using the REPC as the example, find the five elements of the contract and discuss with the class the importance of each of the elements in every contract we use.
B. Real Estate Purchase Contract	A. given a sample scenario, complete a REPC. B. review a faulty REPC and discuss with the class where the errors are and how they can be corrected.
C. Addendum to the REPC	A. given a sample scenario of two counter offers and one addendum, complete the appropriate Addendum forms. Discuss with the class the errors and how they can be corrected.
IV. PROPER PRICING (VALUATION) – 2 hours	At the completion of this section the <u>student</u> will be able to:
A. CMA vs. an appraisal	A. define the difference between a CMA and an appraisal and explain when each can be used.
B. Determining value	A. given specific factors, complete a CMA. B. defend (through role play) the determined value with a seller who wants to list at a higher price. C. explain the real market value in an ascending market and in a descending market.
V. FEDERAL LAWS – 1 hour	At the completion of this section the <u>student</u> will be able to:
A. RESPA B. Fair Housing C. Lead-based Paint	A. discuss the HUD 1 form and explain the disclosures that are made to buyer and seller during a closing. B. define the seven protected classes.

D. Anti-trust	<p>C. complete a Lead-based Paint disclosure form and explain to the class the federal ramifications of not having the completed form in the broker's files.</p> <p>D. discuss working with a "discount broker."</p>
VI. STATE LAWS– 2 hours	At the completion of this section the <u>student</u> will be able to:
A. Statutes	<p>A. identify at least 10 of the "19 Ways to Lose Your License" and discuss what each means.</p> <p>B. give an explanation of what can happen when a Utah license law is violated.</p> <p>C. describe the minimum services that are expected of a licensee in a real estate transaction.</p> <p>D. identify how to reach the Division of Real Estate on the web.</p>
B. Administrative Rules	<p>A. identify what loan fraud is.</p> <p>B. identify a false device and explain its importance in a loan fraud situation.</p> <p>C. identify at least 5 improper practices and 5 standards of practice.</p>