



Administration Handbook for NAIFA Education

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INTRODUCTION

About This Handbook

The National Association of Independent Fee Appraisers (NAIFA) prepared this Handbook to give you step-by-step instructions on how to hold a NAIFA-approved course. Please read and review the information contained in this handbook prior to scheduling classes.

Overview of the Program

As the recognized leader in real estate appraisal education, NAIFA offers specialized educational classes throughout the nation each year. These courses are essential to maintaining prestigious designations like the IFA, IFAS, IFAA and IFAC, and state licensure. NAIFA courses have repeatedly met the needs of designated and licensed appraisers for more than 50 years.

NAIFA educational courses are offered through Chapter/Instructor-managed classes.

Chapter/Instructor-Managed Model

In this particular model, any interested NAIFA chapter or instructor can coordinate an NAIFA course. The chapter or instructor coordinating the class is responsible for handling all logistical and marketing issues related to the scheduling of a NAIFA class. They are also responsible for all expenses related to the class and in return, will retain all the net proceeds. In exchange for providing various services, the National Office will charge a set administration fee for each individual that attends the class.

The characteristics of the Chapter/Instructor-Managed Model are:

- The course coordinator handles all logistics, registration, marketing, and is responsible for all expenses directly. **However, if you would prefer the National Office to process course registrations, it will do so for an additional \$5 fee per student.**
- The chapter or instructor agrees to pay an administrator fee to NAIFA. This fee covers the processing charges for state approvals, certificates, record keeping, obtaining and certifying instructors and grading exams if necessary. The fees are as follows:

Number of Course Hours	NAIFA is Registration Contact	Chapter is Registration Contact
2-4	\$20 per student	\$15 per student
7-15	\$40 per student	\$35 per student
15+	\$60 per student	\$55 per student

- An invoice will be mailed to the coordinator detailing the final cost within ten (10) business days of receiving all post-class materials.
- For certain courses, a royalty payment may apply.
- Chapters and instructors have first rights to offer classes in each market.
- The National Office will list the class on the website (www.naifa.com) with information about how to register and send up to two emails to NAIFA members in your area.
- After the class, the course coordinator is required to return a final electronic attendee information excel spreadsheet within five (5) business days of the class to be uploaded into the NAIFA national database.
- The National Office will handle notification to the appropriate state boards and certificate distribution (prior and post-class).

GETTING STARTED: The Chapter/Instructor Model

Scheduling a Class

The first step in scheduling a class is to select a class from the list of approved NAIFA courses. This list is available on our website in the member's only section of the website under "Education Handbook". Please make sure to select a course from the NAIFA website as courses are subject to change.

Securing a Location

The course coordinator will need to secure a location to hold the class and is responsible for any expenses related to the site rental. Possible sites include the local Board of Realtors, a public library, school, community college, or technical college as well as hotels.

Scheduling an Instructor for a Chapter Class

It is also the coordinator's responsibility to confirm an instructor for your class and make all travel arrangements directly with them. Your chapter is responsible for covering the instructor expenses and instructor honorarium.

Suggested Instructor Fee, Approved at the March Board Meeting 2010:

- \$400 - Certified
- \$500 - Senior Certified
- \$600 - USPAP Certified

These fees are suggested. The final price will be determined by the Coordinator and Instructor. To cut down on expenses, it is always a good idea to try to select an instructor in your area.

Please note that only approved NAIFA Instructors are allowed to teach NAIFA courses

Submitting the Class Request Form

Once you have selected a course and confirmed the date, time, location and instructor, you are ready to submit the Class Request Form. This form must be sent to the National Office by either fax, (312) 673-6652, or via e-mail to info@naifa.com. You or your chapter representative must sign the Chapter Coordinators Security and Confidentiality Agreement and return it with the Class Request Form to the National Office before your request can be fully processed.

Please note that all Class Request Forms must be received by the National Office at least 90 days in advance.

State Board Approval

After the Class Request Form has been received, the National Office will begin submitting applications for any necessary state approvals. State Boards vary on the number of days required for approval, so it is very important to submit your Class Request Form at least 90 days in advance. ***The National Office cannot guarantee any state approvals for Class Request Forms received less than 90 days in advance.***

For each class offering, you can request up to three states approvals including the state in which your class is being held.

