

## I. STATE CERTIFICATION COURSES

Updated June 6, 2017

### **When TAAD receives your registration**

Confirmation will be sent to the student via email, fax or mail. TAAD considers you officially registered when we have received payment for the course. If you will pay using a purchase order, please advise TAAD in advance.

Your registration form serves as your invoice. TAAD does not issue separate invoices for student registrations.

Class materials will be available for pickup during registration on the first morning of class. TAAD *generally* does not mail materials prior to the class.

However, if a student desires to have the class materials sent in advance, he/she should note this on the registration form and include payment of the fee listed for postage and handling.

Students may also opt to have their class materials sent to them by electronic mail prior to the start of class. There is no charge for this option. If this option is chosen, TAAD will not provide hard copies of any of the class materials to that student.

### **Deadlines for registration**

The deadline for registering for state certification courses is three weeks prior to the first day of the course. If registering less than three weeks before the course, students should first call TAAD to check on availability of space in the class before sending in the registration form.

### **Registrations faxed after deadline**

If you fax a registration form to TAAD, this constitutes an official registration and obligates you to pay for the registration. If you fax a registration seven days or less before a class, seminar or conference (too late to receive a partial refund), you are obligated to pay the full registration amount, even if you later do not attend.

For faxed registrations sent more than seven days before an education offering, the regular cancellation policy applies.

TAAD suggests caution when considering late registrations.

### **Before Attending Class**

Being prepared for class will make it a more rewarding experience for the student and will help to lessen anxiety! Check in advance – will you need a calculator or additional publications for class?

## Course Time Schedule

Registration begins at 8 a.m. on the first day of class; this is almost always a Monday. Generally, courses start at 8:30 a.m. and end at 5 p.m. each day. If in doubt, ask your instructor, because occasionally an instructor may suggest a slightly different schedule to complement the class environment.

The end of course testing schedule generally follows this pattern; however, check with your instructor at the beginning of class for specific times and review options.

- **3.5 hour** (1/2 day) classes end about noon.; includes **Course 31**
- **8 hour** (2 day) classes end about 5 p.m. on day 1; exam follows on morning of Day 2; includes **Course 30**
- **12 hour** (2 day) classes end about 1 p.m. on day 2; exam follows review; includes **Course 28**
- **15 hour** (3 day) classes end about 5 p.m. on day 2; exam follows on morning of Day 3; includes **Courses 101, 102, 201, 9 and 32**

**NOTE:** TAAD offers 101 and 102 back to back with the 102 exam concluding at approximately 3 pm on the last day.

- **17 - 17.5 hour** (2 1/2 day) classes are two and a half days long, with exam at the end of session; includes **Courses 3, 5, 10, 202.**
- **18-20 hour** (3½ day) classes end at 5 p.m. on day 3; exam is on morning of day 4; includes **Courses 4, 7, 8.**

**NOTE:** **Course 7** has an exam at end of each of the three class days.

- **20 hour** (4½ day) classes end no later than noon on day 5; includes **Course 203**, which has an exam at the conclusion of the Cost Approach and at the conclusion of Sales Comparison Approach.

## Class Hours

Keep in mind that hours shown are in continuing education hours. Each hour in the classroom equals one hour of continuing education.

## End of Course Exams

Up to two hours to complete the end of course exam is provided, unless additional time is approved by PTAD for the course. The exam is taken directly from the written course material and class lectures.

## Class Attendance Policy

Participants must attend the course from start to finish in order to receive certification credit or continuing education credits. Participants who leave early will not receive credit. Participants who are absent from class for more than 60 minutes outside of the pre-scheduled breaks (without pre-approval by the instructor) will be asked to leave and will not receive credit. (See refund policy.)

### **Class Testing Policy**

No electronic devices are allowed during testing, other than a dedicated calculator.

Class participants who voluntarily leave the testing room during the time the end of course exam is being conducted, without finishing the exam, will have their exam taken up by the instructor and will receive a failing grade.

Class participants who miss or fail to attend the end of course exam may petition TAAD to take the exam the next time the course is offered in Austin. Approval will be considered on a case by case basis.

### **Class Etiquette Policy**

Beeepers, pagers, cell phones, house phones, computers, text-messaging devices, Blackberries, PDA and other electronic devices must be turned off and only used during break(s). Breaks are usually scheduled at least twice a day. Please give your full attention to the instructor; do not engage in other activities during the class as failure to do so may result in the loss of certification or continuing education credits.

### **Suspected cheating**

Any suspected instances of cheating will be reported to the Texas Department of Licensing and Regulation.

