

NSBAR New Member Orientation Program

Every applicant is required to complete a one day New Member Orientation class within 90 days of joining NSBAR, as mandated by the National Association of REALTORS®. Failure to complete this requirement within the first 90 days of joining results in suspension of all services provided by NSBAR until such time that Orientation is completed.

Orientation begins at 8:45am and ends at 3:45pm, and is always held at our Northbrook Office:

450 Skokie Blvd Bldg 1200, Northbrook, IL 60062

Lunch is complimentary

NSBAR New Member Orientation Outline

- I. Welcome and Introduction
- II. Association Overview and Functions
 - a. National Association
 - b. State Association
 - c. Local Association
- III. What is / is not Law Because of RPAC
- IV. REALTOR® Family Designation and Certification Programs
- V. REALTOR® Safety
 - a. Open House Safety
 - b. Recommended Office Procedures
- VI. Fair Housing
 - a. Protected Classes
 - b. Less Favorable Treatment
 - c. Steering
 - d. Blockbusting
 - e. Testers
 - f. Discriminatory Housing Practices
 - g. Advertising Guidelines
- VII. REALTOR® Code of Ethics
 - a. History and Background of the Code
 - b. Preamble
 - c. Enforcement Process
 - d. Where to File a Complaint
 - e. What does the Grievance Committee Do?
 - f. What does the Professional Standards Committee Do?
 - g. Authorized Discipline
 - h. The Arbitration / Mediation Process
- VIII. Pathways to Professionalism
 - a. Respect for the Public
 - b. Respect for Property
 - c. Respect for Peers
- IX. Agency Basics
 - a. Presumption of Designated Agency
 - b. Ministerial Acts
 - c. Duties Owed
 - d. Dual Agency
 - e. Confidential Information
 - f. Setting Appointments and Showing Property
 - g. Writing and Presenting Offers
 - h. Handling Multiple Offers
- X. Antitrust
- XI. Illinois Minimum Services
- XII. What is an MLS?

BEFORE YOU COME TO CLASS

Students are expected to have a basic understanding of the REALTOR® code of ethics **prior to** attending the mandatory one day orientation session.

Before your scheduled class date, register as a user on www.realtor.org by creating a profile under "REGISTER".

Please allow up to one hour for your username and password to become active before trying to access the online ethics training module.

To begin your online ethics training, visit the link below:

<http://www.realtor.org/mempolweb.nsf/pages/coetraining>

NOTE

Students who sign up for orientation and fail to complete the online ethics training **prior to** their scheduled class date may experience service interruption until such time that ethics training has been completed.

