

## **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?