### **What to Bring to Class**

Students should bring with them:

- Student course outline (if received in advance)
- Any textbooks required for class
- A silent calculator (12-digit display)
- Your favorite writing utensils
- Light sweater or jacket, just in case

At class you'll be asked if you wish to complete a waiver of confidentiality. TAAD requires this if your grades are to be released to your employer.

### **Suggested Dress Code**

Casual business attire is suitable for all courses. Since you can't predict the temperature of the classroom, bring a sweater or jacket if you're concerned you'll get cold.

### **Class Hours: Certification or Continuing Education?**

Students must inform TAAD prior to the course whether they are taking it for certification or for continuing education (CE).

Note: Only TDLR registrants who are already certified as an RPA, RTA or RTC may take a course for continuing education. Students working toward their certification must take the exam for core credit.

Students taking a class and seeking certification credit through another agency must notify TAAD in advance and provide any documentation materials that are to be submitted to the other agency to substantiate the student's course completion.

### **Waiver of confidentiality**

TAAD will not release your confidential grades unless you have signed a "waiver of confidentiality" before leaving the class.

### **When to expect your results**

In most cases you should receive your confirmation of passing grade and course completion certificate from TAAD within a week after your end of course exam. The same is true if you are receiving a notice of failing the course or a confirmation that you audited the course.

### **Reporting to TDLR**

TAAD reports your passing grade (or confirmation of CE) to TDLR as soon as possible after the class is completed. Please advise us in advance if you are on a tight schedule to complete a course for certification or recertification credit.

### **Retaking an exam**

If you have already taken a course with TAAD, but did not pass the exam, you may retake the exam the next time TAAD offers that course in Austin. For a returning TAAD student, the cost to retake the exam is \$25. However, if a student wishes to take the exam at the TAAD office at a time mutually agreed-upon by TAAD staff and the student, the cost to retake the exam is \$50 per sitting. These appointments will be scheduled at the convenience of the Association.

If you did not take the course from TAAD, the charge to retake an exam the next time TAAD offers that course in Austin is \$75.

*The re-take fee is nonrefundable.*

### **Challenging a course**

Currently, TDLR has no provisions for challenging a course – that is, foregoing the class and instead taking the exam for a grade.

### **Replacing a lost certificate**

There is a \$5 charge to replace a lost course completion certificate.

### **Retaking an RPA Review Course**

If you have already taken a review course with TAAD, but did not pass the TDLR

exam, you may retake the review course the next time TAAD offers it. For a returning TAAD student, the cost to retake the review course is reduced to \$150.

### **Cancellation and refund policy**

To be eligible for a partial refund, notice of the cancellation must be received in writing at least seven days prior to the first day of class. A refund, less a \$75 administrative fee, will be issued. Refunds are processed after the conclusion of the class. There are no refunds given for cancellations less than seven days before the first day of class. No refund will be given for class materials mailed in advance or optional textbooks purchased in advance. TAAD does not accept or re-sell previously mailed materials.

### **No-shows**

If you have not notified TAAD in writing by seven days before class starts that you will not attend a class for which you have registered, you will be marked as a “no-show.” There are no refunds for no-shows.

### **Insufficient enrollment**

At least five students must register for a class in order for it to be held. Should registration fall short of that number, TAAD will notify students approximately one week prior to the first day of class. Full refunds will be issued to registrants.

### **Inclement weather**

TAAD intends to offer classes as advertised. In case of inclement weather, the decision to continue or cancel classes will be made on a case by case basis, and students will be notified immediately.

### **Location**

For 2017 - 19, TAAD uses the North Austin/Round Rock Marriott Hotel as the site for all its state certification courses. The hotel is located at 2600 LaFrontera Blvd., Round Rock.

When making reservations, students should call 512/733-6767 or (800)865-0546 and ask for the TAAD block rate. Reservations must be made no later than three weeks prior to class to secure the rate. TAAD cannot guarantee room availability or rates when reservations are made after this time.

## **II. TAAD-SPONSORED IAAO COURSES/WORKSHOPS/FORUMS**

### **When TAAD receives your registration**

For an IAAO course, your check must be *made payable to TAAD*. TAAD is the sponsor of the IAAO course, and as such will be the party to receive payment for class registration.

Confirmation will be sent to the student via email, fax or mail. TAAD considers you officially registered when we have received payment for the course. If you will pay using a purchase order, please advise TAAD in advance.

Class materials will be available for pickup during registration on the first morning of class. IAAO does not mail materials prior to the class. There are no exceptions.

