

School Files

Hawaii Real Estate Commission

June 2017

www.hawaii.gov/hirec

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TRAIN-THE-TRAINER

TRAIN-THE-TRAINER CORE A, 2017-2018

"TECHNOLOGY: The Good, the Bad, & the Evil; Clients Trust Accounts; 2017 Real Estate-Related Legislation"

WHEN: Thursday, June 29, 2017
9:30 a.m. – 12:30 p.m.

WHERE: Honolulu Board of REALTORS®
1136 12th Avenue, Suite 200
Honolulu, HI 96816

REGISTRATION: Real Estate Branch, Carleen Weisbarth-Jose, Education Clerk
Email: roster@dcca.hawaii.gov
Telephone: 808-586-2643

REGISTER FOR EITHER THE LIVE SESSION OR THE WEBINAR

Provide: Name
Contact Email Address
CE Provider you will instruct Core A for (may be for more than One CE Provider)

Other information:

1. A recording of the Train-the-Trainer session will be available, at a yet to be determined date.
2. Date you may begin offering Core A, 2017-2018, must be no earlier than Wednesday, July 5, 2017. DO NOT SCHEDULE your Core A offerings before Wednesday, July 5, 2017. Remember that you must schedule your course offerings at least 3 days in advance of the offer date. The Core A "subject" will be entered under the appropriate CE Provider on Friday, June 30, 2017, and once entered, the course may be scheduled in the online system.
3. You will receive a copy of CORE A prior to the Train-the-Trainer. Please bring a copy to the Train-the-Trainer session.
4. There are many links included in the course materials, so a pdf version will be distributed, so you can access the links as necessary. Please also distribute the pdf version to licensees who register for the course.



JUNE ISSUE OF SCHOOL FILES

Usually, the Real Estate Commission publishes a July issue of School Files. This June 2017 issue of School Files is replacing the usual July issue because of timely information that needs to be distributed to the real estate education community.

The next issue of School Files will be in October 2017.



CORE COURSE 2015-2016 IS NO LONGER AVAILABLE

The old core course, 2015-2016 is DEAD. It is no longer offered effective May 31, 2017. The NEW core course will be available after Train-the-Trainer, which will be held Thursday, June 29, 2017.

Licenses who want to restore or reactivate their license, must either take 30 hours of continuing education elective courses or fulfill the continuing education requirement of the prior biennium, 20 hours, of all elective continuing education courses. This is dependent on the status of the license, if it is inactive or forfeited, and for how long. The licensee should contact the Licensing Branch for further information.



"TECHNOLOGY: The GOOD, the BAD, and the EVIL; CLIENTS TRUST ACCOUNTS; 2017 REAL ESTATE-RELATED LEGISLATION"

Quite a mouthful, but this is the title for Core A, 2017-2018. Yes, the two topics don't necessarily segue. But, both topics are timely and reflect the important issues in the real estate industry in Hawaii. Technology is constantly changing, and it is constantly changing how real estate is conducted in Hawaii, and elsewhere. Technology impacts people, and in turn, has transformed the way people are relating and interacting with each other. It's good, it's bad, and can be downright evil....unless real estate licensees understand what they are dealing with, how other people deal with or do not deal with technology, and how technology can help or hinder or endanger them, and their business.

Clients trust accounts . . . if licensees are handling client monies, there are specific rules on what to do, and when to deposit these funds. See §16-99-4, Hawaii Administrative Rules. In 2016, there was a high-profile incident involving a long-time brokerage and the principal broker, and the sudden flight of the principal broker and partner/spouse, including absconding with client's monies. This in turn, led to the introduction of proposed legislation at the Hawaii State Legislature this past term, which sought to require the filing of clients trust account information with the Commission. Although this particular bill eventually died, the attention of lawmakers and industry people was piqued, and the topic was included in the Commission's mandatory core course for the biennium.



