



Performance Management Network Designation Course Delivery

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Frequently Asked Questions

Where should my chapter go to find information on Performance Management Network Designation courses?

Visit www.coursecalendar.com. This is now the official Web site for all WCR courses. Simply click on "Courses" and then click "WCR" to sort by Affiliation. You will also find scheduling information to assist you in choosing the best course date for your area.

How can my chapter offer a Performance Management Network Designation course?

To become eligible to offer a designation course you must hold a Single Program Provider License *or* you must partner with someone who holds a provider license through the Business Specialties Group of NAR.

A Single Program Provider License will allow your chapter to offer one or more of the designation courses as many times as you'd like for one calendar year. This license costs \$1,000 annually and is renewable for a fee of \$500 in subsequent years.

Who is eligible to purchase a Single Program Provider License?

- Local WCR Chapters
- State WCR Chapters
- Local REALTOR® Associations
- State REALTOR® Associations
- Real Estate Schools

Rather than purchasing our own license, can our WCR chapter partner with a group already holding a license?

Yes. It's simply a matter of finding the partnership that works best for you. The following are examples of partnerships that your chapter may wish to explore:

- Two or more local WCR chapters
- Local WCR chapters and state WCR chapters
- Local or state WCR chapters and a local or state real estate association
- Local or state WCR chapters and a local real estate school

How does my chapter find a qualified instructor to teach our course?

You have two options. You may choose from the list of accredited instructors provided to you by BSG or you may elect to use your own instructor. Remember that instructor certification is required. To use someone not already certified, the instructor must attend an Instructor Training Session. These sessions are typically offered four times a year, including the Midyear Meeting and the National Conference, in various locations depending on the course. If you are using your own instructor, it is important to plan your course 6 to 12 months in advance to ensure plenty of time for certification.

Where do I get the materials my chapter needs for our course?

Once you have scheduled a course, you will be given access to a Course Provider Web Page. On this page, you will find all of the materials you will need. All items are down-loadable, including course descriptions and outlines, customizable course advertisements, course presentations, student materials and instructor materials. *As a course provider, you are responsible for duplicating and providing sufficient quantities of course materials for all students. We recommend using 3-hole paper and an inexpensive 1" 3-ring binder.*

Where does my chapter find materials to market our course?

Once you have scheduled a course, customizable course advertisements, flyers and postcards will be made available to you on the Course Provider Web Page. You simply download, customize, print and your materials are ready to go. *Your course will also be promoted on www.coursecalendar.com (accessible through a link on the WCR Web site) and in WCR's Connections Magazine.*

Expand your horizons! Your course is an excellent recruiting opportunity. Be sure to market to ALL real estate agents in your area, not just WCR members.

Aside from the Single Program Provider License, what are my chapter's financial responsibilities?

You will be responsible for submitting a **student royalty fee** for each student who attends your course within 10 days of course completion. Please contact BSG for more details and a specific dollar amount. The fee should be sent to BSG (checks made payable to REBAC) and the funds will then be turned over in full to WCR. *Remember that your students will not receive credit for the course until the royalties are paid in full.*

Other financial responsibilities include:

- Marketing expenses
- Instructor fees
- Instructor travel expenses
- Course room rental fees
- A/V equipment
- Refreshment breaks
- Duplication of student materials

What are the tasks involved in providing a designation course?

- Selecting and contacting an accredited instructor, negotiating teaching fee and assisting with instructor travel arrangements if necessary
- Selecting and securing a suitable course location; including course room reservation, a/v order and refreshment order
- Setting the student registration fee
- Marketing the course; including personalizing, duplicating and mailing the provided advertisements
- Student registration; including processing payments and providing confirmation
- Duplicating student materials in sufficient quantities for all students
- Overseeing course delivery; including room set-up, signing-in students, assisting instructor if necessary, collecting sign-in sheets, evaluations and student data forms
- Returning all necessary paperwork to BSG after the course; including sign-in sheets, evaluations, Student Data Forms and royalty payments within 10 days of course completion. *Students will not receive course credit until items have been submitted.*

How do I contact the Business Specialties Group?

