
Online Programs – Individual Support – Nationally Accredited Online School
ABOUT ALLIED SCHOOLS

Accreditation
Allied Business Schools, Inc. is accredited by the:

Accrediting Commission of the Distance Education and Training Council
1601 18th Street NW, Washington D.C. 20009-2529
Telephone (202) 234-5100, www.detc.org

The Accrediting Commission of the Distance Education and Training Council is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

The Accrediting Commission of the Distance Education and Training Council is a recognized member of the Council for Higher Education Accreditation (CHEA).

California State Approval
Allied Business Schools, Inc. is private institution which is approved to operate by the Bureau for Private Postsecondary Education (BPPE), institution no. 3008581. This approval expires in 2013.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by Allied Business Schools may be directed to:

The Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento, CA  95833
Web site: www.bppe.ca.gov
Toll free telephone number (888) 370.7589
Fax (916) 263.1897

Vocational Rehabilitation / Department of Rehabilitation
Allied Business Schools, Inc. is an approved Vocational Rehabilitation Provider in many states. Please contact an Allied representative for an up-to-date listing of approved states.

Contact Information
Allied Business Schools, Inc.
22952 Alcalde Drive, Laguna Hills, CA  92653
www.alliedschools.com
1.800.542.5543

Vocational Rehabilitation
www.alliedvocrehab.com
888-925-4283

Military & Veteran Training
education4military.com
888-501-5221
Allied Business Schools, Inc. (Allied) is a private, family owned and operated vocational school which provides education through independent study, self-paced courses via online distance education; Allied holds no residential classes. School headquarters are located at 22952 Alcalde Drive, Laguna Hills, CA 92653.

Allied not only provides outstanding course offerings, but also offers continuing support through our Student Services Department. Student Services is available to all students for any administrative assistance they require. As an Allied student, you will have easy access to these services throughout your educational and career development via phone, fax, or Internet.

Allied’s goal is always to offer the latest in career education. Our curriculum development staff is constantly researching and generating new vocational courses. These courses provide our students with the skills they need for today’s careers and tomorrow’s challenges.

Beginning something new is always challenging. Allied provides the courses and support you need to get started on your new career path to achieve the financial independence you desire. Allied is proud to be your educational partner and is 100% committed to your success!

Allied has never had a pending petition in bankruptcy, is not operating as a debtor in possession, or has not reorganized under Chapter 11 of the United States bankruptcy code (11 U.S.C. Sec 1101 et seq)

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the school performance fact sheets, which must be provided to you prior to signing an enrollment agreement.
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SCHOOL GOVERNING BODY, ADMINISTRATORS, AND FACULTY

Board of Trustees
George J. Achenbach
Geraldine K. Achenbach
George E. Achenbach
Karen Achenbach

Administrative Officials
Beth Wang, Vice President, and Acting Chief Academic Officer
Frank Vazquez, Director of Operations
Parrish Nicholls, J.D., Manager of Compliance

Faculty/Instructors
Achenbach, George J. – Real Estate, Property Management
Achenbach, George E. – Management and Home Inspection
Barnes, Katherine – Medical Coding, Billing and Terminology
Bottger, Roy K. – Real Estate Appraisal / USPAP
Manning, Benjamin – Renewable Energy
Eberlein, Barbara – Real Estate Appraisal, Pharmacy Tech and Calculations
Hislop, Charli – Business Administration
Hock, Terri – Medical
Ingram, Amelia – Medical Insurance, Medical Billing
King, Laura – Real Estate
Leiva, Jaret – Real Estate/SAFE
Madrigal, Richard – Real Estate/SAFE/USPAP
Miller, Rogge – Renewable Energy
Ochoa, Raymond – Real Estate/SAFE
Rebis, Jeremy R. – Real Estate, Home Inspection, Real Estate Appraisal
Sharkey, Eric T. – Real Estate Appraisal
Vazquez, Frank – Information Technology
Wang, Beth – Information Technology
Faculty/Instructor Qualifications

George J. Achenbach
Mr. Achenbach has been active in real estate for over 42 years. He is a licensed real estate broker in the State of California and has owned and managed over 200 apartment buildings in Connecticut and California. Mr. Achenbach ran Allied Brokers of Connecticut, a real estate sales company with seven offices and over 100 real estate salespeople. He is a published author of three business related books.

George E. Achenbach
Mr. Achenbach has a combination of formal education, specialized training, and practical application in the following disciplines: computer science, organizational behavior, robotics, and contracting (he holds a General B license). He has specialized training in the computer programming language C++. He attended the University of California, Irvine, Carnegie Mellon, and Allied American University.

Mr. Achenbach is authorized to serve as a director in a California private postsecondary and vocational institution under California Education Code (CEC) Section 94915.

Katherine Barnes
Ms. Barnes is a Certified Medical Billing Specialist who has completed the Medical Coding course and received training on assisting students with their course. She attended Orange Coast College, California State University, and Riverside Community College.

Roy K. Bottger
Mr. Bottger is a graduate of San Diego State University with a Bachelor of Science Degree in Business Administration, Real Estate Emphasis. He is a Certified USPAP Instructor with a California and a nationwide provider of continuing real estate appraisal education.

Benjamin Manning
Mr. Manning holds a Master of Science Degree in Engineering, and has held numerous teaching positions throughout his career.

Barbara Eberlein
Ms. Eberlein is licensed Real Estate Appraiser in the state of California. She is a graduate of the University at Albany in New York with a BS in Business Administration and Marketing. In addition, Ms. Eberlein has completed several real estate appraiser courses, as well as courses in pharmacy technician, pharmacology, medical terminology, medical billing, medical administrative assistant and electronic health records.

Charli Hislop
Ms. Hislop holds a Master of Business Administration degree from American Sentinel University. Ms. Hislop has specialized training as a front office medical assistant, database management, and the use of personal computers and associated software. In addition, she has over twenty years in office administration with emphasis in marketing and business development.

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Terri Hock
Ms. Hock holds a Bachelor of Science degree (Technical Management and Psychology) from DeVry University. She also holds a Bachelor of Arts degree (Psychology, Counselling) from the College of Santa Fe, Albuquerque, New Mexico and a Master of Arts degree (Mathematics) from Apollo College, Mesa Arizona. She has worked in the healthcare industry since 1991.

Amelia Ingram
Ms. Ingram holds a Bachelor of Science (in Law) degree from Western State University, is a California-certified Administrative and Clinical Medical Assistant, and has a certificate in Administrative and Clinical Medical Assisting from Saddleback College. She is a skilled communicator with professional experience in customer service, marketing, sales, and training.

Laura King
Ms. King is a licensed Real Estate Broker who attended Fullerton College and Antelope Valley College. She holds certificates in several solar energy courses which she supports.

Jaret Leiva
Mr. Leiva has been in the Real Estate and Mortgage industry for over 6 years focusing on mortgage loan origination. He is a licensed agent under the Department of Real Estate, and has worked for several direct lenders and mortgage brokers. Mr. Leiva has extensive knowledge of conventional and FHA loans.

Richard Madrigal
Mr. Madrigal is a graduate of California State University Long Beach with a Bachelor of Arts Degree in Economics and has completed graduate courses with an emphasis in econometrics. As a licensed real estate broker, he operated his own mortgage and realty office for over 5 years focusing primarily on mortgage loan origination. Mr. Madrigal has been helping students, real estate agents, and loan officers achieve their goals for over nine years.

Rogge Miller
Mr. Miller holds a BA from Baylor University and has more than 34 years experience in the construction industry and training in building sciences. His experience includes: energy performance, durability, safety, and indoor air quality and application of green building techniques, and green building rating systems. His areas of specialization include Operations Management; Project Management; Energy Audit Existing Buildings; Building Energy Plans Consulting; Indoor Air Quality Microbial Assessment; and a RESNET Rater Trainer.

Raymond Ochoa
Mr. Ochoa has been in the mortgage industry for over 10 years with extensive experience in loan origination and underwriting within the wholesale and retail mortgage industry. Mr. Ochoa has experience with many types of loans, ranging from subprime to A-paper. He has worked for Citigroup, Countrywide and most recently the U.S Small Business Administration in Asset Management. Furthermore, Mr. Ochoa has trained brokers on various loan products, policies and procedures to ensure all loan packages are complete and within guidelines.
Jeremy R. Rebis
Mr. Rebis received his formal education from Orange Coast College. He has also completed several real estate courses from Allied Business Schools. These courses include, but are not limited to, Real Estate Principles, Real Estate Brokerage, Real Estate Finance, Legal Aspects of Real Estate, Property Management, Escrow, Real Estate Practice, Real Estate Appraisal, USPAP, Home Inspection, Real Estate Salesperson license renewal courses, Real Estate Appraisal license renewal courses.

Eric T. Sharkey
Mr. Sharkey holds a Bachelor of Arts Degree in English with an emphasis on creative writing from Seattle University, Seattle, Washington. Mr. Sharkey is the Manager for Allied's Curriculum Development Department.

Frank Vazquez
Mr. Vazquez has formal education in information technology (M.C.P., CompTIA., A+ Certified). In addition, he has work experience in business administration, management, and customer service.

Beth Wang
Ms. Wang holds a Bachelor of Arts Degree in Radio and Television from National ChengChi University, Taipei, Taiwan. She holds a Master of Arts with distinction in Communication Arts from New York Institute of Technology, New York. Ms. Wang holds an additional Master of Science in Computer and Information Science (M.S.C.I.S.) with Concentration on Advanced Applications from the University of New Haven, Connecticut.
MISSION STATEMENT, EDUCATIONAL PHILOSOPHY & INSTRUCTIONAL GOALS

Mission Statement
Allied Business Schools, Inc., a distance education institution, is committed to providing affordable, high-quality courses, instructional materials, and student services that are easy for students to access and use. Allied’s objective is to prepare students for new careers in the areas of real estate, allied health, business, and renewable energy by enabling them to pass state licensure or certification exams. In addition, for those students who only seek personal enrichment, courses provide practical real-world knowledge. These goals are achieved by ensuring that all courses provide clear learning outcomes, customized student support, detailed instructions, and relevant assessments that lead to course mastery and student success.

Educational Philosophy
Our society is comprised of individuals with different attributes, needs, and values. Each of us makes decisions based on what we perceive to be most beneficial to us. Most of us recognize that self-directed continuing education is high on the list of beneficial activities we all need.

At Allied Business Schools, Inc. educational programs are developed and administered in an environment where individuals, employers, and other community-related groups participate to produce a continually upgraded learning process that benefits the individual and our society.

Institutional Goals
The relationship between the institutional mission and the needs of the public is served by offering comprehensive programs that are taught in a convenient, thorough, and affordable manner, with the ultimate goal being new employment or career advancement for the student. It is our aim to provide competency skills for students who are actively pursuing a career path that meets their interest and aptitude.

The institution will achieve its goals through the fulfillment of the following objectives:
1. To offer courses in real estate, business, and health care that meet industry standards and employment demands.
2. To provide educational programs through a successful instructional delivery method which develops the student’s knowledge, skills, attitudes, and work habits.
3. To provide easy access to educational and student support services that contribute to the student’s success.
4. To prepare students for employment within the industry for which they are trained.
ACCREDITATION, LICENSING, APPROVALS & MEMBERSHIP INFORMATION

Accreditations
Nationally Accredited Member of the Distance Education and Training Council (DETC) 2002
Programmatic Accreditation from Interstate Renewable Energy Council (IREC) 2010

Approvals
California Department of Real Estate (DRE) 1992
Office of Real Estate Appraisers (OREA) 1993
Bureau for Private Postsecondary and Vocational Education (BPPVE) 1992-2007
Appraiser Qualifications Board (AQB) 2000
International Distance Education Certification Center (IDECC) 2003
California Eligible Training Provider List (ETPL) 2000
Commonwealth of Virginia, Department of Professional and Occupational Regulation 2004
Virginia Eligible Training Provider List (ETPL) 2001
Virginia Vocational Rehabilitation 2001
State of Virginia, Real Estate Board 2004
State of Washington, Department of Licensing, Real Estate Services 2004
Washington Vocational Rehabilitation 2001
Wyoming Division of Vocational Rehabilitation (DVR) 2001
Florida Real Estate Commission 2005
Texas Real Estate Commission 2005
Georgia Real Estate Commission 2006
Bureau for Private Postsecondary Education (BPPE) 2010-Present

Memberships
American Academy of Professional Coders (AAPC) 2006
American Institution of Professional Bookkeepers (AIPB) 2001
Association of Construction Inspectors (ACI) 2001
Better Business Bureau (BBB) 1992
California Association of Private Postsecondary Schools (CAPPS) 1999
California Association of Realtors (CAR) 1992
California Real Estate Inspection Association (CREIA) 2001
Housing Inspection Foundation (HIF) 1998
International Association of Administrative Professionals (IAAP) 2001
International Real Estate Institute (IREI) 1998
Medical Association of Billers (MAB) 2001
National Association of Real Estate Appraisers (NAREA) 1997
National Association of Home Inspectors (NAHI) 1998
American Society of Home Inspectors (ASHI) 2002
Hispanic Business Association 2000
South Orange County Regional Chambers of Commerce 2000
Association for Healthcare Documentation Integrity (AHDI) 2003
American Solar Energy Society (ASES) 2009

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ACCREDITED COURSE LISTING

Business Related Courses
Administrative Assistant
Computerized Financial Accounting
Introduction to Small Business Management
Keyboarding
Legal Secretary
Notary Public
Professional Private Investigator
Professional QuickBooks
Project Management

Medical Courses
Advanced Medical Transcription
Anatomy and Physiology
Beginning Medical Transcription Practicum
Electronic Health Records
ICD-10-CM Comprehensive Coding Training
Intermediate Medical Transcription Practicum
Medical Administrative Assisting
Medical Assisting
Medical Assisting Externship
Medical Billing
Medical Billing Technology
Medical Coding
Medical Terminology
Medical Terminology for Transcription
Medical Transcription Externship
Medical Transcription Professional Tools
Microsoft Word® for Medical Transcriptionist
Pharmacology
Pharmacy Calculations
Pharmacy Technician
Pharmacy Technician Externship
Technology Related Courses
Introduction to Computer Systems
Microsoft® Excel
Microsoft® PowerPoint
Microsoft® Vista
Microsoft® Word
Microsoft Windows 7

Real Estate Related Courses
Home Inspection
Introduction to Green Building
Mold and Allergens
Property Management
Professional Home Inspection
Professional Property Management
SAFE Loan Originator Comprehensive Course

Real Estate Licensing Programs
California Real Estate Broker’s License
California Real Estate Salesperson’s License
Florida Real Estate Pre-Licensing for Sales Associates
Florida Real Estate Post-Licensing for Sales Associates
Florida Real Estate Post-Licensing for Broker
Georgia Real Estate Salesperson’s License
Texas Real Estate Salesperson’s License
Virginia Real Estate Salesperson’s License

Real Estate Appraiser Licensing Programs
Real Estate Appraisal License for California and Selected States
Certified Residential Real Estate License for California

