

## 32 HOUR SUPPLEMENTAL BROKER QUALIFYING COURSE

1. Broker Supervision & Use of Office Managers	2 hours
2. Onboarding/ Continued Training	2 hours
3. Agent Safety and Supervision	2 hours
4. Lawful Application of Teams	1 hour
5. Standard Operating Procedures	1 hour
6. Financial Management	2 hours
7. Loan Products	1 hour
8. Risk Management	2 hours
9. Assessment Exemptions & Taxes	2 hours
10. Cultural Competency	2 hours
11. Diversity Equity & Inclusion Training/History	2 hours
12. Historical Overview of Fair Housing	1 hour
13. Assistance Animals and Service Animals	1 hour
14. Source of Income and Subsidy Programs	2 hours
15. Commercial Leasing Terms	2 hours
16. Financial Analysis for Commercial Transactions	2 hours
17. Residential Leasing Terms	1 hour
18. Implicit Bias	2 hours
19. Recent Developments in Real Estate	<u>2 hours</u>
	32 hours
Final Exam	2 hours

Approved schools have discretion over the time allotment for any subject where the hours are not already predetermined.

**Subject #1      Broker Supervision & Use of Office Managers      2 hours**

- Best business practices for Broker supervision & Use of office managers
  - Definition of office manager
  - Duties of an office manager
  - Establishing policies, rules and procedures
  - Issues that arise with a lack of oversight

**Subject #2      Onboarding/ Continued Training      2 hours**

- Design onboarding/continued training programs to:
  - Create good habits and work ethic
  - Maintain compliance with independent contractor law
  - Keep current in the real estate industry

**Subject #3      Agent Safety and Supervision      2 hours**

- Create guidelines for maintaining agent safety and supervision
  - Potential threats
  - Safety tactics
  - Cyber security

**Subject #4      Lawful application of Teams      1 hour**

- Advertising requirements
- Emails/Logos/Web-Based
- Unlicensed & Licensed Assistants
- Broker oversight
- Prohibitions
- Maintenance of documents

**Subject #5      Standard Operating Procedure      1 hour**

- Establishing standard operating procedures that prospective homebuyers must meet prior to receiving any services and making them publicly available
  - Standard requirements - Identification/Exclusive broker agreement/Mortgage pre-approval
  - Posting of SOP's in office/websites and mobile applications
  - Maintain records of alterations or updates

**Subject #6      Financial Management      2 hours**

- How to budget and implement a financial management plan
  - Creating a budget
  - How to implement an effective record keeping system

- Subject #7      Loan Products      1 hour**
- The sources of loan products -investment monies
    - Regulations of these sources
    - Guarantees for these invested monies FDIC/FHA/VA/PMI and maybe FNMA, GNMA, FHLMC
- Subject #8      Risk Management      2 hours**
- The risk management provisions as applied to both the borrower and the property appraised value process
    - Inflation. Investment, leverage, tax, tax shelters, etc.
- Subject #9      Assessment Exemptions & Taxes      2 hours**
- Assessment exemptions, whether full or partial, to what tax they apply and how to determine the true tax
    - senior citizen
    - veteran
    - disability
    - STAR
    - governmental
    - organizational
    - PLOT
- Subject #10      Cultural Competency      2 hours**
- An awareness and understanding of cultural norms, preferences, and challenges creates diverse communities
    - Cross cultural communication skills
    - Social benefits of integration
    - Strategies for cultural responsiveness
    - Tailoring services provided to meet the needs of all
    - Cultural responsiveness to ensure inclusion
    - Inclusive multicultural marketing
    - Effective negotiating techniques
    - Inclusive business plan strategies
- Subject #11      Diversity Equity & Inclusion Training/History      2 hours**
- Explain how diversity, equity and inclusion align with Fair Housing.
    - The difference between equity and equality
    - Importance of diversity and the impact on communities
    - The need for inclusion
- Subject #12      Historical Overview of Fair Housing      1 hour**
- Roadblocks to fair housing/fair lending
  - The Civil Rights Act of 1964 Fair Housing Act of 1968

- Subject #13 Assistance Animals and Service Animals 1 hour**
- Explain how the ADA and the Fair Housing Act relate to assistance animals
    - Types of assistance animals
    - Complying with fair housing laws
- Subject #14 Source of Income and Subsidy Programs 2 hours**
- Explain what subsidized housing is and how it works
    - Requirements for subsidized housing
    - Vouchers and tax breaks
- Subject #15 Commercial Leasing Terms 2 hours**
- Essential typical commercial lease terms
    - Triple Net
    - Full-Service Gross
    - Modified Gross
    - Sublease Clause
    - Exclusive Right
    - Rent escalation
- Subject #16 Financial Analysis for Commercial Transactions 2 hours**
- How to measure a financial analysis for commercial transactions
    - Property value
    - Vacancy rate
    - Percentage of operating expenses
- Subject #17 Residential Leasing Terms 1 hour**
- Standard residential leasing terms
    - Length of lease agreement
    - Rights of the landlord
    - Rights of the tenant
- Subject #18 Implicit Bias 2 hours**
- Explain how the effectiveness of implicit bias training creates inclusive leadership
    - History of fair housing & implicit bias
    - Identify implicit biases that plague agents/clients
    - Identify interventions to mitigate implicit bias
- Subject #19 Recent Developments in Real Estate 2 hours**
- *Samples of recent developments in real estate must be provided*
  - Broker must be able to:
    - Explain recent developments in the real estate industry that impact

- Latest real estate trends
- Challenges faced in the real estate industry