Your contact at BSG is Dawn Headtke, Course Manager. You can reach her at 312-329-8488 or dheadtke@realtors.org.

You can also contact WCR's Education Department at 800-245-8512 or education@wcr.org with any questions.

Guidelines for Course Delivery

Prior to the Course

1. Decide which designation course you will offer. At this time, you may choose between *Effective Negotiating for Real Estate Professionals* (new curriculum course) or *Strategies in Marketing & Technology* (old curriculum course). The second new curriculum course in the Performance Management Network program will be available after the Midyear Meeting in May of 2004 (*more information will be available soon*). Please see www.coursecalendar.com for more details on these courses.
2. Check out the schedule on www.coursecalendar.com to ensure that there are no conflicts.
3. Secure a Single Program Provider License with NAR's Business Specialties Group (BSG) or make partnership arrangements with someone who does hold a license.

A Single Program Provider License will allow your chapter to offer one or more of the Performance Management Network Designation courses as many times as you'd like for one calendar year. This license costs \$1,000 annually and is renewable for a fee of \$500 in subsequent years.

To purchase a Single Program Provider License and get your course on the schedule, contact BSG at 312-329-8488.

4. Choose an instructor. You will be able to choose from a list provided by BSG or you can use your chapter's favorite. To use someone not already certified, the instructor must attend an Instructor Training Session. These sessions are typically offered four times a year, including the Midyear Meeting and the National Conference, in various locations depending on the course. If you are using your own instructor, it is important to plan your course 6 to 12 months in advance to ensure plenty of time for certification.
5. Contact your selected instructor. You will be responsible for securing a date, negotiating and paying the instructor fees and assisting them with their travel arrangements if necessary. You must be able to provide a clean and safe hotel and a per diem for meals.

6. Choose a course location. You will be responsible for making all arrangements including course room reservation, a/v equipment, refreshments, etc.

Preparing for the Course

As a licensed course provider, you will be given access to a Course Provider Page. On this page, you will find course descriptions and outlines, student materials, instructor materials, course presentations and customizable advertising materials.

1. Market your course. It is best to begin at least six months before the course date. Use the customizable advertisements, flyers and postcards made available to you on the Course Provider Page. You will be responsible for printing and postage fees. Your course will also be posted on www.coursecalendar.com (accessible through a link on the WCR Web site) and listed in WCR's *Connections* magazine.

Expand your horizons! Your course is an excellent recruiting opportunity. Be sure to market to ALL real estate agents in your area, not just WCR members.

2. Apply for CE. If you would like your students to be able to earn CE for your course, do not forget to apply. Contact your real estate association for deadlines and to find out what is involved. You will find the materials necessary, including timeline and course description, on the Course Provider Page. Make sure to check with your WCR State Chapter to see if they have already secured CE credit for your course.
3. Download student course materials and duplicate for course delivery two weeks before the course. Make sure the copies are clean, clear and professional. We recommend using 3-hole paper. You can bind the course materials in an inexpensive 1" 3-ring binder. We recommend printing the cover in color. Remember that you are responsible for maintaining WCR's professional image.
4. Maintain contact with your instructor to ensure that they have the details needed to get to your city and find the hotel and course location.

5. Maintain contact with the course location. Be sure that all arrangements are secure for the course day.

Day of the Course

1. Arrive at the course site at least one hour before the course begins. Ensure that room is properly set-up and that a/v equipment is tested and ready to go.
2. Have sign-in materials and student materials ready.
3. Collect sign-in sheets, evaluations and Student Data Forms at the end of the course. Return these to BSG with a \$30 per student royalty fee within 10 days of course completion. *Your students will not receive credit until all royalty fees are paid in full.*