

Fresno Association of REALTORS®

ANNUAL Professional Standards and Grievance Training



HYPOTHETICALS (Based on Actual Cases)

- **ETHICS** and **MLS VIOLATION** issues (actual cases and market issues)
- **PROCURING CAUSE** and **COMMISSION** issues
- **PROCEDURAL** matters
- **MARKET DRIVEN** issues

RECENT DEVELOPMENTS AND TRENDS

- National **CASES** of interest
- **CHANGES** to the **CODE OF ETHICS** and **MLS RULES**
- **ETHICS** and **ARBITRATIONS** cases – judicial perspective

PROFESSIONAL STANDARDS OVERVIEW

- Duties of the **GRIEVANCE COMMITTEE**
- Responsibilities of **HEARING PANEL** members, including **PREPARATION** and **ETIQUETTE**, in **ARBITRATION** and/or **ETHICS** complaints
- **DIRECTORS' ROLE** in Professional Standards

DATE, TIME & LOCATION:

Date: Friday, March 13, 2015

Time: **Registration:** 8:30 a.m.
Class: 9:00 a.m. to 4:00 p.m.

Location: Fresno Association of REALTORS®
6720 N. West Avenue
Fresno, CA 93711

COST: Free for FAR members {Includes lunch}
\$55.00 for non-members

To register by phone, contact Mary or Jill at 559-490-6400
Or complete information below and return to F.A.R.

INSTRUCTOR:

John Giardinelli has been a practicing attorney since 1977 and is a principal of The Giardinelli Law Group, APC. His law firm focuses on real estate, business law, and employment law. The law firm represents several Associations of REALTORS® and numerous brokerages, and administers professional standards programs. Mr. Giardinelli is a certified Professional Standards instructor for the California Association of REALTORS®, an instructor for Professional Realty Institute (GRI), has taught a real estate class for a California State University, and testifies as an expert witness.

Name _____

Firm _____

Address _____

Phone _____

Email _____

PAYMENT METHOD Amount \$ Check #

Credit Card: # _____

CVC code _____ Card Exp. _____

Signature _____

Enroll me in the Mandatory Professional Standards & Grievance Training.

I am a member of _____
Association of REALTORS®

Return To: Fresno Association of REALTORS®
6720 N. West Avenue
Fresno, CA 93711

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Fax: 559-490-6464
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Cancellation Policy for non-members:

Reservation will not be processed until payment is received. If you must cancel a reservation, a full refund will be issued if cancellation is received in writing ten full business days prior to the course.