ARELLO Education Awards

Background

The Association of Real Estate License Law Officials ("ARELLO") Distance Standards and Certification Program came into being in early 1999. It is now a nationwide program which offers assistance in the evaluation and approval of distance education courses.

Hawaii Revised Statutes ("HRS") §467-4.5(a)(6) recognizes distance education courses: "Courses offered by alternative delivery methods with interactive instructional techniques may be approved by the commission. Interactive instructional techniques may include but are not limited to:

- (A) The opportunity for immediate exchange with an instructor; and
- (B) Assessment and remediation through the assistance of computer, electronic, audio, or audiovisual interactive instruction designed to internally measure and evaluate whether students have mastered stated learning objectives."

HRS §467-4.5(d), "Continuing education courses shall be designed to improve a licensee's competency, or professional standards and practice and shall (1) Be offered by a provider approved by the commission and either be:

- (A) Approved by the commission and delivered by an instructor certified by a commission-approved continuing education provider;
- (B) A national course delivered by an instructor certified by the National Association of REALTORS or its affiliates;
- (C) A national course delivered by an instructor certified by the Building Owners and Managers Association, the Community Associations Institute, or any other national organization approved by the commission; or
- (D) Certified by the Association of Real Estate License Law Officials;"

ARELLO-certified continuing education courses are a large part of the approved continuing education course offerings by Hawaii continuing education providers. Hawaii has many mainland-based continuing education providers in addition to the local continuing education providers.

ARELLO Education Awards

ARELLO recognizes outstanding communication systems and educational programs annually. This year, the ARELLO conference will be held in Honolulu, September 20-24.

The Commission's 2017-2018 Core Course, Part A, "Technology: The Good, the Bad, and the Evil; Clients Trust Accounts, and 2017 Legislative Update" is entered in the Post-license/Continuing Education Course category. The entries are evaluated on the following criteria: Concept, Methodology, Quality, and Benefits.

The following is a compilation of excerpts from the submission by the Commission to ARELLO.

"The core course is divided into two parts, A and B, and each part is 3 hours of continuing education credit. Core A is offered in the first year of the biennium, and Core B is offered during the second year of

the biennium. The selection of the core course topics is determined by emerging issues, current problem areas in the real estate industry which may be complaint-driven, and also includes updates on real estate related legislation passed that year by the Hawaii State Legislature. The Core A 2017-2018 course is *Technology: The Good, The Bad, and The Evil; Clients Trust Accounts, and 2017 Legislative Update*.

How were the Core A topics selected? Hawaii is probably no exception in its age demographics of real estate licensees. The members of the Ad Hoc Committee on Education (ACE), which is an arm of the Commission, is made up of industry professionals who range in age from their 50s to 70s. ACE recommends various education-related projects to the Commission.

One area of obvious and increasing concern has been the gap between the baby-boomer approach to doing business and the millennial approach. Amidst much teeth-gnashing, moaning and groaning, and bewailing of dealing with "new" licensees, the topic of technology became a significant focus. Specifically, in question; Has technology replaced face-to-face contact between agent and client? Has technology created a fast-track for conducting a transaction? Has technology encouraged the advent of teams, where the transaction is broken into bits and pieces, with the licensee a mere cog in the overall transaction machinery?

Technology, its pros and cons, became the unanimous choice for the main topic for Core A, 2017-2018. The companion topic, Clients Trust Accounts, emerged because of a high-profile incident which made the local news, involving long-time brokers, one of whom previously received the "Realtor of the Year" award from the local professional organization, high-tailing it out of the state, and absconding with clients' monies. This incident also prompted the introduction of proposed legislation to more closely monitor clients trust accounts, and reporting of clients trust account information to the commission.

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Besides application of sound instructional design, the course content itself is presented in a way that is both relevant and interesting. As personally adverse to technology some licensees may be, most also recognize that to have long-term success in the industry, they must learn to use it effectively.