Suggested Pricing

It is up to your chapter to decide on what it wishes to charge students to attend each class.

MARKETING YOUR CLASS

What the National Office Will Do

The National Office will list scheduled classes on the website with information about how to register. Additionally, the National Office will issue up to two e-mail messages about your class to all NAIFA members in the area of the class. Remember, the sooner you set up classes, the longer the information will post on the website www.naifa.com. Our website receives hundreds of visits each and every day by members and non-members alike.

Marketing Tips

Spread the word about your upcoming class! Try these simple things to promote your course.

- Send an e-mail to all NAIFA members in the surrounding area and other appraisers you think might be interested.
- Contact people in the area with large professional networks to see if they will send out an announcement on your behalf or give you the names of others who would be interested.
- Visit your local real estate office to post information about your classes or get in touch with other appraisers.
- Ask friends to refer other appraisers who might be interested.
- Take a trip to the Chamber of Commerce to find other appraisers in the area.
- Mail a simple flyer or postcard.
- Start a phone tree of appraisers in your area. By calling a few people, word will spread faster than you can imagine.

PRE-CLASS NEEDS

Ordering Class Materials

The course coordinator will receive a reminder one week in advance of your class from the National Office to order your class materials. There are various ways in which materials are ordered, but for most courses the FedEx Kinko's DocStore will be used.

Using the FedEx Kinko's DocStore

NAIFA is in partnership FedEx Kinko's and has a DocStore for NAIFA course coordinators and instructors to use. The DocStore is an online catalogue through which class materials can be ordered – similar to using Amazon.com. To confirm that you currently have a FedEx Kinko's DocStore Account, please contact NAIFA Headquarters at 312.321.6830 or via email at info@naifa.com. These materials are paid for with a credit card when you order and therefore are not reflected on your final invoice. ***Any materials ordered from the FedEx Kinko's DocStore are non-returnable.***

Please note that you can only use the FedEx Kinko's DocStore to order course materials for certain courses. Materials for courses that do not note "See Kinko's DocStore" should be ordered by contacting NAIFA Headquarters.

USPAP Materials & Approvals

The Appraisal Foundation 15-hour and 7-hour have been approved through the Appraiser Qualifications Board (AQB) Course Approval Program (CAP).

For state approvals, the National office requires 90 day notice on all class requests. If the class set up form is received after the 90 days, the National office reserves the right to decline obtaining the course approvals.

Book/Material Costs

Each student must receive a copy of the 2012-13 Uniform Standards of Professional Appraisal Practice and the 15 or 7 hour Update Course Student Manual.

When planning the registration fees for the USPAP course, please be sure to include the direct cost of the USPAP book and royalty fees to your price.

Item	Member Pricing	Non Member Pricing
USPAP Book printed from NAIFA doc store	\$23	\$23
USPAP Student Manual printed from NAIFA doc store	\$8	\$8
TAF Course Royalty Fee	\$15	\$15
TAF Non Member Student Royalty Fee	\$0	\$20
NAIFA Non Member Book Fee	\$0	\$25
Admin Fee	\$35	\$35
Total	\$81	\$126

NEW – The USPAP book and Student manual are now available for purchase on the Doc Store. In addition to the printing charge, the Foundation has instituted a \$15 royalty for each student for use of the student manual and a \$20 royalty fee for on all non-member attendees that receives a copy of the book. The royalty charges will be shown on your final invoice. A \$25 book fee has been added to all non-members who take the USPAP course.

All books and manuals purchased through the NAIFA doc store are not eligible for return or refund.

Course Report Form and Student Rosters

For those that chose to print the manuals via the doc store, at the completion of the class, the coordinator must submit the roster of students to the National office within 10 days. There is no student tracking form included in the book. The National office will send the check (\$15 per student) and forms to the Foundation within the 30 day timeframe.

Non-Member Royalties

It will be the responsibility of the chapter to provide national an accurate attendee sheet with membership status noted. You can verify status by checking the Find an Appraiser tool on the NAIFA website.

The Instructor of the USPAP course is responsible for submitting the Course Report Form to the Foundation.