License Exam Preparation Materials
California Real Estate Broker’s License Exam Preparation
California Real Estate Sales License Exam Preparation
National Real Estate Sales License Exam Preparation
California Contractor’s License Exam Preparation
National Home Inspection Exam Preparation
National SAFE Mortgage Loan Originator Exam Online Prep
California SAFE Mortgage Loan Originator Exam Online Prep
Series 7 Exam Prep
Series 65 Exam Prep
Series 66 Exam Prep
Medical Coding Online Exam Prep

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Continuing Education
California Real Estate License Renewal for Sales and Broker
Texas Real Estate Sales License Renewal
California Real Estate Appraisal License Renewal
2011 8-HR SAFE Loan Originator Comprehensive Course

Renewable Energy Courses
Advanced Principles of Photovoltaic Systems Installation
Green Building Practices
Home Energy Survey Professional
Introduction to Photovoltaic Systems
Renewable Energy: Principles and Practices
The Business of Weatherization and Retrofitting
STATE REGULATORY AGENCY APPROVALS

State of California Department of Real Estate (DRE)
Escrow
Legal Aspects of Real Estate
Property Management
Real Estate Appraisal
Real Estate Economics
Real Estate Finance
Real Estate Practice
Real Estate Office Administration
Real Estate Principles

The Florida Real Estate Commission (FREC)
Florida Real Estate Principles, Practices and Law
Florida Post-Licensing for Sales Associates
Florida Post-Licensing for Broker

The Georgia Real Estate Commission (GREC)
Modern Real Estate Practices in Georgia

The Texas Real Estate Commission (TREC)
Texas Real Estate Appraisal
Texas Real Estate Brokerage
Texas Real Estate Finance
Texas Real Estate Principles
Texas Law of Agency
Texas Law of Contracts
Texas Residential Inspection for Real Estate Agents

Virginia Department of Professional and Occupational Regulation
Principles & Practices of Real Estate
SCHOOL POLICIES

Academic Integrity
Allied Business Schools, Inc. strives to encourage a spirit of honesty and integrity. This policy was created to foster a climate that promotes the most stringent academic standards. Violations of this policy will be dealt with using fair and consistent methods. Committing one or more of the following actions is considered unacceptable and constitutes a violation of this policy:

- Intentionally using or attempting to use unauthorized materials in any academic exercise;
- Intentionally aiding or attempting to aid another student to commit any act of academic dishonesty;
- Bribing or attempting to bribe, or making threats against any individual, with the intention of affecting a grade or an evaluation of academic performance;
- Falsifying any documents;
- Accessing the institution’s computer systems or files without proper authorization.

Academic Support
It is not only the materials that make Allied Business Schools, Inc.’s courses more effective than other schools, it is our Educational Support services which are second to none. Support services are available by phone, fax, and Internet, should a question or problem arise during a student’s studies. The Educational Support staff is trained to answer any question and solve any problem. Educational Support not only assists the student during the course, but also works with the student on follow-up education and re-licensing requirements. Allied takes the student from point of interest and beyond, so that they will have the skills necessary to succeed in their chosen field of study.

Academic Quality
It is Allied Schools’ policy that the materials and programs are current, well organized, designed by faculty competent in distance education techniques, and delivered using readily available, reliable technology.

Administrative Withdrawal Policy For Allied Payment Plan Students
Any payments shall follow the payment plan outlined in a student’s Enrollment Agreement. Failure to make a fully scheduled or otherwise agreed upon payment for more than 90 days may cause a student to be withdrawn from their courses. Any balance due to ABS must be settled before re-enrollment may occur, and the student’s courses will be re-started from the first lesson. If applicable, ABS’s standard refund policy will be used to calculate any available refund.

Notice Concerning Transferability of Credits Earned at Our Institution
Allied Schools' courses are measured in clock hours (as opposed to credit hours), and as such, Allied's courses do not typically transfer to other institutions of higher learning.

The transferability of credits you earn at Allied Schools is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in your program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to

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transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Allied Schools to determine if your certificate will transfer.

**Admissions**

All instruction at Allied is conducted in English. Students must be at least 18 years of age, or have parent/legal guardian authorization. In addition to that requirement, students must have a high school diploma, or GED, or equivalent. Allied Schools courses are measured in clock hours as opposed to credit hours, and as such Allied’s courses do not typically transfer to other institutions of higher education. Allied Schools has not entered into an articulation or transfer agreement with any college or university.

Open enrollment (students may enroll at any time). In order to satisfactorily complete Allied’s enrollment process, all persons utilizing VA benefits must submit a fully completed and signed VA Form 22-1999C prior to submitting his/her first lesson assignment to ensure full VA benefit compensation for the program.

Since Allied’s courses are conducted in English, the school’s policy is to enroll students who are able to read, write, and speak the English language. Any student who successfully goes through the enrollment process will be deemed to have the required proficiency in the English language.

At this time, Allied Business Schools, Inc. does not enroll anyone that does not meet the institution’s admission requirements. Therefore, there is no “ability to benefit” policy.

**Attendance**

Where attendance is required, if a student has seven (7) consecutive absences without phone or email contact and is not on Medical Hold, he or she will be dismissed. This is at the discretion of the Acting Chief Academic Officer.

**Career Services**

The Allied Business School’s Career Center is the gateway to our students’ career planning process. Our goal is to help you understand where you are in the career development process so that we can assist you with services and resources that will benefit you. Our function is to assist our students into employment!

Allied Business Schools has developed a comprehensive job assistance program which consists of resume and cover letter assistance, employment resources, and advice on interviewing skills, negotiating salaries, and much more. This program is aimed at giving students all the information they need to launch a successful job search. In addition, we assist students in learning how to best market themselves and how to network. It is the primary function of our department to teach the students to be self-sufficient in finding employment; we provide the resources, they do the footwork. We have always felt that is the best way for them to know they got the job.
In the support of this effort, the Career Center staff is in constant contact with employers, temp agencies, and career associations keeping ABS up-to-date with current job opportunities.

**Certification**

California requires that a student who successfully completes a course of study, be awarded an appropriate certificate verifying the completed education. In order to earn a certificate of completion, students must complete all assignments and examinations in the prescribed order. Unless otherwise indicated, students must pass all assignments and final exams with a 70% or better.

Prospective students are encouraged to discuss personal educational and occupational plans with school personnel prior to enrolling or signing enrollment agreements. Students seeking to resolve problems or complaints should first contact their admissions representative. Requests for further action may be made to:

**Parrish Nicholls, J.D.**
Manager of Compliance  
Allied Business Schools, Inc.  
22952 Alcalde Dr.  
Laguna Hills, CA 92653-1311  
pnicholls@alliedschools.com

**Code of Conduct**

As a student of Allied, you agree to abide by the following Code of Conduct during the time of your enrollment. Not abiding to one or more of the items below may be grounds for reprimand or even dismissal.

~ You agree that you will do your own work. While it is acceptable to study with another student, all coursework must reflect your own effort and understanding. In addition, you are not to provide responses to another Allied student in a manner that would cause him or her to be in violation of the Academic Integrity Policy (see above).

~ You agree that you will safeguard your personal information. You will not knowingly reveal your username and password to anyone other than a member of Allied’s Student Services or Educational Support department. In addition, you will take care in ensuring that your username and password are not readily accessible to anyone else.

~ You accept responsibility for your actions and your education. You must be respectful when communicating with Allied employees and contractors, as you would in a traditional classroom. Uses of profanity, obscenities, or threats are cause for dismissal.

~ You agree that you will not knowingly distribute computer viruses of any kind. You will never intend to use malware to inflict harm and loss to Allied or to other students. You will not attempt to “hack” into any Allied systems or those of other students at any time. In addition, you must take care in ensuring that your computer has the latest version of virus protection installed.

~ You will attend to all of your scholastic responsibilities with a positive attitude. You are enrolled at Allied to learn and to improve your life. In order to achieve your goals, it is necessary to maintain a positive and optimistic attitude throughout your enrollment.
Complaint Procedure
From time to time, differences in interpretation of school policies will arise among students, faculty, and/or the administration. When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students and staff to communicate any problems that arise directly to the individual(s) involved. If the problem cannot be resolved in this manner, contact:

Mr. Frank Vazquez  
Director of Operations  
Allied Business Schools, Inc.  
22952 Alcalde Drive  
Laguna Hills, CA  92653-1311  
frankv@alliedschools.com

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 (toll free) or by completing a complaint form, which can be obtained on the Bureau’s Internet website.  
http://www.bppe.ca.gov.

Compliance with Americans with Disabilities Act
Allied Business Schools (“Allied”) is in compliance with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and state and local requirements regarding students with disabilities. Allied does not discriminate against students with disabilities in admission, student programs, activities and services. Reasonable accommodations are provided for qualified students with disabilities in an effort to enhance the learning process and enable individuals to reach their maximum potential.

After a student makes a request for accommodations or services, that request will be considered using the following criteria:
~ The need should be documented and individual in nature.
~ The need should not compromise the essential requirements of a course or program.
~ The need should not impose a financial or administrative burden upon Allied beyond that which is deemed reasonable and customary.
~ The need should be within the scope of the organization’s control.
~ The student should be able, with or without reasonable accommodations, perform the essential functions of program or course requirements. The essential requirements of an academic course or program need not be modified to accommodate an individual with a disability.

Allied will provide reasonable accommodations or services to qualified students with disabilities. The decision regarding the most appropriate accommodations will be made on a case-by-case basis by the designated Allied personnel. Allied will take all information into consideration,
including medical or professional documentation, when determining whether and what type of an accommodation will be made. The student will be consulted as part of the decision process.

**Credit Evaluation**

Allied Business Schools, Inc. will conduct an evaluation of previous education or training for all students, grant appropriate credit, and shorten the training period proportionately.

**Disputed Grades**

It is the responsibility of the Educational Support department graders to evaluate each student’s work and to assign a grade which is a fair and valid measure of the student’s achievement in the course. In the event of a dispute over an assigned grade, the student will document in writing the reasons for the grade dispute. The student must provide a copy of his or her perception of the dispute, the specific assignment or exam being disputed, the title of the course, and the student’s full name (as enrolled) to the Manager of Educational Support where it will be noted in the student record.

The individual who graded the assignment and the manager of Educational Support will meet to attempt resolution of the disputed grade within seven business days of the receipt of the dispute in writing from the student. The result of the resolution will be communicated back to the student.

If the matter is still unresolved, the student may pursue the matter further by contacting:

Acting Chief Academic Officer, Beth Wang  
Allied Business Schools, Inc.  
22952 Alcalde Drive  
Laguna Hills, CA  92653-1311  
beth@alliedschools.com

The acting chief academic officer will make a final decision on the matter. Once this decision is rendered, it will be considered final. No further negotiations will be allowed.

**Drug-Free Workplace**

The purpose of this policy is to furnish disciplinary and rehabilitative guidelines for handling first-time violators of the illegal drug prohibitions set forth in Section 2 of this policy.

This policy covers only regular employees who are first-time violators of any one of the following prohibitions:

- Use, possession, offer for sale, or being under the influence of illegal drugs during working hours, including lunch and break periods.
- Use, possession, offer for sale, or being under the influence of illegal drugs on company property at any time.

For purposes of this policy, engaging in any of the activities above shall be considered a violation of school policy.
The guidelines in this policy are alternatives to immediate discharge. The refusal of an employee covered by this policy to comply with the specified guidelines shall result in the immediate discharge of that employee.

An employee covered by this policy shall enroll in and complete an approved rehabilitation treatment program as determined by an outside treatment professional approved by the school. The employee shall bear the costs of the rehabilitation program and shall be entitled to utilize whatever available vacation, sick, and/or medical leave benefits necessary for program participation. An employee's refusal to enroll in and complete such rehabilitation program shall be grounds for discharge.

An employee covered by this policy shall enroll in and complete an approved after-care program as determined by an outside treatment professional approved by the school. The employee shall bear the cost of the after-care program and shall be entitled to utilize whatever available vacation, sick and/or medical leave benefits are necessary for program participation. An employee's failure to complete the after-care program shall be grounds for discharge.

At the school's discretion, based upon the recommendation of an outside treatment professional, an employee covered by this policy may be exempt from the rehabilitation and after-care provisions of this policy. Such employee, however, may be required to enroll in a substance abuse education or similar program approved by the school.

The outside treatment professional referred to in Sections 4, 5, and 6 above shall be selected from an established list of treatment professionals maintained by the school.

An employee covered by this policy shall execute a written agreement with the school that shall be retained in the employee's file. The agreement shall set forth the following terms:

~ Enrollment in and completion of the school-approved rehabilitation treatment program at the employee's cost, if applicable;
~ Enrollment in and completion of the school-approved after-care program at the employee's cost, if applicable;
~ Execution of appropriate release of medical information forms to permit school monitoring of compliance with the rehabilitation treatment and after-care program commitments, if applicable;
~ Enrollment in and completion of school-approved substance abuse education or similar program, if applicable;
~ The employee's responsibility to ensure that the treatment facility/program provides the school with the necessary documentation to establish compliance with the employee's rehabilitation obligations;
~ Abstention from any illegal drug misconduct. The provision shall not preclude the employee from voluntarily referring himself/herself for a subsequent course of treatment;
~ Acknowledgment that any future violation of company drug prohibitions shall result in immediate discharge;
~ Submission to no more than four random urine tests within a one-year period from the
date of the agreement and executing the appropriate release of medical information forms.
   A positive result from any drug test during this period will result in discharge;
~ Failure to comply with a provision of the agreement shall result in immediate discharge

Access to the grievance-arbitration procedures, if applicable, shall be limited to a factual
determination of whether the employee violated any provision of this agreement.

Enrollment Policy
Open enrollment (students may enroll at any time). For all persons utilizing VA benefits,
submission of a fully completed and signed VA Form 22-1999C is required prior to enrollment. A
withdrawal may be effectuated by the student’s written notice or by the student’s conduct,
including, but not necessarily limited to, a student’s lack of participation.

Entrance Requirements
To be admitted, a student must be 18 years of age or have parent/legal guardian authorization and
be a high school graduate or equivalent.

For vocational rehabilitation students, initial introduction to the program is conducted via
telephone by Allied’s admissions representative with the rehabilitation counselor and client.
Initially, Allied sends the Catalog of Courses to the client. Additionally, Allied sends a breakdown
of costs, timelines, and other information to the rehabilitation counselor.

Entrance requirements include:
~ A telephone interview must be conducted with all students enrolling in OTPS.
~ Once formal approval is received by all parties, fax the Letter of Authorization (LOA) to
   Allied’s admissions representative. This notifies us of approval. Faxing the LOA promptly
   and upon authorization, allow 4-7 business days for delivery of course materials to the
   client. This allows the student to start his or her course on the specified start date. Allied
   will not start a new student without the LOA.
~ Course materials and an enrollment agreement will be sent out by Allied to the client on
   the same date as the LOA is received (if received prior to 2 pm; otherwise, the materials
   will be shipped the next business day).
~ The client must sign the enrollment agreement and return it to Allied. Upon receipt of the
   signed enrollment agreement, Allied will then forward a copy to both the rehabilitation
   counselor and the client.
~ Once the client has received their course materials, the client should contact Allied’s
   educational support staff at (888) 751-2303.