### **Deadlines for registration**

The deadline for registering for IAAO courses, workshops or forums is *three weeks prior to the first day of class*. If registering less than two weeks before the class, students should first call TAAD to check on availability of space in the class before sending in the registration form.

### **Registrations faxed after deadline**

If you fax an IAAO registration form to TAAD, this constitutes *an official registration and obligates you to pay for the registration*. If you fax a registration seven days or less before a courses, workshops or forum (too late to receive a partial refund), you are obligated to pay the full registration amount, even if you do not attend.

For faxed registrations sent more than seven days before an education offering, the regular cancellation policy applies.

TAAD suggests caution when considering making a late registration.

### **Before Attending Class**

Being prepared for class will make it a more rewarding experience for the student and will help to lessen anxiety! Check in advance – will you need a calculator or additional publications for class? Students must order any required IAAO publications directly from IAAO, so allow adequate time for process and shipping.

### **Course Time Schedule**

Registration begins at 8 a.m. on the first day of class; this is almost always a Monday. Generally, courses start at 8:30 a.m. and end at 5 p.m. each day. If in doubt, ask your instructor, because occasionally an instructor may suggest a slightly different schedule to complement the class environment.

If you will be taking an end of course exam, check with your instructor at the beginning of class for specific times and review options.

### **Workshop Time Schedule**

Registration begins at 8 a.m. on the first day of class; this is almost always a Monday. Generally, IAAO workshops start at 8:30 a.m. and end at 5 p.m. each day. If in doubt, check with TAAD in advance.

## **End of Course Exams**

Up to three and a half hours is provided to complete the IAAO end of course exam. The exam is taken directly from the written course material and class lectures.

## **Class Attendance Policy**

Participants must attend the course from start to finish in order to receive certification credit or continuing education credits. Participants who leave early will not receive credit. Participants who are absent from class for more than 60 minutes outside of the pre-scheduled breaks (without pre-approval by the instructor) will be asked to leave and will not receive credit. (See IAAO course refund policy.)

## **Class Testing Policy**

No electronic devices are allowed during testing, other than a dedicated calculator.

Class participants who voluntarily leave the testing room during the time the end of course exam is being conducted, without finishing the exam, will have their exam taken up by the instructor and will receive a failing grade.

Class participants who miss or fail to attend the end of course exam may petition IAAO to re-take the exam. A participant who fails the exam may also petition IAAO to re-take the exam. Re-taking the exam is subject to the policies and procedures of IAAO.

## **Class Etiquette Policy**

Beepers, pagers, cell phones, house phones, computers, text-messaging devices, Blackberries, PDA and other electronic devices must be turned off and only used during break(s). Breaks are usually scheduled at least twice a day. Please give your full attention to the instructor; do not engage in other activities during the class as failure to do so may result in the loss of certification or continuing education credits.

## **Suspected cheating**

See the IAAO website ([www.iaao.org](http://www.iaao.org)) for its policies regarding suspected cases of cheating and consequences. When sponsoring an IAAO class, TAAD abides by IAAO's policies.

## **What to Bring to Class**

Students should bring with them:

- Any textbooks required for class; order IAAO textbooks directly from IAAO Publications ([www.iaao.org](http://www.iaao.org))
- A silent calculator (12-digit display)
- Your favorite writing utensils
- Light sweater or jacket, just in case

### **Suggested Dress Code**

Casual business attire is suitable for all courses. Since you can't predict the temperature of the classroom, bring a sweater or jacket if you're concerned you'll get cold.

### **Continuing Education Credit?**

Students must inform TAAD prior to the course whether they are taking it for certification or for continuing education (CE).

Note: Only TDLR registrants who are already certified as an RPA, RTA or RTC may take a course for continuing education.

Students taking a class and seeking certification credit through another agency must notify TAAD in advance and provide any documentation materials that are to be submitted to the other agency to substantiate the student's course completion.

### **Confidentiality of grades**

TAAD will not release your confidential grades. IAAO maintains the grades as confidential information

### **When to expect your results**

IAAO is responsible for grading the exams for its offerings. In most cases you should receive your results from IAAO within four to six weeks after your class. If you passed the exam, you will also receive a "Certificate of Completion" from IAAO. If you failed the exam, or did not take the exam, you will receive a "Certificate of Attendance" from IAAO

### **Reporting to TDLR**

TAAD reports your confirmation of CE to TDLR as soon as possible after the class is completed. Please advise us in advance if you are on a tight schedule to complete a course for recertification credit.

