



## ETHICAL CONDUCT IN REAL ESTATE

**Course Length:** 4 clock hours

**Format:** Online

**Date of Course:** Ongoing

**Prerequisites:** None

**Instructor:** Mark S. Putnam, M.Ed.

**Supplies:** None

**Technology Requirements:** Internet access (DSL or better), Internet Explorer (updated), Flash Player

**Fee:** \$38

**Description:** *Ethical Conduct in Real Estate* is a fundamental ethical conduct course geared toward real estate professionals at all levels. The focus of this course is on building greater ethical professional behavior by emphasizing personal character, positive core values, honest real estate business principles, and specific ethical guidelines for the real estate industry. This is a general ethical conduct course that deals with good professional conduct for real estate professionals and does not address specific laws, policies, or guidelines for any jurisdiction.

**Long Description:** The real estate business provides no shortage of ethical tests and trials. The real estate professional must be able to maintain a good balance between maintaining a competitive business practice, providing good customer service, and abiding by government and association ethical guidelines. It can be easy to allow profit and personal interest to take precedent over the customer and the ethical practices that govern the industry. For this reason, *Ethical Conduct in Real Estate* takes a holistic approach to training the real estate professional by focusing on four areas: personal character; professional knowledge and competency; ethical duties; and practical application. This approach takes the real estate professional on a journey from a starting point of meaningful self-examination of his or her values and character to practical application of best practices. This is the ideal combination of character building and professional learning. This course is applicable for all levels of real estate professionals and is designed to be a basic foundational course upon which other specific real estate professional education can be built.

### Objectives:

- Know why integrity and good ethics is important to the real estate profession.
- Learn the definition of ethics and apply it in the professional setting.
- Know the ethical imperatives for real estate professionals.
- Appreciate the value of becoming a trustworthy professional.
- Know how to act with integrity in a variety of real estate situations.



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- Understand the ethical principles behind honesty and strong core values.
- Learn the keys to ethical balance.
- Learn the benefits and the how-to's of becoming a knowledgeable and competent real estate professional.
- Learn to demonstrate clarity and honesty in business communications.
- Know the principles for providing good customer service.
- Know the various kinds of ethical dilemmas for real estate professionals.
- Identify illegal and/or unethical behavior.
- Understand how greed affects our professional ethical choices.
- Know the kinds of unethical financial dealings.
- Know how and to whom to report violators.

## Required Reading:

Article: "Intrinsic Honesty and the Real Estate Professional"

Article: "Finding Your Moral Compass in the Real Estate Profession"

Article: "Getting Rid of Greed – Choosing Principle Over Profit"

**Evaluation:** This course contains multiple-choice tests and a scenario quiz for each section as well as a final examination.

- Section 1 Quiz - Character Fundamentals (30 points)
- Article Quiz – Intrinsic Honesty (20 points)
- Article Quiz – Moral compass (20 points)
- Section 2 Quiz – Professional Attitudes and Attributes (30 points)
- Scenario Test: Customer Service (40 points)
- Section 3 Quiz – Ethical Duties and Obligations (30 points)
- Scenario Test: Lender and Broker Relationships (40 points)
- Article Quiz: Getting Rid of Greed (20 Points)
- Section 4 Quiz –Ethical Applications for Real Estate Professionals (30 points)
- Scenario Test: Broker and Peer Relationships (40 points)
- Final Exam (30 points)

## Grading:

Section Quizzes	160 Points
Scenario Tests	120 Points
Article Quizzes	60 Points
Final Exam	30 Points

**Total**                    **370 Points**

**Passing:** 75% accuracy



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## **Washington State Syllabus Supplement**

**Date of Syllabus Publication: April 18, 2007**

### **Real Estate School Information:**

Character Training inc. dba Global Ethics University  
3018 200<sup>th</sup> Place SE  
Bothell, WA 98012

### **Contact Information:**

Mark S. Putnam, M.Ed., President  
Local – 425-949-4051  
Toll-Free – 1-877-77ETHIC

### **Admission Procedure:**

Enrollment in *Global Ethics University* courses is open to all interested individuals. Application for enrollment consists of an online registration form located at <http://www.globoethicsuniversity.com/member-registration.php>.

### **Causes for Dismissal:**

Students must complete the course at the required level of accuracy and keep their financial accounts current.

### **Conditions for Readmission:**

If a student's financial account is current, he or she may re-enroll in a course. For re-enrollment, the student will be charged the full amount for the course.

### **Standards of Progress;**

*Global Ethics University* uses a Pass/Fail grading criteria. A student must score 75% or better in all assessments in order to pass the course. This percentage is based on the number of points a participant earns by answering each question. There is no defined time limit to complete a course. It is the student's responsibility to take the course within a reasonable amount of time. A student who does not pass a course may retake a course provided he or she pays the full tuition for the new course. Once a student creates a user account, the account remains active indefinitely.

### **Refund/Cancellation Policy**

Fees are collected at the time of course registration. A student may request a full refund in writing by emailing [support@globoethicsuniversity.com](mailto:support@globoethicsuniversity.com) prior to taking any online assessments.