Educational Support
It’s not only the materials that make Allied Business Schools, Inc.’s courses more effective than
other schools. Our Educational Support services are second to none. Support services are available
by phone, fax and Internet, should a question or problem arise during a student’s studies. The
Educational Support staff is trained to answer any question and solve any problem. Educational
Support not only assists the student during the course, but also works with the student on follow-up education and relicensing requirements.

Standards for satisfactory academic progress are found within the syllabus for each course. It is the student’s responsibility to proactively contact Allied should they encounter difficulty fulfilling the requirements. Course instruction is written into the syllabi as we are a 100% online school.

**Equal Opportunity Statement**
Students, employees, applicants for employment, and/ or subcontractors of Allied Business Schools, Inc. are considered without regard to race, religious creed, color, national origin, ancestry, physical or mental handicap, medical condition, marital status, political beliefs/ affiliations, ethnic background, sex or sexual orientation, or, within the limits imposed by law, age or citizenship.

Allied Business Schools, Inc.’s affirmative action is designed to insure against discrimination in employment upgrading, demotion or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation, and selection for training, including apprenticeship or any other change or proposed change in employment condition.

**Experiential Credit**
Allied Schools does not offer experiential credit.

**Failure/Probation/Dismissal**
Where submission of course work is required, if a student demonstrates three (3) consecutive weeks of unsatisfactory work, he or she will be placed on probation. If there is no attempt to improve their work after being placed on probation, they will be dismissed. The probation period is not-to-exceed two (2) months.

**Financial Aid**
Allied Schools is not eligible to participate in the Title IV Federal Student Aid program.

**Grading**
Your assignment will be graded in the order it was received. Please allow up to 72 hours for your assignment to be graded and for the grade to be posted on to your record. Assignments submitted during the weekend or during holidays will be processed the next business day.

**Holidays Observed**

**Housing**
Allied is a 100% online institution, and therefore has no responsibility to find or assist a student in finding housing.
Leave of Absence Policy
Allied presents self-paced, independent study courses to its students. As such, ABS does not take attendance unless the student has enrolled in ABS’ On Track Personal Service program; attendance is required in this program. When attendance is required, the rehabilitation counselor is called immediately if the student is absent or unavailable for two consecutive days.

Professional Trade Associations
After you’ve successfully completed your Allied education, we encourage you to take full advantage of the membership in the appropriate professional association to help you put your new skills to work and become successful. Allied is affiliated with the major national professional associations in home inspection appraisal, property management, real estate, medical billing, accounting, office professionals and many others. First-year association membership to Allied graduates is included with enrollment.

Re-enrollment
If a student has been dismissed due to unsatisfactory coursework/ grades, he or she may request re-enrollment review by written request. All such re-enrollment requests should be submitted to:

Acting Chief Academic Officer
Allied Business Schools, Inc.
22952 Alcalde, Laguna Hills, CA 92653
beth@alliedschools.com

If coursework is not completed after 13 months from the date of enrollment, a re-enrollment fee is required. This fee is course specific and will be provided upon request.

STUDENT’S RIGHT TO CANCEL
You have the right to cancel the enrollment agreement and obtain a refund. Requests for cancellation and refunds may be made in any manner. Students should return course materials to:

Acting Chief Academic Officer
Allied Business Schools, Inc.
22952 Alcalde Drive, Laguna Hills, CA 92653
(888) 925-4282
Refunds@alliedschools.com

If you wish to cancel within the first seven (7) business days after enrollment, you have the right to receive a full refund of all charges. In this case, you are asked to refuse all shipments from Allied Schools. If you wish to cancel after the seventh business day but before any lessons are submitted, you are entitled to a full refund minus a non-refundable registration fee of 20% of the cost of the course (not to exceed $200). Any refunds for cancellations will be paid within 30 days.
Refund Policy
If you have completed at least one lesson but no more than 60% of the lessons in the course and wish to withdraw, you are entitled to receive a “pro-rata” refund for the unused portion of the tuition until the course termination date (see enrollment agreement for exact termination dates). Refunds will be paid according to the following formula:

A non-refundable registration fee of 20% of the cost of the course (not to exceed $200) is deducted from the total amount paid for the course. The remaining amount is then divided by the total number of lessons in the course. This amount constitutes the “per lesson” charge for the course. Finally, the number of incomplete lessons in the course is multiplied by the “per lesson” charge. The remaining amount is the refund that is owed to you.

The refund period ends on the initial course termination date, even if an extension is granted in order for you to complete any unfinished lessons. Any refunds for cancellations will be paid within 30 days. Rights to refund usually terminate one year after date of enrollment, with the following exceptions:

<table>
<thead>
<tr>
<th>Course</th>
<th>Maximum Time To Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real Estate Appraisal Principles, Practices, and Report Writing</td>
<td>18 Months</td>
</tr>
<tr>
<td>Residential Appraiser Site Valuation and Cost Approach</td>
<td>18 Months</td>
</tr>
<tr>
<td>Residential Market Analysis and Highest and Best Use</td>
<td>18 Months</td>
</tr>
<tr>
<td>Residential Sales Comparison and Income Approaches</td>
<td>18 Months</td>
</tr>
<tr>
<td>Texas Real Estate Principles</td>
<td>14 Months</td>
</tr>
<tr>
<td>Texas Law of Agency</td>
<td>14 Months</td>
</tr>
<tr>
<td>Texas Real Estate Contracts</td>
<td>14 Months</td>
</tr>
<tr>
<td>Texas Residential Inspection</td>
<td>14 Months</td>
</tr>
<tr>
<td>Texas Property Management</td>
<td>14 Months</td>
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<tr>
<td>Texas Real Estate Brokerage</td>
<td>14 Months</td>
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<tr>
<td>Texas Real Estate Finance</td>
<td>14 Months</td>
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<tr>
<td>Texas Real Estate Appraisal</td>
<td>14 Months</td>
</tr>
<tr>
<td>Texas Real Estate Law</td>
<td>14 Months</td>
</tr>
<tr>
<td>Medical Coding</td>
<td>18 Months</td>
</tr>
<tr>
<td>Medical Billing Technology</td>
<td>14 Months</td>
</tr>
<tr>
<td>Intermediate Medical Transcription</td>
<td>15 Months</td>
</tr>
</tbody>
</table>

Student Loans
If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

At the student’s option, Allied Schools may accept payment in full for tuition and fees, including any funds received through institutional loans, after the student has been accepted and enrolled and the date of the first class session was not provided.
Student Privacy
Per the Student Records & Family Educational Rights and Privacy Act (FERPA), schools must have written permission from an eligible student prior to releasing any information from his or her education record. However, FERPA allows Allied to disclose those records, without consent, to the following parties or under the following conditions (34 CRF § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific state law.

Student Records
Allied retains student records for a minimum of 5 years following completion of a student’s course.

Student Services
Allied Schools Student Services department can be reached at 888-925-4282.

Student Tuition Recovery Fund
Students are required to pay a state-imposed assessment for the Student Tuition Recovery Fund (STRF). The State of California created STRF to relieve or mitigate economic losses suffered by the students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

- The school closed before the course of instruction was completed.
- The school’s failure to pay refunds or charges on behalf of a student to a third-party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
- The school’s failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition with other costs.
- There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
- An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.”
However, no claim can be paid to any student without a social security number or a taxpayer identification number.

You must pay the state-imposed assessment for the STRF if all of the following applies to you:

~ You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and

~ Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

~ You are not a California resident, or are not enrolled in a residency program, or

~ Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.”

A portion of the tuition you pay to Allied Schools is considered to be the student’s contribution to STRF.

For more information on STRF, please contact the BPPE at (888) 370-7589 or bppe@dca.ca.gov (www.bppe.ca.gov)
Description of Business Related Certificate Courses
Administrative Assistant
(100 Hours)

Recommended Study Hours: 180

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet Access, Adobe Reader, word processing program (link to free Open Office imbedded in course). Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
In this course, you will be introduced to the many crucial skills that are considered necessary for a successful administrative assisting career. You will learn about the daily routine and general procedures completed by an administrative assistant, in addition to time and record management. This course will teach you the particulars about operating important office equipment, computers, and software programs, such as those offered by Microsoft Office. You will also learn about creating quality business documents, implementing the correct use of language, as well as business finances, bookkeeping, accounting, and how to highlight your skills to advance your career. This course concludes with a comprehensive keyboarding module that will teach you proper keyboarding techniques and will allow you to practice keyboarding skills in order to increase your speed and accuracy.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recall the general procedures completed by an administrative assistant.
~ Identify the time and record management skills required of an administrative assistant.
~ Distinguish among different kinds of office equipment and the role of ergonomics.
~ Identify how to navigate and use the features and applications available on a computer.
~ Recall how to use Microsoft Office programs.
~ Recall how to create letters and business documents.
~ Recognize the elements involved in proper language usage.
~ Identify and perform financial tasks within the administrative assistant's scope of duties.
~ Determine techniques and practices that will help advance your career.
~ Demonstrate proper keyboarding techniques to achieve an accurate typing speed.

Topics Covered
General Office Procedures; Time and Record Management; Office Equipment; Computers, Using Microsoft Office; Microsoft Supplement; Business Documents; Language Usage; Financial Activities; Career Advancement; Keyboarding
Course Materials

~ Administrative Assistant’s & Secretary’s Handbook, Fourth Edition, by James Stroman, Kevin Wilson, and Jennifer Watson, Published by AMACOM.
~ Keyboarding Course, Lessons 1-25, VanHuss, Forde and Woo. Published by Thomson, Inc.
~ Keyboarding Pro CD-ROM with CD-ROM Booklet
~ The American Century Dictionary

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. For the Keyboarding final exam, students must meet minimum criteria for speed and accuracy. If the student does not pass the final exam, he/she will be allowed to retake it.

Association Membership
Once the student has successfully completed the Administrative Assistant course, Allied Business Schools, Inc. will furnish a one-year membership in the International Association of Administrative Professionals. IAAP is a nonprofit association that seeks to elevate the standards of all administrative professionals and to promote their working relationships with management through continuing education and publications. As a member of IAAP, you are provided with helpful information and resources through publications, events, and conferences to keep up to date on the latest news. You will also have access to continuing education and training on authorized programs to gain professional certification.
Computerized Financial Accounting
(120 Hours)

D.O.T. Codes: 210.382-014, 210.382-046, 216.482-010
Recommended Study Hours: 300

Recommended Prerequisite
Due to the complex nature of this course, successful completion of the Professional QuickBooks course is highly recommended prior to enrolling in the Computerized Financial Accounting course.

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/ 100 Network Card and/ or Modem required for online course correspondence)

Course Overview
This course will provide you with the information and skills necessary to begin a career in accounting. With the information provided from the textbook and General Ledger Software program, you will understand how to complete the various tasks required of accountants, such as journalizing entries, making adjustments and closing entries as appropriate, preparing worksheets and financial statements, and creating reports. This course will give the student many opportunities to work directly with accounting problems and exercises, while also emphasizing the important background concepts required for competent accounting.

Course Learning Objectives
~ Journalize and post accounting transactions, including adjusting entries, closing entries, and reversing entries.
~ Prepare financial statements, including the income statement, balance sheet, and statement of owner’s equity.
~ Account for cash, including reconciliation of bank statements.
~ Account for employee earnings and deductions.
~ Account for employer payroll taxes.
~ Account for merchandise sales transactions and cash receipts.
~ Account for merchandise purchases and cash payments.
~ Use special journals, including posting from the Sales, Cash Receipts, Purchases, and Cash Payments journals.
~ A account for purchase returns, allowances, and partial payments.
~ Prepare a worksheet for a merchandising business.
~ Account for accounts receivable, including using the allowance method and writing off uncollectibles.
~ Account for notes and interest, including using promissory notes.
~ Account for merchandise inventory (using the periodic and perpetual inventory systems)
~ Account for long-term assets, including acquisition costs, depreciation, and other considerations.
~ Account for the formation of partnerships and compensation within partnerships.

**Topics Covered**

Introduction to Accounting; Analyzing Transactions: The Accounting Equation; The Double-Entry Framework; Journalizing and Posting Transactions; Adjusting Entries and the Work Sheet; Financial Statements and the Closing Process; Accounting for Cash; Payroll Accounting: Employee Earnings and Deductions; Payroll Accounting: Employer Taxes and Reports; Accounting for Sales and Cash Receipts; Accounting for Purchases and Cash Payments; Special Journals; Accounting for Merchandise Inventory; Adjustments and the Work Sheet for a Merchandising Business; Financial Statements and Year-End Accounting for a Merchandising Business

**Course Materials**


**Assignments and Final Exam**

Most lessons also include required accounting problems that can be completed using the Accounting Workbook for QuickBooks and the popular QuickBooks accounting software program. As a result, you will learn not only accounting concepts, but also how to apply your accounting skills in “real-world” situations.

Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it.

**Association Membership**

Once the student has successfully completed the Computerized Financial Accounting course, Allied Business Schools, Inc. will furnish a one-year membership in the American Institute of Professional Bookkeepers (AIPB). AIPB's mission is to achieve recognition of bookkeepers as accounting professionals, keep bookkeepers up to date on changes in bookkeeping, accounting, and tax practices, answer bookkeepers' everyday bookkeeping and accounting questions, and certify bookkeepers who meet high national standards. As a member, you will have the opportunity to become a Certified Bookkeeper and have a CB professional designation after your name. You will also have access to resources, such as information, publications, and discounts that can help you stay on top of your field and give you a competitive advantage in the job market.
Introduction to the Principles of Small Business Management
(90 Hours)

D.O.T. Codes: 189.167-018
Recommended Study Hours: 180

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/ 100 Network Card and/ or Modem required for online course correspondence)

Course Overview
Allied’s Introduction to the Principles of Small Business Management course is intended for those who are interested in becoming a small business owner, and want to increase their knowledge of business and marketing planning. This course covers the concepts related to constructing a logically arranged complete business plan, financing proposal, and marketing plan. It also introduces principles related to completing a business analysis and determining the amount and kinds of financing most appropriate for your business.

Course Learning Objectives
After completing this course, the student will be able to:
~ Distinguish among the different types and sources of startup ideas.
~ Identify the major pros and cons of franchising.
~ Explain what a business plan is, when it is needed, how it is written, and what form it might take.
~ Identify the components of a formal marketing plan.
~ Describe the characteristics and value of a strong management team.
~ Discuss the challenges of designing and equipping a physical facility.
~ Understand the potential benefits of locating a startup on the Internet.
~ Identify the purpose and content of the income statement, the balance sheet, and the cash flow statement.
~ Identify the typical sources of financing used at the outset of a new venture.
~ Identify the options available for harvesting.
~ Define customer relationship management (CRM) and explain its importance to a small firm.
~ Explain product strategy and the alternatives available to small business.
~ Identify the nature of the operations process for both products and services.
~ Define risk and explain the nature of risk.
~ Identify the basic requirements of an accounting system.
~ Assess a firm’s overall profitability on its asset base.
Topics Covered

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Keyboarding
(40 Hours)

Recommended Study Hours: 80

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer and Microsoft Word software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
Students will learn comprehensive keyboarding skills necessary to thrive in today’s competitive business environment. This course (included interactive assignments) is designed to help you learn keyboarding skills, build speed, and improve accuracy.