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For example, someone who has never used social media due to either lack of technical know-how or fear of breaking rules or laws will be much more comfortable doing so after completing the course. The course presents the basics, and for many baby-boomer types, this will be welcomed and easily digested to be useful. For those more technologically advanced, the course will be a reminder that all is not as it appears, and "user-beware" should be a mantra when negotiating the world-wide web. The course offers the opportunity to expand their knowledge and skills through the various supplemental materials presented in the course. The course manual is also considered a useful resource for licensees after completion of the course.

At the end of the course, students are asked to complete an evaluation of the course. Students are asked for candid and constructive feedback related to the course content, instructor, and course provider. The Commission and providers review this feedback to allow for continuous improvement. Comments are taken seriously. Based on feedback received from licensees, instructors and CE providers for the 2015-2016 core course, the core course hours for the 2017-2018 biennium were reduced from eight hours to six hours. The core course is a MANDATORY course, which probably has an initial negative reaction.

However, the commission is serious in selecting the core course topics, as it will greatly enhance and impact the development, support, and professionalism of the Hawaii real estate industry."



PRELICENSE ONLINE COURSE EVALUATIONS

At its monthly committee meeting on May 10, 2017, the Commission's Education Review Committee ("ERC") voted to no longer require the submission of online prelicense course evaluations. Didn't know this was required? About 12 years ago, the first online real estate prelicense education courses were first approved and offered. Because online prelicense courses were new and untested, the Commission decided to ask for the submission of the class evaluations to monitor the new format of education. As it has turned out, the online offerings went quite smoothly.



REAL ESTATE COMMISSION MEETINGS AND SPECIALISTS' OFFICE FOR THE DAY

The Real Estate Commission will convene standing committee meetings at the West Hawaii Association of REALTORS® office located at 75-5995 Kuakini Hwy., #221, Kailua-Kona.

Wednesday, June 14, 2017
Laws and Rules Review Committee – 10:30 a.m.
Condominium Review Committee – Upon adjournment of the
Laws and Rules Review Committee meeting
Education Review Committee – Upon adjournment of the
Condominium Review Committee meeting

The Commission will also be holding a Specialists' Office for the Day while the meetings are in progress, and by appointment. This will provide real estate licensees, condominium owners, educational providers, or anyone else interested in real estate licensing or condominium issues with an opportunity to meet with the Specialists to discuss their concerns.

(Times and locations may be subject to change.)

Real estate licensees, government officials, members of the condominium community, educators, and interested individuals and organizations are invited to attend and participate at these public meetings. Members of the Real Estate Commission and the Commission's staff will be present. The meetings will have set agenda items. To assist you in understanding the Commission and the programs involved, listed below are the issues facing each Committee:

Laws and Rules Review Committee. Interpretation, concerns, problems, and proposed amendments relating to: Chapter 467, HRS, Real Estate Brokers and Salespersons, and Chapter 99, HAR; Chapter 436B, HRS, Professional and Vocational Licensing Law; Chapter 53, HAR, Fees Relating to Boards and Commissions; and concerns about related laws and rules.

Condominium Review Committee. Chapters 514A and 514B, HRS, Condominium Property Regime and Chapter 107, HAR, condominium projects and public reports, condominium governance and management, condominium association registration, condominium managing agent registration, condominium education programs, condominium education trust fund, and the proposed program of work.

Education Review Committee. Real estate brokers and salespersons; real estate education; mandatory continuing education curriculum, courses, providers, and instructors; prelicensing education curriculum, schools, and instructors; real estate licensing exam, curriculum, and administration; real estate education fund; proposed program of work.

For further information on the Committees, please visit the Commission's website at www.hawaii.gov/hirec.

Individuals who require special needs accommodations are invited to call Diane Choy Fujimura, Senior Real Estate Specialist, at (808) 586-2643, or toll-free from the island of Hawaii at 974-4000, extension 62643, at least 4 working days in advance of the meeting.