### **Registrant substitution policy (IAAO classes)**

In the event a student cannot attend an IAAO course, workshop or forum for which he/she is registered, another student may be substituted. Please notify TAAD as soon as possible *prior to the class' start* of the new attendee.

### **Replacing a lost certificate**

There is a \$5 charge to replace a lost course completion certificate.

### **IAAO cancellation and refund policy**

To be eligible for a partial refund, TAAD must receive notice of cancellation in writing at least seven days prior to the first day of class. A refund, less a \$100 administrative fee, will be issued. Refunds are processed after the conclusion of the

class. There are no refunds given for cancellations less than seven days before the first day of class.

### **No-shows**

If you have not notified TAAD in writing by seven days before class starts that you will not attend an IAAO class for which you have registered, you will be marked as a “no-show.” There are no refunds for no-shows.

### **Inclement weather**

TAAD intends to offer classes as advertised. In case of inclement weather, the decision to continue or cancel classes will be made on a case by case basis, and students will be notified immediately.

### **Location**

Check TAAD's website for the location of the course, workshop or forum, because they are held in various locations.

## **III. TAAD-SPONSORED CONTINUING EDUCATION (CE) EVENTS**

### **When TAAD receives your registration**

Confirmation will be sent to the student via email, fax or mail. TAAD considers you officially registered when we have received payment for the course. If you will pay using a purchase order, please advise TAAD in advance.

Class materials will be available for pickup during registration on the first morning of class. TAAD does not mail materials prior to the CE event.

### **Deadlines for registration**

The deadline for registering for CE events will be noted on the registration form for each. If registering after the specified deadline, students should first call TAAD to check on availability of space in the CE event before sending in the registration form.

CE events may have different registration deadlines, so be sure to consult the registration form.

### **Registrations faxed after deadline**

If you fax a registration form to TAAD, this constitutes an official registration and obligates you to pay for the registration. If you fax a registration seven days or less before a CE event (too late to receive a partial refund), you are obligated to pay the full registration amount, even if you later do not attend.

For faxed registrations sent more than seven days before a CE event, the regular cancellation policy applies. (see below)

### **Before Attending Class**

Being prepared for class will make it a more rewarding experience for the student and will help to lessen anxiety! Check in advance – will you need a calculator or additional publications for class?

### **Time Schedule**

Registration begins at 8 a.m. on the first day. Generally, sessions start at 8:30 a.m. and end at 5 p.m. each day. If in doubt, ask your instructor, because occasionally an instructor may suggest a slightly different schedule to complement the class environment.

### **Class Attendance Policy**

Participants must attend a CE event from start to finish to receive CE credits. Participants who leave early will not receive credit. Participants who are absent from class for more than 60 minutes outside of the pre-scheduled breaks (without pre-approval by the instructor) will be asked to leave and will not receive credit. (See refund policy.)

### **Class Etiquette Policy**

Beepers, pagers, cell phones, house phones, computers, text-messaging devices, Blackberries, PDA and other electronic devices must be turned off and only used during break(s). Breaks are usually scheduled at least twice a day. Please give your full attention to the instructor; do not engage in other activities during the class as failure to do so may result in the loss of CE credits.

### **What to Bring to Class**

Students should bring with them:

- Any textbooks required for class
- Light sweater or jacket, just in case

### **Suggested Dress Code**

Casual business attire is suitable for all courses. Since you can't predict the temperature of the classroom, bring a sweater or jacket if you're concerned you'll get cold.

### **Reporting to TDLR**

TAAD reports your confirmation of CE to TDLR as soon as possible after the class is completed.

### **Replacing a lost certificate**

There is a \$5 charge to replace a lost CE event completion certificate.

### **Cancellation and refund policy**

To be eligible for a partial refund, notice of cancellation must be received in writing

at least seven days prior to the first day of class. A refund, less a \$75 administrative fee, will be issued. Refunds are processed after the conclusion of the class.

There are no refunds given for cancellations less than seven days before the first day of class.

**No-shows**

If you have not notified TAAD in writing by seven days before the CE event starts that you will not attend a class for which you have registered, you will be marked as a “no-show.” There are no refunds for no-shows.

**Insufficient enrollment**

At least five students must register for a CE event in order for it to be held. Should registration fall short of that number, TAAD will notify students approximately one week prior to the first day of class. Full refunds will be issued to registrants.

**Inclement weather**

TAAD intends to offer CE events as advertised. In case of inclement weather, the decision to continue or cancel classes will be made on a case by case basis, and students will be notified immediately.