Course Learning Objectives
After completing this course, the student will be able to:
- Recognize proper keyboarding posture and hand and wrist placement to avoid injuries when keyboarding.
- Identify and key the home keys.
- Key at a speed of at least 37 gross words a minute.
- Recall how to use the Right and Left Shift keys to key capital letters.
- Recall how to use the Tab key to indent the beginning of a paragraph.
- Recognize how to key the numeric keypad effectively.
- Identify and key the entire alpha-numeric keyboard to produce documents with less than 15% error rate.

Course Materials
- Keyboarding Pro CD-ROM which features alphabetic lessons, numeric and skill lessons, skill builder lessons, and numeric keypad lessons. Also includes games, “open screen” word processor, and visual demonstrations of proper posture and keying techniques
- Allied Student Handbook

Assignments and Final Exam
Required assignments must meet a minimum criterion of speed and accuracy before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students must meet a minimum criterion of speed and accuracy on the Final Exam. If the student does not pass the final exam, he/ she will be allowed to retake it. Students have one year to complete the course.
Legal Secretary
(140-hours)

D.O.T. Codes: 43-6012
Recommended Study Hours: 140

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer, Internet Access, Adobe Reader, Word Processing program (WordPad, Word, Notepad, etc) to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course will assist the student in learning Legal Secretarial skills that will help make the student a valued asset to an employer, fellow staff members, and clients. This online course is designed to be used with the Legal Secretary and Legal Research by NOLO® textbooks. Using these texts will allow the student to gain the knowledge and skills necessary to meet the challenges and enjoy the benefits of being a legal secretary.

This course will address the duties that a legal secretary will be expected to complete when assisting lawyers. Students will learn about such topics as legal terminology, law and the court system, ethics, litigation and filing procedures, billing and accounting, time and records management, legal research, citation format, and preparing written communications including letters, pleadings, discovery notices, motions, and memorandums. Additionally, other general secretarial duties and various specialization fields of law will be addressed.

Course Learning Objectives
After completing this course, the student will be able to:
~ Identify basic terms and concepts related to business organizations, the law, the state and federal court systems, criminal and civil litigation, bankruptcy, probate and estate planning, wills, trusts, guardianships, and real estate.
~ Specify how to research legal and employment information via printed materials, electronic media, and the Internet.
~ Recognize the proper way to perform basic office tasks and procedures required of a legal secretary to maintain the law office.
~ Recall how to utilize proper legal terminology and the different methods of positive and negative communication.
~ Identify how to prepare correspondence, client case files, and legal documents such as legal memorandums, motions, discovery documents, and appellate briefs.
Topics Covered
Introduction to Legal Secretary; The Law Office; Legal Recordkeeping; Communication and the Attorney-Client Relationship; Courts and Introduction to Law; Law Libraries and Legal Research; Legal Documents; Litigation and Trials; Specializations; Legal Secretary Careers.

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Notary Public  
(California Only)  
(6-hours)

S.O.C. Code: 23-0000

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer, Internet Access, Adobe Reader, Word Processing program (WordPad, Word, Notepad, etc) to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
A notary public is a public official who performs invaluable services for the legal, business, financial, and real estate communities. There are more than 225,000 notaries public in the state of California. This course will help prepare you to pass the notary public examination by using the Notary Public Handbook. The Notary Public Handbook will assist you in understanding the roles, rules, and regulations regarding the notary public. This course is divided into six modules that consist of reading assignments taken from the Notary Public Handbook and multiple-choice assessments that will help test your knowledge of the material presented. With this course, you will be better prepared to take the notary public examination and will be on your way to a successful career.

Course Learning Objectives
After completing this course, the student will be able to:
~ Identify appointments and qualifications to be a notary public.
~ Recognize the notary public bond.
~ Specify which acts constitute the practice of law.
~ Identify what is contained in a notary public seal.
~ Name the types of identification.
~ Determine what is included in a notary public journal.
~ Specify what qualifies as conflict of interest.
~ Identify what is certified in a jurat.
~ Define subscribing witness.
~ Specify the requirements of the signature by mark.
~ Identify what a notary public can certify.
~ Name components of illegal advertising.
~ Recognize the rules regarding notarizing immigration documents and marriage licenses.
~ Recall the grounds for denial, revocation, or suspension of appointment and commission.
~ Identify disciplinary guidelines.

Topics Covered
Appointments, Requirements, Bonds, Jurisdiction, and Law; Seal Identification, Journal, Conflict of Interest, and Acknowledgement; Jurat, Subscribing Witness, Signature by Mark, Powers of Attorney, and Incomplete Documents; Certified Copies, Illegal Advertising, Immigration Documents, Confidential Marriage Licenses, and Grounds for Denial of Appointment; Disciplinary Guidelines, Fees, Change of Address, Foreign Language, and Common Questions and Answers; Government, Civil, Civil Procedure, Elections, Commercial, Probate, and Penal Codes

Course Materials
Notary Public Handbook (2010) by Debra Bowen Secretary of State

Assignments and Final Exam
Performance is measured by successful completion of online exercises, quizzes, and exams. To successfully complete this course, students must complete: 6 modules including all reading and exercises, and successfully pass 6 quizzes and a Final Exam. A minimum passing score of 70% or better is required on all assignments. Assignments with scores below 70% must be retaken until the score meets or exceeds 70%. If you do not pass the final exam, you are allowed to retake it.

Notary Public Refresher Course  
(California Only)  
(3-hours)

The Secretary of State requires that we collect “state issued photograph identification, identification number, expiration date, and state or country of issuance of the documentation establishing the identity of the notary public applicant or notary public who attended and completed the approved course of study”. Students will be required to enter this information into IBoard before being granted access to the final exam.

Term of Commission
- The Term of the California Notary is 4 years.
- Re-appointment requires notaries to take a 3-hour course and retake the exam prior to re-appointment.
- The California Secretary of State suggests that notaries start the re-appointment process 6 months prior to the expiration of the commission.

If the commission expires prior to reappointment application, the 6-hour course must be retaken along with the exam.

Required reading: Functions and Duties of a California Notary Public Workbook
Supplemental reading: Notary Public Handbook
Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Learning Objectives
After completing this course, the student will be able to:
  ~ Identify the duties and attributes of a successful professional private investigator.
  ~ List the types of investigations.
  ~ Identify the requirements for a successful interview and interrogation.
  ~ Recognize the structure of the Constitution and Bill of Rights.
  ~ Recall the definition of civil law and recognize the differences between civil and criminal law.
  ~ Identify how to successfully plan and conduct undercover operations.
  ~ Recall how to outline the resources available for locating missing persons and runaways.
  ~ Identify fraud and computer crimes.
  ~ Recognize how to outline the techniques of criminal investigations.
  ~ Identify the proper techniques for conducting domestic relations investigations.
  ~ List the general rules of surveillance and the types of surveillance equipment.
  ~ Recall how to outline the fundamentals and techniques of good report writing.
  ~ Name the rules of service of process on citizens and businesses.
  ~ Specify the ethics of professional private investigators.
  ~ Identify the methods to setup and operate a successful investigative agency.

Course Overview
This course is designed to provide students with the skills necessary to be employed in an investigative field.

Topics Covered
Introduction to Professional Private Investigation; Theory of Interviewing, Interrogation, and Investigation; Theory of Criminal and Background Investigation; Principles of Surveillance and Court Procedures; Establishing and Marketing Your Business
Course Materials
Practical Handbook for Professional Investigators by Rory J. McMahon, CLI, CFE

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Professional QuickBooks
(40 Hours)

D.O.T. Codes: 189.167-018, 216.482-010
Recommended Study Hours: 80

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence), Microsoft Excel 2002 or newer, Internet, and Adobe Reader and QuickBooks 2012.

Course Overview
This course teaches small business accounting skills using QuickBooks 2012 software. You will learn about creating a chart of accounts, recording customer and vendor transactions, processing payroll, and printing reports. In addition, you will learn how to set up a new company in QuickBooks. The course also includes four optional lessons that can teach you how to use QuickBooks for service companies and merchandising corporations. The final optional lessons deal with some of QuickBooks' advanced features. The textbook, Computer Accounting with QuickBooks® Pro 2012, 14th Edition, will guide you through step-by-step practical exercises to help you learn about the various areas of the QuickBooks program. In each chapter, you will work with a simulated company to give you a feel for how QuickBooks is used for real world small businesses.

Course Learning Objectives
After completing this course, the student will be able to:

~ Navigate in QuickBooks.
~ Recall how to complete basic QuickBooks tasks.
~ Specify how to customize QuickBooks and the Chart of Accounts.
~ Identify how to use QuickBooks banking features.
~ Recognize how to complete customer transactions.
~ Recall how to complete vendor transactions.
~ Determine how to record payroll transactions and track time worked.
~ Recall how to generate QuickBooks reports and graphs.
~ Indicate how to set up a new company in QuickBooks.
~ Recall how to complete advanced features of QuickBooks (optional).
Topics Covered
Guided Tour of QuickBooks; Chart of Accounts; Banking; Customers and Sales; Vendors, Purchases, and Inventory; Employees and Payroll; Reports and Graphs; Creating a Service Company in QuickBooks

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Project Management

(45 Hours)

Recommended Study Hours: 90

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
The course consists of 12 modules that discuss different aspects of managing projects. The course presents an introduction to project management by discussing the project manager’s role, the benefits of project management, and organizations that strive to spread knowledge of project management. The project life cycle and project organization are presented. Methods used to create a project plan are discussed. As part of the project plan, scope, time, cost, quality, communications, risk, and procurement management are also reviewed. In addition, the course presents techniques for managing human resources and team members effectively. The course describes methods used by a project manager to monitor project progress to ensure that the project stays on time, within budget, and produces quality results. Finally, the process used to close a project is described in detail, along with steps a project manager takes to perform a project review.

Course Learning Objectives
After completing this course, the student will be able to:
- Recall the benefits of project management.
- Recognize organizations that work in the project management field.
- Identify topics that are addressed in the project management plan.
- Identify information in a scope change request.
- Distinguish among the four phases of human resources management.
- Order steps in risk management.
- Specify four ways to respond to risk.
- Name the four phases in a project procurement management.
- Recall the importance of monitoring project progress.
- List actions that occur at closing.
Topics Covered
Overview for Project Management; Introduction to Project Management; Project Life Cycle and Organization; Project Management Processes; Project Integration Management; Project Scope Management; Project Time Management; Project Cost Management; Project Quality Management; Human Resources and Team Management; Project Communications Management; Risk Management; Procurement

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it.
Series 7 Exam Prep

The Series 7 license (General Securities Registered Representative license) is the broadest securities license attainable and allows you to work as a Registered Representative (aka stockbroker) and to sell almost all types of securities.

However, before you can start working as a stockbroker, you must pass the Series 7 Examination. Our clearly written, comprehensive Series 7 Exam Guide covers content tested on the exam, such as handling customers and their accounts, FINRA and SRO rules and regulations, and various securities, including stocks, bonds, options, direct participation programs, mutual funds, and annuities.

Unlike many other exam guides, our Series 7 Exam Guide is structured around the critical functions of the Registered Representative as described in the FINRA Series 7 Outline.

Topics Covered

Part 1 – The Role of the Economy in Securities Markets
Part 2 – Customer Profile & Objectives
Part 3 – Investments
Part 4 – Portfolio & Securities Analysis
Part 5 – Customer Accounts
Part 6 – Securities Transactions & Recordkeeping
Part 7 – Registered Representatives & Investment Advisors
Part 8 – Marketplaces: IPOs & Aftermarket

Candidates must be of legal age, which generally is 18 years old (established by each state).

Candidates must be sponsored by a financial company that is a member of the Financial Industry National Regulatory Association (FINRA) or a Self-Regulatory Organization (SRO). Typically, to register with a firm and consequently the exams candidates have to complete a U-4 application. On this application, candidates must disclose such things as prior work history, criminal background (if any), etc. In addition, candidates must submit a set of fingerprints and undergo a basic background check.

With a series 7, candidates qualify to sell most securities. However, candidates may also need a series 63 or 66 (which covers special securities situations) to fully trade securities.

Allied’s Securities Exam Sponsorship Connection Program is designed to align students with companies looking for new recruits to join their firms, and as a result, are offering securities exam sponsorship. Please refer to the website www.financiallicensetraining.com for program details.
Series 65 Exam Prep

The Series 65 license allows you to work as an Investment Adviser Representative (IAR) for a Registered Investment Adviser firm (RIA).

However, before you can start working as an Investment Adviser Representative, you must successfully pass the Uniform Investment Adviser Law Examination (more commonly referred to as the “Series 65” examination).

Our clearly written, comprehensive Series 65 Exam Guide covers content tested on the exam, such as handling clients and their investment objectives, various investment vehicles, and federal and state securities laws, such as, Blue-Sky laws. Unlike many other exam guides, our Series 65 Exam Guide is structured around the critical functions of the Investment Adviser Representative as described by NASAA.

Topics Covered

- Part 1 - Economic Factors & Business Information
- Part 2 - Investment Vehicle Characteristics
- Part 3 - Client Investment Recommendations & Strategies
- Part 4 - Laws, Regulations, and Guidelines

There are no prerequisites for an individual to take the Series 65 examination; however, candidates must be of legal age, which generally is 18 years old (established by each state). After successfully passing the Series 65 test, you will then register as an Investment Advisor Representative with the applicable state securities regulators. Contact the registered investment advisor firm that you plan to work for and ask the firm to submit your completed Form U4 through the WebCRD system.

Allied’s Securities Exam Sponsorship Connection Program is designed to align students with companies looking for new recruits to join their firms, and as a result, are offering securities exam sponsorship. Please refer to the website www.financiallicensetraining.com for program details.
Successfully passing the Series 66 Examination qualifies candidates as both securities agents and investment adviser representatives. As a reminder, the Series 7 is a co-requisite exam that needs to be successfully completed in addition to the Series 66 exam before you can apply to register with a state. Students may take either exam first but must complete both satisfactorily.

The exam covers topics that have been determined to be necessary to provide investment advice and effect securities transactions for clients.

**Topics Covered**

- Part 1 – Economic Factors and Business Information
- Part 2 – Investment Vehicle Characteristics
- Part 3 – Client Investment Recommendations and Strategies
- Part 4 – Laws, Regulations, and Guidelines including Prohibition on Unethical Business Practices

Candidates must be of legal age, which generally is 18 years old (established by each state).

To schedule a candidate for examination, a firm should file an electronic Form U4 or an individual should file a Form U-10 and pay the fee. With a Series 66, candidates are qualified as both securities agents and investment adviser representatives.

Allied’s Securities Exam Sponsorship Connection Program is designed to align students with companies looking for new recruits to join their firms, and as a result, are offering securities exam sponsorship. Please refer to the website [www.financiallicensetraining.com](http://www.financiallicensetraining.com) for program details.
Description of Medical Related Certificate Courses
Advanced Medical Transcription  
(160 Hours)

D.O.T. Codes: 245.362-010  
Recommended Study Hours: Varies

Prerequisite  
Due to the complex nature of this course, successful completion of Medical Terminology for Transcription, Microsoft® Word for the Medical Transcriptionist, Medical Transcription Professional Tools, Beginning Medical Transcription Practicum, and Intermediate Medical Transcription are prerequisites.