CONTINUING EDUCATION PROVIDERS

Abe Lee Seminars
All Islands Real Estate School
American Dream Real Estate School, LLC
At Your Pace Online, LLC
The Berman Education Company, LLC
Bly School of Real Estate
Building Industries Association of Hawaii
Carol Ball School of Real Estate
Carol M. Egan, Attorney at Law
The CE Shop, Inc.
Coldwell Banker Pacific Properties Real Estate School
Continuing Ed Express, LLC
Hawaii Association of Realtors
Hawaii Business Training
Hawaii CCIM Chapter
Hawaii Island Realtors
Honolulu Board of Realtors
International Association of Certified Home Inspectors (InterNACHI)
Kauai Board of Realtors
McKissock, LP
OnCourse Learning Corporation
dba Career WebSchool
Preferred Systems, Inc.
ProSchools, Inc.
Ralph Foulger's School of Real Estate
Realtors' Association of Maui, Inc.
REMI School of Real Estate
Russ Goode Seminars
USA Homeownership Foundation, Inc.,
dba Veterans Association of Real Estate Professionals (VAREP)
Vitousek Real Estate Schools, Inc.
West Hawaii Association of Realtors

PRELICENSE SCHOOLS

Abe Lee Seminars
Akahi Real Estate Network, LLC
All Islands Real Estate School
American Dream Real Estate School, LLC
Bly School of Real Estate
Carol Ball School of Real Estate
Coldwell Banker Pacific Properties Real Estate School
Continuing Ed Express, LLC
Digital Learning Centers, LLC dba REMI School of Real Estate
Inet Realty
ProSchools, Inc.
Ralph Foulger's School of Real Estate
Seiler School of Real Estate
Vitousek Real Estate Schools, Inc.