Other Course Materials

NAIFA uses Hondros for Qualifying and Continuing Education course materials. These materials are not available through the FedEx Kinko's DocStore. To order materials, contact NAIFA Headquarters at 312.321.6830 or via email at info@naifa.com at least five (5) business days prior to your class. The cost of these materials will be reflected on your final invoice.

NAIFA also uses TransAmerica for one CE class. Books also need to be purchased through the national office. To order materials, contact NAIFA Headquarters at 312.321.6830 or via email at info@naifa.com at least five (5) business days prior to your class. The cost of these materials will be reflected on your final invoice.

All books and manuals purchased are not eligible for return or refund.

Certificates

Attendance and state certificates can be made available prior to holding your class. The course coordinator must distribute certificates at the conclusion of your class. To order certificates, please email an electronic Attendee Information Sheet to contact NAIFA Headquarters at 312.321.6830 or via email at info@naifa.com five (5) business days prior to your class. ***Certificate requests that are received less than three (3) business days prior to a class are subject to additional fees for rush delivery.***

Your certificates will be mailed directly to you or your class location. Any last-minute registrations or walk-ins attending the course will be mailed a post-class certificate. Post-class certificates will be mailed out within ten (10) business days once a final attendee roster has been received.

DAY OF CLASS

Cancelling Your Class

If you need to cancel the class for any reason, the course coordinator is responsible to inform the National Office as soon as possible so we may remove the class listing from the website. The coordinator is also responsible for contacting the instructor and paying the print cost of any pre-ordered materials from the FedEx Kinko's DocStore. Your chapter will need to refund the full tuition cost to any pre-registered students.

Attendance Policies and Sign-In Sheets

To receive full credit, all students are required to attend the entire class from beginning to end, each day that the class is held. A class sign-in sheet is required to be filled out and sent back to the National Office. You may obtain a class sign-in sheet by ordering one from the FedEx Kinko's DocStore under the "Educational Delivery Model" section, downloading one on www.naifa.com, or via email upon request.

Examinations and Examination Retake Policy

If an examination is required for your class, please make sure the examination forms are legible and answers are clearly marked. All examinations that require grading should be sent by some trackable mail (UPS, DHL, FedEx, etc.) to the National Office. Failure to follow the instructions above could cause delays and errors in the processing of the course information.

For all NAIFA courses that include an exam, the exams must be graded by the National Office and not the instructor. The National Office will grade the exams and report the scores within ten (10) business days of receipt of the exam answer sheets.

Individuals who do not receive a passing grade for any NAIFA exam, with the exception of 15 hour USPAP, have the option of re-taking the exam at the same location when the next class is held. There is no charge for the second exam sitting. However, if a third exam sitting is necessary, the student will be charged \$45 payable to the National Office. If the individual does not pass the exam after three attempts, he or she must re-take the course at his or her own cost. For any course, the exam must be passed within one year of taking the course. After one year, the individual must re-take the course at his or her own cost.

POST-CLASS

Once your class is over, it is important that you return the materials listed below to the National Office within five (5) business days:

- A final electronic Attendee Excel Spreadsheet** should be e-mailed directly to NAIFA Headquarters at info@naifa.com. This sheet is required for invoicing and mailing certificates (for last-minute registrants).
- The sign-in sheet** may be mailed or faxed directly to the National Office at 312.673.6652.
- The Instructor Honorarium and Expense Forms** may be mailed or faxed directly to the National Office at 312.673.6652.
- Exams**, if applicable, must be mailed directly to the National Office.

It is critical that the above materials are received by the National Office within five (5) business days of the class. Several state boards require the National Office to report a final student roster

within a regulated time frame. Any delay in the receipt of these materials could jeopardize the credits your students deserve.

Instructor & Course Evaluations

The Education Committee proposed going back to a printed evaluation to be filled out at the end of a course.

All completed evaluations should be mailed to:

Ms. Pamela Fegley, IFA
2263 South Rockford Avenue
Tulsa, OK 74114-1309

Invoicing

Your final invoice will be sent to you ten (10) business days after your final course materials have been received. Final payment for all outstanding balances must be received by the National Office **within 45 days the final invoice is sent. *Chapters or Instructors will not be allowed to schedule future courses until all outstanding invoices are paid in full.***

If you have any questions about the status of an invoice, please contact NAIFA Headquarters at 312.321.6830 or via e-mail at info@naifa.com.