Computer Hardware and Software Recommendations  
The student must have an IBM-compatible computer and Microsoft Word software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum (10/ 100 Network Card and/ or Modem required for online course correspondence). Certain linking features require running Microsoft Windows XP Tablet PC Edition or later. Speech recognition functionality requires a close-talk microphone and audio output device. Information Rights Management features require access to a Windows 2003 Server with SP1 or later running Windows Rights Management Services. Internet Explorer 6.0 or later, 32 bit browser only. Internet functionality requires Internet access (fees may apply).

Course Overview  
Advanced Medical Transcription has been designed to expand upon the MT’s medical knowledge through the use of 10 hours of real-life, current, medical dictations from a variety of providers. The course begins with a 30 hour pharmacology review presenting basic pharmacology principles in addition to monographs on the common drugs and prescriptions. Students will learn to differentiate between drug classifications, terminology, spelling conventions, pronunciations, including a thorough review of mathematics and dosage calculations. Clinical implications and contraindications are reviewed for each body system with emphasis on safety in transcribing pharmacological terms. Special considerations are also discussed in detail for children, pregnant and nursing women, the aging patient population, end-of-life care, substance abuse, and herbal or alternative drug/herb interactions.

Upon completing the pharmacology module, students will undergo comprehensive training in professional issues that affect the MT profession. Some of the areas covered are advanced technological issues and advanced medicolegal issues, such as expansion on HIPAA and confidentiality of protected healthcare information. Students will understand and develop professional work behaviors by analyzing the MT work environment and career opportunities. The dictations used in this course have been uniquely woven with a comprehensive review of professional issues, medical terminology, laboratory, style and usage, anatomy and physiology,
surgery, pathophysiology, and pharmacology. Unifying themes are used throughout to stimulate critical thinking skills and to emphasize integration of materials into an understandable medical knowledge base. This course is designed to meet the competencies for Pharmacology, Professional Development, and Advanced Medical Transcription as outlined in the AHDI Model Curriculum. During this integration, students will transcribe a minimum of 600 minutes (10 hours) of authentic advanced levels of medical dictations in a variety of advanced specialties, such as cardiology, surgery, radiology, neurology, gastroenterology, pulmonology, infectious disease, orthopedics, and difficult dictators, such as ESL or foreign accents. Students will apply style and format utilizing proper rules of grammar, punctuation, and medical style from The Book of Style for Medical Transcription, Third Edition and the AHDI Code of Ethics.

Course Learning Objectives
After completing this course the students will be able to:

- Identify pharmacological classifications and principles.
- Classify routes of administration.
- Name the relationships of drugs classes with disease processes and medical specialties.
- Recognize commonly prescribed medications, including indications, actions, proper dosage, and administration.
- Identify, spell, define, and apply pharmacological terms while transcribing healthcare dictations.
- Recall normal laboratory value ranges for common tests and procedures.
- Recognize and correctly express and transcribe pharmacological terms and laboratory values.
- Recognize and analyze new and emerging research issues and trends in medicine as they relate to medical transcription.
- Recall trends in healthcare toward the automation of electronic health records (EHR) and personal health records (PHR).
- Demonstrate knowledge of speech recognition, SNOMED, and natural language processing (NLP), and how it integrates into medical transcription.
- Recall the functions, operations, and differences of medical transcription work.
- Recognize the need for professionalism in the workplace.
- Recall the employment opportunities in medical transcription and related careers.
- Demonstrate an awareness of productivity and accuracy standards.
- Identify time management tips that will improve your accuracy and speed.
- Define the components of a professional image.
- Recognize the importance of ethical behavior in the workplace.
- Utilize various techniques for measurement of quality, productivity, and turn-around.
- List the characteristics of various work settings.
- Summarize basic business management skills and requirements for self-employed MTs.
- Recognize the value of affiliating with professional organizations, such as AHDI and component associations.
- Operate medical transcription equipment using correct ergonomic habits.
- Apply correct medical style, punctuation, grammar, and spelling as defined by resources, such as The Book of Style for Medical Transcription, Third Edition.
~ Demonstrate the ability to listen and accurately transcribe medical dictation via audio files.

~ Interpret and transcribe accurately 600 minutes (10 hours) of actual advanced level provider-dictated healthcare documentation from each organ system and a variety of medical specialties.

~ Recognize situations requiring assistance from instructor, co-worker, or originator in order to understand dictation and transcribe reports.

~ Recall and utilize flagging guidelines appropriately.

~ Utilize medical language skills and knowledge to appropriately edit, revise, and clarify while transcribing original advanced level healthcare dictations from each major body system.

~ Evaluate the accuracy of transcribed documents by comparing work on computer screen and by hard copy.

~ Identify and use appropriate references while transcribing, proofreading, editing, comparing documents, and revising work.

~ Recognize, evaluate, and call attention to inconsistencies while transcribing without altering the meaning of the dictation.

~ Recall and apply the AHDI Code of Ethics in medical transcription.

~ Recognize the values of continuing education and certification in the MT profession.

Topics Covered
Mathematics and Drug Dosage Review for the MT; Principles of Pharmacology; Drug Classifications; Skin and Mucous Membranes Drugs; Respiratory and Circulatory System Drugs; Nervous System Drugs; Digestive, Endocrine, and Urinary System Drugs; Drugs Used to Treat Cancer and Other Targeted Therapies; Special Situations in Pharmacology

Course Materials
~ Introduction to Pharmacology, Eleventh Edition, Mary Kaye Asperheim, BS, MS, MD, Elsevier
~ The Medical Transcription Workbook, Second Edition, Health Professions Institute, on-line materials
~ The Book of Style for Medical Transcription, Third Edition, AHDI
~ 10 hours authentic provider-generated advanced dictations, Beth Tribelhorn, CMT-R
~ Foot pedal and ear-buds

Assignments and Final Exam
Required assignments must be completed with a passing grade of 82% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 82% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Anatomy and Physiology
(75 Hours)

D.O.T. Codes: 079.262-014, 203.582-058, 079.362-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
Students will acquire an in-depth knowledge of anatomy, physiology, pathophysiology, and laboratory medicine. Students will learn how to identify, pronounce, spell, locate, and understand anatomical terminology in order to describe the structure and function of the body, the organ systems, and the relations of one part to another. The nature of disease processes including signs, symptoms, and etiology will be presented in detail for each organ system. Interventional treatment modalities have been linked accordingly in addition to clinical applications, research issues and trends, and related issues about health and well-being.

Course Learning Objectives
After completing this course, the student will be able to:
~ Define cells, tissues, organs, and the organ systems of the human body.
~ Identify structural levels of organization in the body, the body cavities, and the organs they contain.
~ Utilize anatomical terms to describe anatomical position, directions, planes, body sections, and regions.
~ Recall the levels of chemical organization.
~ Name the four main types of tissues that compose the body’s organs.
~ Locate the major body organs for each system and define their unique functions.
~ Apply and define terms and concepts of gross and microscopic terms of anatomy and physiology.
~ Understand the mechanisms of disease including disease terminology and patterns of disease.
~ Define pathophysiology and recognize the mechanisms of disease including inflammation, immunopathology, infectious disease, and cancer.
~ List pathogenic organisms, particles, bacteria, fungi, viruses, and the diseases they cause including their transmission.
~ Identify surgical procedures, interventional and non-interventional, lab tests, techniques, and equipment used to identify or treat pathogens.
~ Identify procedures, techniques, and findings in diagnostic and interventional imaging.
Differentiate among common tests used in pathology and laboratory medicines, including indications, techniques, expression of values, and significance of findings.

Identify normal laboratory value ranges.

Recognize commonly observed clinical and laboratory values.

Identify and analyze new and emerging research issues and trends in medicine.

Recall indications for types of clinical applications, such as medical imaging, x-ray, computed tomography, magnetic resonance imaging, and ultrasonography.

Recognize preventative measures, etiology, signs and symptoms, prognoses, and treatment modalities for common diseases and conditions affecting each organ system.

Recognize and practice common aseptic methods that prevent the spread of pathogens.

Recall the principles of infection.

Utilize critical thinking skills to apply your knowledge of anatomy, physiology, and pathophysiology.

Define, pronounce, spell, and utilize complex medical language across all organ systems.

Topics Covered
Structure and Function of the Body; Cells and Tissues; Anatomy & Physiology Review; Integumentary System; Musculoskeletal System; Nervous System; The Senses; Transcribing ENT and Ophthalmology Reports; Endocrine System; Blood and The Heart; Circulation of Blood and the Lymphatic System and Immunity; Respiratory System; The Digestive System and Nutrition; The Urinary System and Body Fluids; and Male and Female Reproductive Systems.

Course Materials
The Human Body in Health & Disease, Fifth Edition, Gary A. Thibodeau, PhD and Kevin T. Patton, PhD, Mosby, Elsevier, textbook and Companion CD.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have 12 months to complete the course.
Beginning Medical Transcription Practicum  
(100 Hours)

D.O.T. Codes: 245.362-010  
Recommended Study Hours: Varies

Prerequisite
Due to the complex nature of this course, successful completion of the Medical Terminology for Transcription, Microsoft® Word for the Medical Transcriptionist, and Medical Transcription Professional Tools are prerequisites.

Computer Hardware and Software Requirements
Computer and processor: 500-megahertz (MHz) processor or higher; Memory: 256 megabyte (MB) RAM or higher; Hard disk: 2 gigabyte (GB); Drive: CD-ROM or DVD drive; Display: 1024 x 768 or higher resolution monitor; Operating system: Microsoft Windows XP with Service Pack (SP) 2, Windows Server 2003 with SP1, or later operating system

Course Overview
Beginning Medical Transcription Practicum emulates the MT work environment introducing students to the reports and different types of healthcare documentation encountered by working Medical Transcriptionists. This course is designed to meet the typical competencies for a beginning medical transcription course as outlined in the AHDI Model Curriculum. Students will transcribe 600 minutes (10 hours) of authentic healthcare provider-generated dictation in all body systems. Coursework will focus on physician office, outpatient, and clinic work types, such as progress notes, SOAP notes, procedure notes, H&Ps, and discharge summaries. Students will apply style and format utilizing proper rules of grammar, punctuation, and medical style from The Book of Style for Medical Transcription, Third Edition and the AHDI Code of Ethics. Students will become proficient at using standard transcription equipment, such as wav player, software, computer, foot pedal, and headsets. Students will practice proofreading, editing, and comparing their transcribed work, checking for accuracy, gradually improving upon their skills and productivity.

Course Learning Objectives
After completing this course, the student will be able to:
  ~ Set up a home office and operate medical transcription equipment using correct ergonomic habits.
  ~ Apply correct medical style, punctuation, grammar, and spelling as defined by resources, such as The Book of Style for Medical Transcription, Third Edition.
  ~ Demonstrate the ability to listen and accurately transcribe medical dictation via audio files.
  ~ Transcribe accurately 600 minutes (10 hours) of actual provider-dictated health care documentation from a variety of medical specialties.
  ~ Recognize situations requiring assistance from instructor, co-worker, or originator in order to understand dictation and transcribe reports.
  ~ Recall and utilize flagging guidelines appropriately.
~ Evaluate the accuracy of transcribed documents by comparing work on computer screen and by hard copy.
~ Identify and use appropriate references while transcribing, proofreading, editing, comparing documents, and revising work.
~ Recognize, evaluate, and call attention to inconsistencies while transcribing without altering the meaning of the dictation.
~ Apply progressively demanding MT accuracy and productivity standards.
~ Recall and apply the AHDI Code of Ethics in medical transcription.
~ Recognize the benefits of continuing education and certification in the MT profession.

**Topics Covered**

Medical Chart Notes and Progress Notes, Transcription Practice: Chart Notes and Progress Notes, History and Physical Examination Report, Transcription Practice: H&Ps, Consultations, and Preoperative Notes, Discharge Summaries, Emergency Department Reports, and Procedure Notes, and Transcription Practice: Discharge Summaries and Other Medical Reports

**Course Materials**

~ The Book of Style for Medical Transcription, Third Edition, AHDI
~ The SUM Program: Beginning Medical Transcription, 2nd Edition with CD-ROM , Health Professions Institute
~ Foot pedal and ear-buds
~ Allied Business Schools Online Course

**Assignments and Final Exam**

Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Only those students who pass this course with Honors or higher (76% accuracy or better) will be permitted to enroll in the Intermediate Medical Transcription course. Students have one year to complete the course.
Electronic Health Records
(20 Hours)

D.O.T. Codes: 079.362-014, 079.262-014, 245.362-010, 079.167-014, 206.387-022
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence) Internet Access, Microsoft OS—MS Net Framework 1.1 installation required (instructions for installation in Module 1). NOT COMPATIBLE WITH WINDOWS VISTA.

Course Overview
This course is a hands-on training experience designed to introduce students to EHR software commonly used in health care settings. During this training course, students will utilize a “live” version of Practice Partner EHR software to perform a variety of common functions. This course is rich in practical exercises utilizing the “most common” components for EHR training, such as entering patient demographics, storing and retrieving patient records and chart notes, transferring and importing documents into the EHR, and utilizing critical thinking skills to access and abstract patient data from the electronic health record. Digitalized medical records are quickly becoming the standard.

The adoption of EHRs will aid clinicians in decision making for patient care by providing fast, secure, and electronic access to a patient’s medical history. On February 17, 2007, the American Recovery and Reinvestment Act of 2009 (ARRA) was signed into law. One of the components of the law is “health IT” which appropriates $19 billion dollars towards the adoption of electronic health records. The Congressional Budget Office predicts that 90% of physicians will have the need for an electronic health record in the next few years. This course will provide students with the training necessary to quickly and efficiently operate EHR software.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recall the history and importance of electronic health records.
~ Recall the standard functions of various EHR software programs.
~ Utilize EHR software to practice creating patient records, importing health history records, and reading and interpreting patient files.
~ Develop the knowledge and practical skills needed to effectively operate and utilize EHR software.
~ Utilize the additional features of the EHR software.
Topics Covered
Introduction to Electronic Health Records; Patient Registration Record; Health History Form; Obtaining Information from the HER; Other Dashboard Features; HER Features

Course Materials
Electronic Health Record "Booster" Kit for the Medical Office with Practice Partner, Carol J. Buck, Elsevier, 2009.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it. Students have one year to complete the course.
ICD-10-CM Comprehensive Coding Training Course
(45 Hours)

D.O.T. Codes: 245.362-010, 079.167-014
Recommended Study Hours: Varies

Prerequisite
Due to the complex nature of this course, successful completion of the Anatomy and Physiology is a prerequisite. Students can also demonstrate prerequisite knowledge through proof of experience or an entry examination.

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
Allied Medical School’s ICD-10-CM Comprehensive Coding Training course has been designed to prepare coders, HIM staff, physicians, and all other health care professionals with the knowledge necessary to make a smooth transition to ICD-10. You will undergo comprehensive training of the ICD-10-CM coding classification system including the fundamentals, organization, and structure of ICD-10-CM. Extensive training will be provided so that you may understand and apply the ICD-10-CM Official Guidelines for Coding and Reporting, 2010 version. Additionally you will understand the similarities and differences between ICD-10-CM and ICD-9-CM, including chapter-specific changes and coding conventions and guidelines.