**2017 REAL ESTATE COMMISSION
MEETING SCHEDULE**

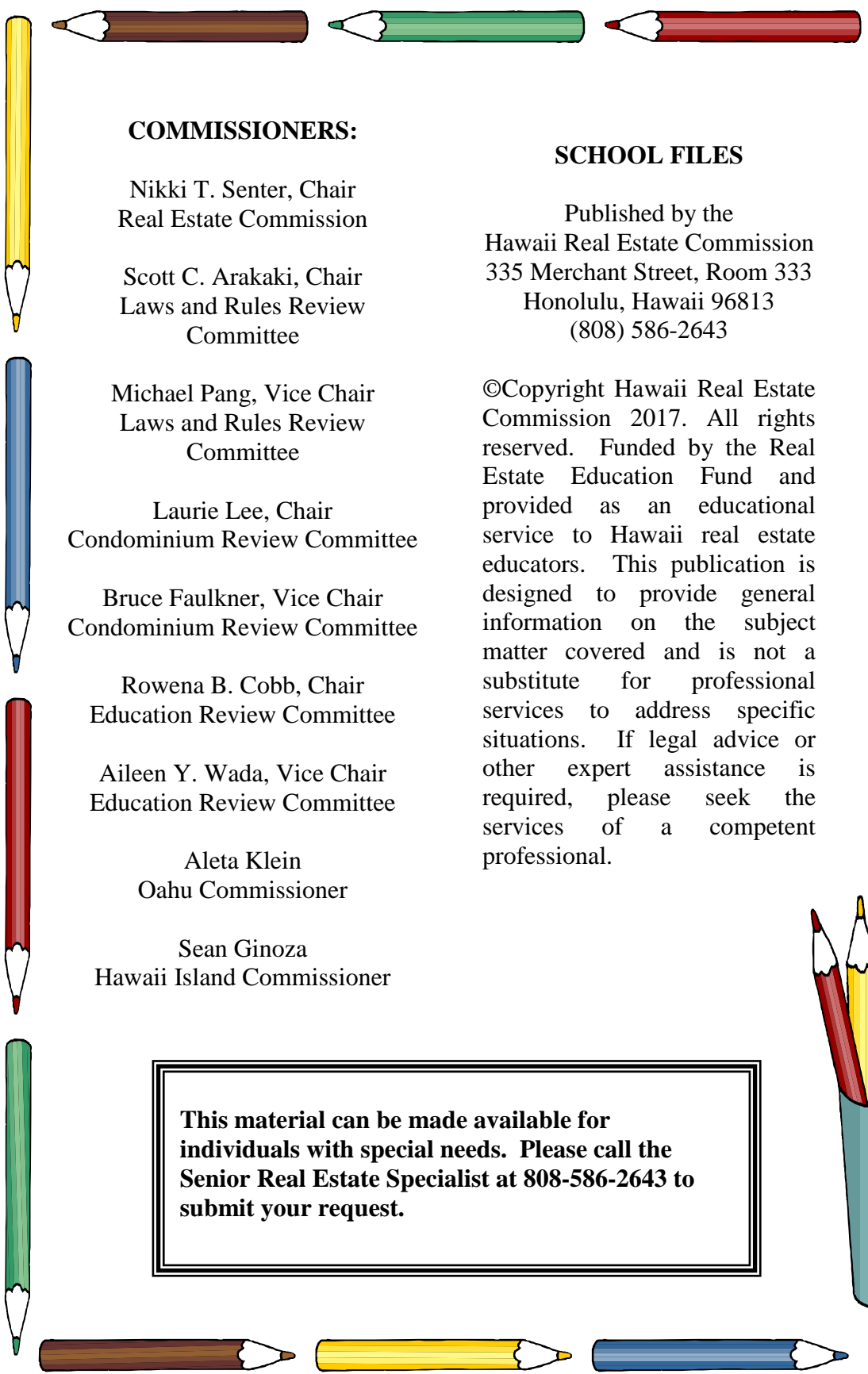
<p>Laws & Rules Review Committee - 9:00 a.m.</p> <p>Condominium Review Committee - Upon adjournment of the Laws & Rules Review Committee Meeting</p> <p>Education Review Committee - Upon adjournment of the Condominium Review Committee Meeting</p>	<p align="center">Real Estate Commission 9:00 a.m.</p>
<p align="center">Wednesday, June 14, 2017*</p>	<p align="center">Friday, June 30, 2017</p>
<p align="center">Wednesday, July 12, 2017</p>	<p align="center">Friday, July 28, 2017</p>
<p align="center">Wednesday, August 09, 2017</p>	<p align="center">Friday, August 25, 2017</p>
<p align="center">Wednesday, September 13, 2017</p>	<p align="center">Friday, September 29, 2017</p>
<p align="center">Wednesday, October 11, 2017</p>	<p align="center">Friday, October 27, 2017</p>
<p align="center">Wednesday, November 08, 2017</p>	<p align="center">Wednesday, November 22, 2017</p>
<p align="center">Wednesday, December 06, 2017</p>	<p align="center">Friday, December 15, 2017</p>

* The Meeting will be held at the West Hawaii Association of REALTORS®, 75-5995 Kuakini Hwy., #221, Kailua-Kona at 10:30 a.m.

All meetings will be held in the Queen Liliuokalani Conference Room of the King Kalakaua Building, 335 Merchant Street, First Floor.

Meeting dates, locations and times are subject to change without notice. Please visit the Commission's website at www.hawaii.gov/hirec or call the Real Estate Commission Office at 586-2643 to confirm the dates, times and locations of the meetings. This material can be made available to individuals with special needs. Please contact the Executive Officer at 586-2643 to submit your request.





COMMISSIONERS:

Nikki T. Senter, Chair
Real Estate Commission

Scott C. Arakaki, Chair
Laws and Rules Review
Committee

Michael Pang, Vice Chair
Laws and Rules Review
Committee

Laurie Lee, Chair
Condominium Review Committee

Bruce Faulkner, Vice Chair
Condominium Review Committee

Rowena B. Cobb, Chair
Education Review Committee

Aileen Y. Wada, Vice Chair
Education Review Committee

Aleta Klein
Oahu Commissioner

Sean Ginoza
Hawaii Island Commissioner

SCHOOL FILES

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