This course will prepare coders to successfully pass the required ICD-10 proficiency exam required by the American Academy of Professional Coders (AAPC) in order to maintain their professional coding credentials.

Course Learning Objectives
After completing this course, the student will be able to:
- Recall the history and development of ICD-10-CM.
- Name the organizations responsible for maintaining ICD-10-CM.
- Identify the benefits of adopting ICD-10-CM in the United States.
- Utilize critical thinking skills to research various topics relevant to ICD-10-CM and disease processes.
- Define key terms and acronyms associated with diagnoses.
- Identify the general structure and characteristics of the ICD-10-CM code set.
- Identify the structure and contents of the ICD-10-CM Tabular List.
- Analyze the organization and classification within all 21 chapters of ICD-10-CM.
- Differentiate among the changes in ICD-9-CM compared to ICD-10-CM.
- Recall the conventions, including words and phrases with special meanings used in ICD-10-CM.
- Identify the three sections in the Alphabetic Index of ICD-10-CM.
- Identify implementation and training issues associated with ICD-10-CM and ICD-10-PCS.
- Apply the ICD-10-CM Official Guidelines for Coding and Reporting.
- Utilize the chapter-specific guidelines to code services from all 21 chapters of ICD-10-CM.
- Use the ICD-10-CM Draft to assign codes for diseases and conditions affecting all organs.
- Identify ICD-10-CM coding conventions.
- Recall the importance of increased specificity of clinical documentation in order to assign ICD-10-CM codes correctly.
- Apply knowledge of ICD-10-CM coding principles by assigning accurate codes for diagnoses across all body systems.
- Recall the history of ICD-10-PCS.
- Recognize the organization and structure of ICD-10-PCS.
- Recall ICD-10-PCS terminology and definitions for root operation groups.

**Topics Covered**

Infectious and Parasitic Diseases; Neoplasms; Diseases of the Blood and Blood-Forming Organs and Disorders of the Immune System; Endocrine, Nutritional, and Metabolic Disorders; Mental and Behavioral Disorders; Diseases of the Nervous System; Diseases of the Eye and Adnexa; Diseases of the Ear and Mastoid Process; Diseases of the Circulatory System; Diseases of the Respiratory System; Diseases of the Digestive System; Diseases of the Skin and Subcutaneous Tissue; Diseases of the Musculoskeletal System and Connective Tissue; Diseases of the Genitourinary System; Conditions Related Pregnancy and Childbirth; Conditions Originating in the Perinatal Period; Congenital Malformations, Deformations, and Chromosomal Abnormalities; Symptoms, Signs, and Abnormal Clinical and Laboratory Findings, Not Elsewhere Classified; Injury, Poisoning, and Certain Other Consequences of External Causes; External Causes of Morbidity; Factors Influencing Health Status and Contact with Health Services; Introduction to ICD-10-PCS

**Course Materials**

ICD-10-CM and ICD-10-PCS Preview, 2nd edition, 2010
ICD-10-CM Draft Standard Edition, Carol Buck

**Assignments and Final Exam**

Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Intermediate Medical Transcription

(190 Hours)

D.O.T. Codes: 245.362-010
Recommended Study Hours: Varies

Prerequisite
Due to the complex nature of this course, successful completion of Medical Terminology for Transcription, Microsoft® Word for the Medical Transcriptionist, Medical Transcription Professional Tools, and Beginning Medical Transcription Practicum are prerequisites.

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
Intermediate Medical Transcription will expose students to more advanced levels of medical language improving their knowledge base by utilizing a body systems approach. This course has uniquely woven Anatomy and Physiology, Pathophysiology, and Laboratory Medicine using the textbooks and online course. The course includes 10 hours of increasingly difficult intermediate level dictation. The course begins with an introduction to the structure and function of the body, basic chemistry, and an overview of cells and tissues. The organ systems of the body and the mechanisms of disease are then presented in a comprehensive Anatomy and Physiology Review unit. All of the 11 major body systems have been covered in detail with extensive transcription practice integrated within each body system. Unifying themes are used throughout to stimulate critical thinking skills and to emphasize integration of materials into an understandable medical knowledge base.

This course is designed to meet the competencies for an Intermediate Medical Transcription course as outlined in the AHDI Model Curriculum. Students will transcribe 600 minutes (10 hours) of authentic health care provider-generated dictation in all body systems. Coursework will focus on intermediate level dictations with emphasis on the History and Physical Examination, Discharge Summary, Operative Report, Consultation, and Procedure Note. Extensive coverage is also devoted to laboratory and pathology reports and radiological reports, such as x-ray. Students will apply style and format utilizing proper rules of grammar, punctuation, and medical style from The Book of Style for Medical Transcription, Third Edition, and the AHDI Code of Ethics. Students will become more proficient at using standard transcription equipment, such as wav player, software, computer, foot pedal, and headsets. Students will practice proofreading, editing, and comparing their transcribed work, checking for accuracy, gradually improving upon their skills and productivity.
Course Learning Objectives
After completing this course, the student will be able to:

- Identify cells, tissues, organs, and the organ systems of the human body.
- Identify structural levels of organization in the body, the body cavities, and the organs they contain.
- Utilize anatomical terms to describe anatomical positions, directions, planes, body sections, and regions.
- Recall the levels of chemical organization.
- Name the four main types of tissues that compose the body’s organs.
- Locate the major body organs for each system and define their unique functions.
- Apply and define terms and concepts of gross and microscopic terms of anatomy and physiology.
- Recognize the mechanisms of disease including disease terminology and patterns of disease.
- Recall the definition of pathophysiology and recognize the mechanisms of disease including inflammation, immunopathology, infectious disease, and cancer.
- List pathogenic organisms, particles, bacteria, fungi, viruses, and the diseases they cause including their transmission.
- Identify surgical procedures, interventional and non-interventional, lab tests, techniques, and equipment used to identify or treat pathogens.
- Identify procedures, techniques, and findings in diagnostic and interventional imaging.
- Differentiate among common tests used in pathology and laboratory medicines, including indications, techniques, expression of values, and significance of findings.
- Identify normal laboratory value ranges.
- Recognize and correctly express and transcribe laboratory values.
- Recognize new and emerging research issues and trends in medicine.
- Recall indications for types of clinical applications, such as medical imaging, x-ray, computed tomography, magnetic resonance imaging, and ultrasonography.
- Recognize preventative measures, etiology, signs and symptoms, prognoses, and treatment modalities for common diseases and conditions affecting each organ system.
- Recognize and practice common aseptic methods that prevent the spread of pathogens.
- Recall the principles of infection.
- Identify and analyze current trends and advancements in medicine.
- Operate medical transcription equipment using correct ergonomic habits.
- Apply correct medical style, punctuation, grammar, and spelling as defined by resources, such as The Book of Style for Medical Transcription, Third Edition.
- Demonstrate the ability to listen & accurately transcribe medical dictation via audio files.
- Interpret and transcribe accurately 600 minutes (10 hours) of actual intermediate level provider-dictated health care documentation from each organ system and a variety of medical specialties.
- Recognize situations requiring assistance from instructor, co-worker, or originator in order to understand dictation and transcribe reports.
- Recall and utilize flagging guidelines appropriately.
- Utilize medical language skills and knowledge to appropriately edit, revise, and clarify while transcribing original intermediate level health care dictations from each body system.
~ Evaluate the accuracy of transcribed documents by comparing work on computer screen and by hard copy.
~ Identify and use appropriate references for research while transcribing, proofreading, editing, comparing documents, and revising work.
~ Recognize, evaluate, and call attention to inconsistencies while transcribing without altering the meaning of the dictation.
~ Recall and apply the AHDI Code of Ethics in medical transcription.
~ Recognize the benefits of continuing education and certification in the MT profession.

Topics Covered
Structure and Function of the Body; Cells and Tissues; Anatomy and Physiology Review; Integumentary System; Transcribing Dermatology Reports; Musculoskeletal System; Transcribing Orthopedic Reports; Nervous System; Transcribing Neurology and Psychiatry Report; The Senses; Transcribing ENT and Ophthalmology Reports; Endocrine System; Transcribing Endocrinology Reports; Blood and the Heart; Circulation of Blood and the Lymphatic System and Immunity; Transcribing Cardiology and Hematology Reports; Respiratory System; Transcribing Pulmonary Reports; The Digestive System and Nutrition; Transcribing Gastroenterology Reports; The Urinary System and Body Fluids; Transcribing Urology Reports; Male and Female Reproductive Systems; Transcribing OB/ GYN Reports; and Transcribing Pathology and Radiology Reports

Course Materials
~ The Human Body in Health & Disease, Fifth Edition, Gary A. Thibodeau, PhD, Kevin T. Patton, PhD, Mosby/ Elsevier, textbook and Companion CD.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 76% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 76% or higher on the final examination to pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it.

Only those students who pass this course with Honors or higher (82% accuracy or better) will be permitted to enroll in the Advanced Medical Transcription course. Students have 15 months to complete the course.

Association Membership
We have formed a special partnership with the Association for Healthcare Documentation Integrity. All Intermediate Medical Transcription students will receive a one-year membership at no extra cost. AHDI is the world’s largest health data capture and documentation organization. It monitors trends and changes within the industry and promotes excellence in education, practice, and compensation within the profession. As an AHDI member, you will have the opportunity to have a professional designation after your name, and you will have access to resources, information, publications, and discounts that can help you stay on top of your field and give you a competitive advantage in the job market!
Medical Administrative Assisting
(80 Hours)

D.O.T. Codes: 169.167-010, 201.362-014, 205.362-018, 079.362-010
Recommended Study Hours: 180

Prerequisite
Due to the complex nature of this course, success completion of Medical Terminology for the Administrative Assistant is a prerequisite.

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
Welcome to Allied’s Medical Administrative Assisting course. The front office is the “command center” of medical practices and health care facilities and is often the first place where patient care begins. When a patient enters a medical office, the medical administrative assistant (MAA) will usually be the first person who meets with the patient. That first encounter sets the stage for how the patient views the doctor and the facility. First impressions are of vital importance because they attest to the professionalism and quality of care the patient assumes he or she will receive; in other words, the medical administrative assistant represents the wrapping on the package of health care. The MAA plays a crucial role in supporting patients and providers by performing important administrative functions, such as appointment scheduling, answering patient telephone calls, billing and coding, and verifying insurance eligibility.

During this course you will acquire a quality medical administrative education with in-depth knowledge of the clerical and organizational duties and competencies required to perform well as today’s front-office medical assistant.

Course Learning Objectives
After completing this course, the student will be able to:
- Utilize time management and problem solving skills to become a successful student.
- List key developments in the history of medicine and medical assisting.
- Differentiate among the types of health care facilities, professionals, and practices.
- Identify the scope of practice of a medical administrative assistant.
- Identify medical assisting professional organizations and resources.
- Recall the importance of continuing education, training, and certification.
- Define professionalism and the characteristics of professional behavior in the workplace.
- Identify professional attributes of a medical assistant.
Recognize the importance of effective communication and how to respond to verbal and nonverbal communications, especially with patients.

Classify the basic principles of law and ethics in the health care professions.

Identify legal and ethical issues of confidentiality in health care.

Demonstrate knowledge of federal and state health care legislation and regulations such as HIPAA.

Recall medical documentation guidelines.

Recall applications of electronic technology in effective communication.

Recall general medical office policies and procedures.

Identify proper telephone techniques.

Recall the types, parts, and functions of computer software and hardware used in health care.

Recognize the importance of computer security and HIPAA.

Perform basic clerical duties.

Recall the guidelines for appointment scheduling.

Differentiate among new patients, established patients, emergency patients, and special circumstances.

Utilize effective time management techniques.

Identify common patient reception and processing procedures.

Identify the need for safety and security in the medical office.

Identify common medical record management functions.

Identify the provisions of HIPAA and the importance of privacy in the physician office.

Differentiate between procedural and diagnostic coding systems.

Recognize the steps in ICD coding, CPT coding, and HCPCS coding.

Recall policies to accurately perform a variety of bookkeeping procedures.

Recall the basic systems of health care delivery in the United States.

Apply third party billing policies and procedures to complete and process insurance claims.

Recall how to complete CMS-1500 claim forms accurately.

Identify career opportunities for the trained medical assistant.

Summarize general knowledge areas in which the medical assistant should be proficient.

Compose a resume detailing qualifications for employment as a medical administrative assistant.

**Topics Covered**

Becoming a Successful Student; The Healthcare Industry; The Medical Assisting Profession; Professional Behavior in the Workplace; Interpersonal Skills and Human Behavior; Medicine and Ethics; Medicine and Law; Computer Concepts; Telephone Techniques; Scheduling Appointments; Patient Reception and Processing; Office Environment and Daily Operations; Written Communications and Mail Processing; Medical Records Management; Health Information Management; Privacy in the Physician’s Office; Basics of Diagnostic Coding; Basics of Procedural Coding; Basics of Health Insurance; The Health Insurance Claim Form: Professional Fees, Billing, and Collecting; Banking Services and Procedures; Management of Practice Finances; Medical Practice Management and Human Resources; Medical Practice
Course Materials

~ Virtual Medical Office for Young: Kinn’s The Administrative Medical Assistant, Sixth Edition, Elsevier.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.

Association Membership
Upon successful completion of the course, Allied Business Schools, Inc. will furnish a one-year membership in the International Association of Administrative Professional. IAAP is a nonprofit association that seeks to elevate the standards of all administrative professionals and to promote their working relationships with management through continuing education and publications. As a member of IAAP, you are provided with helpful information and resources through publications, events, and conferences to keep up to date on the latest news. You also have access to continuing education and training on authorized programs to gain professional certification.
Medical Assisting
(245 Hours)

ONet Code: 079.362-010
Recommended Study Hours: 735

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Internet Access, Adobe Reader, Flash 10, RealPlayer (free downloads included in iBoard). Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence).

Course Overview
Allied’s Medical Assisting course is designed to expose students to the clinical duties that medical assistants commonly perform. The clinical medical assistant is trained to perform procedures to assist various medical providers in the care of patients. The clinical medical assistant usually works in a physician’s office, medical clinic, hospital, or in various other clinical settings.

This course highlights the medical assistant’s role in various practices including endocrinology, geriatrics, urology, obstetrics, gynecology, pediatrics, orthopedics, cardiology, pulmonology, neurology, ophthalmology, otolaryngology, dermatology, proctology, gastroenterology, family medicine, radiology, general surgery, oncology, palliative care, psychology/psychiatry, rheumatology, urology, emergency care, and the clinical laboratory sciences that include microbiology and immunology studies. Diseases and disorders are discussed in-depth during this course, and the student will understand his or her role in assisting with various examinations. During this course, students will learn methods of accurate patient assessment, and they will learn how to obtain a patient history, prepare the patient for examination, and assist in physical examinations. Students will understand the importance of effective communication with patients and will practice mock patient assessments. Students will recognize the importance of patient education as it pertains to the patient’s medical care. The importance of OSHA regulations and the mandates of having an exposure control plan in the medical setting will be reviewed.

In addition, students will perform a variety of non-invasive mock procedures during the medical assisting course. Students will understand the importance of acquiring vital signs for a patient’s care and will perform mock vital signs and document findings appropriately. Students will identify common instruments used and perform mock patient positioning and draping procedures. Students will also identify proper protocols and techniques used to respond to emergency situations, such as patient triage to assess the severity of a medical emergency. Upon successful course completion, the student will be American Heart Association Basic Life Support (BLS) CPR certified. This course is an excellent opportunity for
the student to obtain the knowledge, skills, and abilities to perform all of the duties required for entry level positions in medical assisting.

Course Learning Objectives
After completing this course, the student will be able to:

~ Identify patient health assessments, vital signs, patient education, nutrition and health promotion, infection control, physical examination process, and medical record documentation.

~ Name diagnostic procedures, such as diagnostic imaging, electrocardiography, clinical laboratory, microbiology, immunology, urinalysis, and phlebotomy.

~ Recognize medical emergencies and the medical assistant’s role regarding the use of first aid, cardiopulmonary resuscitation, and automated external defibrillation.

~ Recall the medical assistant’s role in assisting medical specialists with examination processes and procedures.

~ Identify how to assist in minor surgery preparation and procedures.

~ Recall the anatomy and physiology of the human body including the pathophysiology in each body system.

~ List the principles of pharmacology, pharmacology math, and medication administration.

~ Recognize important medical assisting skills through the use of realistic simulations with interactive software.

~ Apply critical thinking and decision making skills that will assist the medical assistant to become successful on the job.

~ Identify communication and professionalism aspects of patient care.

~ Recognize concepts of didactic learning to realistic practice scenarios through participating in competency challenges.

~ Name the disease processes and disorders of the body systems.

~ Determine the medical assistant’s role in the care and treatment of the patient.

~ Recall important medical terminology for each section of study by reviewing the detailed anatomy and physiology animations.

Notes:
~ Maximum time to complete is 2 years.

~ Students must complete an American Heart Association’s (AHA) live Basic Life Support (BLS) for Healthcare Providers course and provide Allied Schools with a copy of their BLS card upon before being granted access to the Final Exam. The BLS course is divided into two parts: Part 1 is an online course that Allied provides to the student; Part 2 is a live Skills Session that students will be required to pay for and schedule. The BLS Skills Session will cost between $25 - $50, depending on location, and can take 2 - 4 hours.

~ Prior to externship placement, students are required to show proof of a negative TB (PPD) test, completed within the same year of the externship start date, and proof that the student has started a series of Hepatitis B vaccinations. The cost for the hepatitis B 3-dose vaccinations varies and can cost $50 - $100 per injection (dose). TB (PPD) screening can cost $25 - $50 per patient.
A free Student AMT Membership is included with the course. This membership expires once the student completes our program.

Many states and facilities require background checks for healthcare workers, whether they are employees or externs. Any felony conviction will most likely prevent placement in the states and facilities that have this requirement.

**Topics Covered**
Patient Assessment; Patient Education; Nutrition and Health Promotion; Infection Control Vital Signs; Assisting with the Primary Physical Examination; Emergency Preparedness and Assisting with Medical Emergencies; Principles of Pharmacology; Pharmacology Math; Administering Medications; Assisting in Ophthalmology, Otolaryngology, Dermatology, Neurology and Mental Health, Gastroenterology, Geriatrics, Urology and Male Reproduction, Obstetrics and Gynecology, Pediatrics, Orthopedic Medicine, Diagnostic Imaging, Cardiology, Pulmonary Medicine, Phlebotomy, Analysis of Blood, Clinical Laboratory, Microbiology and Immunology, Analysis of Urine. Principles of Electrocardiography; Surgical Supplies and Instruments; Surgical Asepsis and Assisting with Surgical Procedures.

**Course Materials**
- Virtual Medical Office (VMO) for Young: Kinn's The Medical Assistant, 11th Edition, Elsevier
- (2) Virtual Medical Office (VMO) CD-ROMS
- MA Lab Kit, Allied Schools*

**Assignments and Final Exam**
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Medical Assisting Externship
(160 Hours)

ONet Code: 079.362-010
Recommended Study Hours: 200

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Internet Access, Adobe Reader, Flash 10, RealPlayer (free downloads included in iBoard). Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence).

Course Requirements
Prospective externs must:

Meet requirements for the following courses through completion, test-out, or notarized attestation:
1. Medical Terminology for the Administrative Assistant
2. Medical Administrative Assisting
3. Electronic Health Records
4. Medical Billing Technology
5. Anatomy and Physiology
6. Pharmacology
7. Medical Assisting

Show proof of a negative TB (PPD) test and proof that the student has started a series of Hepatitis B vaccinations

Course Overview
At the completion of the academic studies, 160-hours of externship are required. An externship consists of field experience in an appropriate location. The externship experience provides an opportunity for students to practice the skills they have learned under direct supervision in an actual work environment. Students will review the qualities needed to secure employment as a medical professional. Students will develop a resume, cover letter, and follow-up or thank-you note for potential employers. Students will evaluate their job search abilities and learn to negotiate for employment as a medical assistant. Students will contact the Allied Career Center as needed for assistance in their job search.
Course Learning Objectives
After completing this course, the student will be able to:

~ Demonstrate the ability to apply the knowledge and skills learned in the didactic portion of the classroom experience to the clinical setting.
~ Demonstrate the ability to build and maintain professional relationships and function as a productive member of the existing team, including but not limited to: physicians, co-workers, patients, and other individuals associated with the extern site.
~ Review Chapter 57 for terminology as it relates to career development and life skills.
~ Review the knowledge, skills, abilities, and attitude that the potential employer is looking for in a medical assistant.
~ Determine personal growth and development in the workplace.
~ Identify the reasons why job training is important to a medical assistant.
~ Name the three expectations employers have of employees.
~ Understand the types of employee skill strengths.
~ Identify the importance of a career objective.
~ Review the potential sources to find available employment.
~ Specify the importance of having demographic information about former employers before the interview.
~ Name the four phases of the interview process.
~ Identify legal and illegal job interview questions.
~ Review the importance of a probationary period for a new employee.
~ List early mistakes of which a new employee should be aware.
~ Review the externship performance appraisal and understand why ratings are usually not perfect.
~ Understand the importance of maintaining liability coverage throughout externship and employment.
~ Distinguish between a job application and a résumé.
~ Complete a “self-assessment” and analyze the results to determine what you offer to potential employers based on personality factors, interests, values, and competencies.
~ Develop a professional framework from the self-assessment outcomes and further identify your employment and career goals and formulate effective approaches to realizing your short and long term goals.
~ Identify your career track and determine a personal marketing strategy.
~ Compose a list of personal and professional contacts to identify job opportunities.
~ Develop or update a résumé, quality cover letter, and thank you note or follow-up letter.
~ Create an electronic and paper portfolio to further illustrate your knowledge, skills, and abilities.
~ Schedule an interview for the externship and apply the key elements of an effective approach, including preparation, follow-up, and appropriate standards of behavior and appearance.
~ Analyze medical assisting career paths and formulate effective strategies for maximizing career advancement.
~ Complete the required 160 hour medical assisting externship course.
~ Submit a weekly time sheet and self-evaluation in accordance with the externship schedule.
~ Submit all externship documentation as required.

On the job training activities and/or externship exposure:
~ Scheduling appointments, filing, and answering phones
~ Learning patient flow (time management skills)
~ Working with electronic health records or electronic medical records
~ Assisting with prescriptions
~ Learning about patient education
~ Obtaining vital signs
~ Performing patient assessments and being able to room patients efficiently
~ Performing EKGs—if applicable
~ Managing and ordering supplies
~ Cleaning, sterilizing, and preparing instruments
~ Practicing aseptic techniques
~ Giving injections and immunizations—if applicable
~ Assisting in patient exams
~ Assisting in minor surgery—if applicable
~ Practicing phlebotomy/venipuncture—if applicable
~ Performing all other medical assisting procedures as directed by the provider or practitioner

Medical Assisting Externship Competencies
~ Clinical Competencies: Fundamental Principles; Specimen Collection; Diagnostic Testing; Patient Care; Patient Instruction; Operational Functions
~ Transdisciplinary Competencies: Communication; Legal Concepts

Course Materials
There are no course materials included in the Medical Assisting Externship course.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
**Extern Placement:**
The Externship begins with a short professional development unit that the student will complete in iBoard. While the student is working through this unit, our Medical Assisting Clinical Coordinator will begin locating a hospital or medical facility in or near the student’s community in which to place the student for the duration of the externship. If a student would like to select his or her own location, for example a facility for which he or she is already working, the Medical Assisting Clinical Coordinator must approve the site prior to placement.

The 160-hour externship must be conducted over a 4-8 week period and strict attendance and conduct policies will be enforced.

**Notes:**
~ Students are strongly encouraged to begin externship within 3 months of Medical Assisting course completion. Students who exceed this period may be subject to entrance exam or other screening methodology.
~ Prior to externship placement, students are required to show proof of a negative TB (PPD) test, completed within the same year as the externship date, and proof that the student has started a series of Hepatitis B vaccinations. The cost for the hepatitis B 3-dose vaccinations varies and can cost $50-$100 per injection (dose). TB (PPD) screening can cost $25-$50 per patient.
~ Many states and facilities require background checks for healthcare workers, whether they are employees or externs. Any felony conviction will most likely prevent placement in the states and facilities that have this requirement.
Medical Billing
(120 Hours)

Recommended Study Hours: Varies

Prerequisite
Due to the complex nature of this course, successful completion of Medical Terminology for Billing is a prerequisite.

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence) Internet Access and Adobe Reader

Course Overview
Medical Billing orients students to the background and importance of insurance, coding, and the billing processes encountered in a physician office setting. Students will have the opportunity to learn about the reimbursement process and all aspects of insurance billing for a full range of today’s health care plans. Emphasis is placed on the importance of accurate health care documentation and the contents of the medical record including: documentation requirements, legal and ethical issues, HIPAA regulations, and the AHIMA standards of ethical coding practices. Students will learn diagnostic coding and procedural coding utilizing ICD-9-CM, and CPT coding classification systems and will be introduced to ICD-10-CM and ICD-10-PCS, which are scheduled to replace ICD-9 in 2014. The various types of third-party payers and insurance coverage available in the United States, such as Blue Cross, Blue Shield, Medicare, Medicaid, TRICARE, and CHAMPVA, will be reviewed in detail. Billing for health care services under these plans will be covered with emphasis on completion of the CMS-1500 (08-05) and UB-04 Insurance Claim Forms.

Practical exercises will reinforce the concepts that students have learned so that they may demonstrate the ability to complete the CMS-1500 (08-05) claim form accurately. Students will gain a thorough understanding of the importance of health accounts receivables and the relevance of electronic data interchange and its effects on health care delivery methods. Additionally, students will learn how to interpret and post a patient’s explanation of benefits (EOB) and will be introduced to billing collection strategies and applicable laws that affect the physician practice. Students will also have the opportunity to learn about workers’ compensation and disability insurance plans and the federal and state laws governing these plans. Inpatient and outpatient hospital billing will be introduced and the rules for coding and compliance in this regulatory environment will be discussed in detail. Students will learn key terms and abbreviations relevant to insurance and billing operations, such as utilization review (UR) and quality improvement organization (QIO).
Course Learning Objectives
After completing this course, the student will be able to:

- Recall the career role and responsibilities of an insurance billing specialist.
- Define HIPAA compliance, privacy, and security issues affecting insurance billing.
- Recognize the basics of health insurance.
- Identify the principles, guidelines, and contents of documentation in the health care record.
- Recall the development of diagnostic and procedural coding classification systems, guidelines, and assign ICD-9-CM, ICD-10-CM, and CPT appropriate codes.
- Analyze and complete CMS-1500 (08-05) paper claim forms accurately for various insurance contracts.
- Identify code sets, data elements, standards, and technical and physical safeguards used to protect privacy of electronic health data.
- Indicate the proper billing and collection procedures for a medical practice.
- Distinguish among the Blue plans, private insurance, managed care plans, Medicare, Medicaid, and other payers.
- Recall the eligibility requirements and benefits for TRICARE and CHAMPVA.
- Recall the types of disability income insurance, including federal disability programs, such as Workers’ Compensation.
- Recall hospital inpatient and outpatient billing procedures and guidelines.
- Conduct online job searches, complete a job application form, create a cover letter and résumé, and obtain interview tips.
**Topics Covered**
Career Role and Responsibilities; Compliance and the e-Health Initiative; Basics of Health Insurance; Medical Documentation; Diagnostic Coding; Procedural Coding; The Paper Claim: CMS 1500; Electronic Data Interchange—Transactions and Security; Receiving Payments and Insurance Problem Solving; Office and Insurance Collection Strategies; The Blue Plans: Private Insurance and Managed Care Plans; Medicare; Medicaid and Other State Programs; TRICARE and CHAMPVA; Workers’ Compensation; Disability Income Insurance and Disability Benefit Programs; Hospital Billing; Seeking a Job and Attending Professional Advancements

**Assignments and Final Exam**
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.

**Association Membership**
Upon successful completion of the course, Allied Business Schools, Inc. will furnish a one-year membership in the Medical Association of Billers (MAB). The Medical Association of Billers is an internationally recognized organization that is dedicated to the pursuit of excellence in the development of medical billing and coding programs. As a MAB member, you will have the opportunity to have a professional designation after your name, and you will have access to resources, information, publications, and discounts that can help you stay on top of your field and give you a competitive advantage in the job market.
Medical Billing Technology
(65 hours)

D.O.T. Codes: 079.362-010, 214.362-022
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
This course teaches the skills you need to know to use Medisoft Advanced Patient Accounting, one of the leading medical billing and scheduling software programs. Taking this course should not only build your skills with Medisoft, but give you the know-how you need to quickly learn other medical billing software programs as well.

Course Learning Objectives
After completing this course, the student will be able to:
- Identify the billing and reimbursement cycle in a medical office.
- Select the purpose of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Enter patients’ information into the Medisoft program.
- Search for and edit patient information.
- Enter charge transactions and patient payments.
- Create and edit a claim.
- Create, edit, and print statements.
- Design and print reports.
- Schedule appointments.

Topics Covered

Course Materials:
- Medisoft Applications: Student Answer Keys booklet, by Ashley CrowMcKesson Ambulatory Solutions, Medisoft, Student At-Home Edition, Version 16

Revised: 9/6/2012
Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Medical Coding
(210 Hours)

D.O.T. Codes: 245.362 - 010, 079.167-014
Recommended Study Hours: 630

Prerequisites:
Medical Terminology
Anatomy & Physiology

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
Allied Medical School’s Medical Coding course focuses on learning the coding rules for the ICD-9-CM, ICD-10-CM, CPT, and Level II (HCPCS) coding systems and then applying these rules to code patient medical services. Allied’s Medical Coding Course will prepare you to apply the science knowledge base you acquired in the Medical Terminology and Anatomy and Physiology courses to the process of code selection. You will learn how to use the 2012 ICD-9-CM, CPT, and HCPCS coding manuals through hundreds of practical exercises and case studies. Additionally, you will learn how to use the ICD-10-CM Draft through various applications, learn the history of ICD-10 coding, and when adoption of this code set will take place. Emphasis in this course will be placed on the coding guidelines and the official rules established for the use of the standard code sets in different health care settings. Allied’s Medical Coding course will introduce you to coding organizations, such as the AAPC and AHIMA, and the certification exams each organization offers. Upon completion of this course, you will have the necessary skills for employment as a medical coding specialist.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize reimbursement, HIPAA, and compliance processes.
~ Recall ICD-10-CM development, improvements, uses, guidelines, and assign ICD-10-CM diagnoses codes.
~ Identify ICD-9-CM characteristics, conventions, uses, guidelines, and assign ICD-9-CM appropriate diagnoses codes.
~ Distinguish between CPT and HCPCS codes and assign appropriate modifiers to procedure codes.
~ Identify the key components and contributing factors to E/M code assignment and differentiate between new and established patients, inpatient, and outpatient.
~ Recall types of anesthesia administered to patients and identify the surgery guidelines.
~ Assign appropriate diagnosis and procedure codes for the integumentary system.
~ Select appropriate diagnosis and procedure codes for the musculoskeletal system.
~ Choose appropriate diagnosis and procedure codes for the respiratory system.
~ Specify appropriate diagnosis and procedure codes for the cardiovascular system.
~ Decipher appropriate diagnosis and procedure codes for the hemic and lymphatic systems as well as for the mediastinum and diaphragm.
~ Analyze appropriate diagnosis and procedure codes for the digestive system.
~ Coordinate appropriate diagnosis and procedure codes for the urinary system.
~ Specify appropriate diagnosis and procedure codes for the reproductive systems, intersex surgery, maternity care, and delivery.
~ Select appropriate diagnosis and procedure codes for the endocrine and nervous systems.
~ Choose appropriate diagnosis and procedure codes for the eye, ocular adnexa, auditory, and operating microscope.
~ Select appropriate procedure codes from the Radiology and Pathology/Laboratory sections and assign ICD-9-CM codes when applicable.
~ Decipher appropriate procedure codes from the Medicine section and assign ICD-9-CM codes when applicable.
~ Recall the inpatient coding guidelines.

Topics Covered
Reimbursement, HIPAA, and Compliance; ICD-9-CM Outpatient Coding and Reporting Guidelines; ICD-10-CM; Introduction to the CPT and Level II National Codes (HCPCS); Evaluation and Management (E/M) Services; Anesthesia; Surgery Guidelines; Integumentary System; Musculoskeletal System; Respiratory System; Cardiovascular System; Hemic, Lympathic, Mediastinum, and Diaphragm; Digestive System; Endocrine and Nervous Systems; Radiology; Pathology/Laboratory

Course Materials
~ Step-By-Step Medical Coding, 2012 edition textbook, by Carol Buck, Saunders
~ Step-By-Step Medical Coding 2012 edition workbook by Carol Buck, Saunders
~ Medical Coding Online Chapters, Elsevier
~ ICD-9-CM, Volumes 1,2 and 3, 2012
~ 2010 ICD-10-CM Draft codebook
~ HCPCS Level II 2012 codebook

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have 18 months to complete the course.
Association Membership
Upon successful completion of the course, Allied Business Schools, Inc. will furnish a one-year membership in the American Academy of Professional Coders. AAPC is the country’s largest credentialing and training association for medical coders. As an AAPC member, you will have the opportunity to earn professional coding certification, and you will have access to education, resources, information, periodicals, and discounts that can help you stay on top of your field and give you a competitive advantage in the job market.
Medical Coding Externship
(Clock Hours Vary By Location)

D.O.T. Codes: 245.362 – 010, 079.167-014

Requirements:
Prospective externs must: Successfully complete an Allied Medical Coding Program and show proof of Certified Professional Coder (CPC, CPC-A, CPC-H, or CPC-P) credential.

Course Overview
An externship consists of field experience in an appropriate location. The externship experience provides an opportunity for students to practice the skills that they have learned under direct supervision in an actual work environment. Students will review the qualities needed to secure employment as a medical coder. Students will develop a résumé, cover letter, and follow-up or thank-you note for potential employers. Students will evaluate their job search abilities and learn to negotiate for employment as a medical coder. The Externship begins with a short professional development unit that the student will complete in iBoard. While the student is working through this unit, our Externship Coordinator will begin locating a site in or near the student’s community in which to place the student for the duration of the externship. If a student would like to select his or her own location, for example a facility for which he or she is already working, the Externship Coordinator must approve the site prior to placement. The externship hours will vary by state and location. Strict attendance and conduct policies will be enforced.

Course Learning Objectives
After completing this course, the student will be able to:

- Determine the importance of having a commitment to ethics and compliance in the workplace
- Determine the importance of The Federal False Claims Act
- Identify the importance of patient privacy rules and protected health information
- Identify the HIPAA Privacy and Security regulations
- Recognize reasonable safeguards to protect patient information
- Identify the importance of the HIPAA Security Rule
- Recognize the importance of security when accessing facility information systems
- Determine the importance of patient abuse, neglect, and misappropriation of property
- Recognize the value and importance of professional medical coding organizations and continuing education
- Recognize the importance of career exploration
- Recognize the various activities, duties, and responsibilities that are required to be employable as a medical coder
- Distinguish between a job application and a résumé.
- Identify your career track and determine a personal marketing strategy to further evaluate your employment potential.
- Compose a list of personal and professional contacts to identify job opportunities.
- Develop or update a résumé, quality cover letter, and thank you note or follow-up letter.
Create an electronic and paper portfolio to further illustrate your knowledge, skills, and abilities.

Apply the key elements of an effective approach, including preparation, follow-up, and appropriate standards of behavior and appearance, when scheduling an interview for the medical coding externship.

Notes

- Students are strongly encouraged to begin externship within 3 months of earning their CPC credential. Students who exceed this period may be subject to entrance exam or other screening methodology.
- Many states and facilities may require background checks and drug screenings for healthcare workers, whether they are employees or externs.
- Students may be required to have a current negative TB (PPD) test and copies of your immunization records, specifically your Hepatitis B immunization series, and possibly other vaccinations prior to externship placement.
- Students may be required to complete a criminal background check or other background investigations prior to externship placement.
- Students may be required to provide the externship site with a current CPR card. Some medical offices and facilities, providers, preceptors, and supervisors may require a valid CPR card prior to externship.
- Any felony conviction will most likely prevent externship placement in the states and facilities that have this requirement.
- Externship placement is not guaranteed. All students must apply to the program and complete the prerequisite criteria before being accepted. Positions in the externship program are contingent on availability at each location. Externship assignments are typically unpaid positions. Students may also set up their own externship at any medical offices or like facility.
- Students assigned to an externship site are required to comply with all facility regulations, and conduct themselves as a mature medical professional.
- Students are required to complete and submit all required externship documentation to the externship coordinator each week. Failure to submit the required documentation will result in the students’ removal from the externship program.
Medical Terminology
(45 Hours)

D.O.T. Codes: 201.362-014, 079.362-014, 079.167-014, 245.362-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
The Medical Terminology course will provide the student with an introduction and overview of medical language, emphasizing basic medical word parts and terminology. The student will be introduced to the body systems through vivid and descriptive images that are labeled for easy reference. Explanations of diseases and conditions will be presented along with diagnostic tests and procedures. Medical terminology is the foundation for a successful medical career.

Course Learning Objectives
After completing this course, the student will be able to:
~ Define and spell common medical terms, abbreviations, and acronyms, including those related to organs and tissues of the body, and pathological conditions and diseases.
~ Divide medical terms into component parts and identify the common suffixes, prefixes, and combining forms that comprise those terms.
~ Recall the body systems, their functions, the body cavities, and major organs within each cavity.
~ Identify planes and directional terms of the body and the divisions of the spinal column.
~ Distinguish between medical specialists and their specialties, and recall the training process for physicians.
~ Recognize medical terms used in case reports and how to apply them in real-life situations.
~ Recall laboratory tests, diagnostic procedures, and treatment modalities.

Topics Covered
Basic Word Structure; Organization of the Body; Suffixes; Prefixes; Medical Specialists and Case Reports; Body Systems

Course Materials

Revised: 9/6/2012
Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Medical Terminology for Transcription
(45 Hours)

Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course will provide you with medical language skills, emphasizing how to identify, pronounce, spell, define, and understand medical terminology as it is related to the body structures and functions. You will learn the structure of medical words, including prefixes, suffixes, combining forms, root words, plurals, abbreviations, and other commonly used medical words and phrases. You will be introduced to the organ systems through vivid and descriptive images that are labeled for each reference. Explanations of diseases and conditions will be presented along with diagnostic tests and interventional treatment modalities. Medical terminology is the foundation for a successful career as a Medical Transcriptionist (MT).

Course Learning Objectives
After completing this course, the student will be able to:

- Define and spell common medical terms, abbreviations, and acronyms, including those related to organs and tissues of the body, and pathological conditions and diseases.
- Divide medical terms into component parts and identify the common suffixes, prefixes, and combining forms that comprise those terms.
- Recall the body systems, their functions, the body cavities, and major organs within each cavity.
- Identify planes and directional terms of the body and the divisions of the spinal column.
- Distinguish between medical specialists and their specialties, and recall the training process for physicians.
- Recognize medical terms used in case reports and how to apply them in real-life situations.
- Recall laboratory tests, diagnostic procedures, and treatment modalities.
Topics Covered
Basic Word Structure; Organization of the Body; Suffixes; Prefixes; Medical Specialists; Case Reports and Body Systems

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Medical Transcription Externship
(100 Hours)

D.O.T. Codes: 245.362-010
Recommended Study Hours: Varies

Prerequisite
Due to the complex nature of this course, successful completion of Medical Terminology for Transcription, Microsoft® Word for the Medical Transcriptionist, Medical Transcription Professional Tools, Beginning Medical Transcription Practicum, Intermediate Medical Transcription, and Advanced Medical Transcription are prerequisites.

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer and Microsoft Word software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum (10/100 Network Card and/ or Modem required for online course correspondence). Certain linking features require running Microsoft Windows XP Tablet PC Edition or later. Speech recognition functionality requires a close-talk microphone and audio output device. Information Rights Management features require access to a Windows 2003 Server with SP1 or later running Windows Rights Management Services. Internet Explorer 6.0 or later, 32 bit browser only. Internet functionality requires Internet access (fees may apply).

Course Overview
The Medical Transcription Externship is a 100-hour commitment by students practicing their MT skills previously learned in an approved externship setting. Students will submit a resume and be interviewed by the participating medical transcription service organization (MTSO).

Based on the interview and entry-level testing, the extern will transcribe a minimum of 10 hours of real time provider-generated dictation or dictation that has been previously transcribed (dead files). These 10 hours will emphasize a variety of healthcare documentation work types and specialties and help to reinforce and expand the extern’s transcription abilities. All dictation transcribed by the extern will be reviewed by the CMT-level QA personnel employed by the MTSO.

During this integration, externs are expected to apply style and format utilizing proper rules of grammar, punctuation, and medical style from The Book of Style for Medical Transcription, Third Edition and the AHDI Code of Ethics, as well as the policies and procedures for formatting and turnaround time of the MTSO. Constructive feedback and quality assurance will be provided to students by the QA staff of the MTSO.

Students will prepare a professional resume, complete an employment application and interview with potential employers during this course. Additionally, students will develop a continuing education plan that includes preparation and application for the RMT certification exam offered by AHDI.
Course Learning Objectives
After completing this course the students will be able to:

~ Accurately transcribe a minimum of 10 hours of original healthcare dictation representing various specialties with varying degrees of complexity by dictators with and without accents and dialects.
~ Demonstrate an awareness of increasing productivity and accuracy standards using various techniques to measure quality, productivity, and turn-around time.
~ Operate medical transcription equipment using correct ergonomic habits.
~ Apply correct medical style, punctuation, grammar, and spelling as defined by resources, such as The Book of Style for Medical Transcription, Third Edition.
~ Recognize situations requiring assistance from instructor, co-worker, or originator in order to understand dictation and transcribe reports.
~ Recall and utilize flagging guidelines appropriately.
~ Utilize medical language skills and knowledge to appropriately edit, revise, and clarify while transcribing original healthcare dictation.
~ Recognize, evaluate, and flag inconsistencies while transcribing without altering the meaning of the dictation.
~ Identify and use appropriate references while transcribing, proofreading, editing, comparing documents, and revising work.
~ Recall and apply medicolegal concepts as they apply to medical transcription.
~ Recognize and apply professionalism and ethical behavior in the workplace.
~ Prepare a resume, complete an employment application, and participate in a job interview.
~ Formulate a plan to implement successful continuing education, including applying to take the RMT certification exam offered by AHDI.

Course Materials
~ Foot pedal and ear-buds

Assignments and Final Exam
Evaluation for the externship is directly linked to the course objectives. Performance is measured by completion of 100 transcription hours in an externship or simulated practice setting emphasizing a variety of healthcare documents. To complete the externship successfully, students must complete 100 transcription hours and transcribe a minimum of 600 minutes equivalent to 10 hours of actual provider-generated healthcare dictation in an externship environment/ work setting. In addition, externs will be given a written review by the participating MTSO. This review will include evaluation of accuracy, production, turn-around time, communications, professionalism, medical knowledge growth, etc.
Medical Transcription Professional Tools
(60 Hours)

D.O.T. Codes: 245.362-010
Recommended Study Hours: Varies

Prerequisite
Due to the complex nature of this course, successful completion of Medical Terminology for Transcription and Microsoft® Word for the Medical Transcriptionist is a prerequisite.

Computer Hardware and Software Requirements

Course Overview
Medical Transcription Professional Tools is an integrated course introducing students to healthcare documentation and the tools necessary to become a competent MT. This course is designed to meet the AHDI competencies for: Medicolegal Aspects of the Healthcare Record, Medical Style and Grammar, and the theory of Beginning Medical Transcription. Students will acquire basic knowledge of standards and regulations, including the legal and ethical aspects affecting healthcare, such as HIPAA, and will learn to apply the AHDI Code of Ethics. Coursework will focus on English language competencies so that students may become proficient applying the proper rules of grammar, punctuation, and medical style. Students will learn to use and evaluate resources and style references, such as The Book of Style for Medical Transcription, Third Edition and apply these guidelines to medical transcription. Using these tools will help students improve their skills and apply their knowledge by listening to medical dictations and transcribing these dictations into properly formatted healthcare documents. Students will practice proofreading and editing their transcribed work, gradually improving upon their skills and accuracy.

Course Learning Objectives
After completing this course, the student will be able to:

~ Recall the opportunities in medical transcription and related careers and the importance of professional development.
~ Recall the purpose of the health care record.
~ Name the content and format of health care documents.
~ Demonstrate knowledge of standards and regulations related to health care documentation set by various organizations, such as AHDI and AHIMA.
~ Identify and apply medicolegal concepts to include HIPAA and the AHDI Code of Ethics in medical transcription.
~ Recall the importance of time constraints in the delivery of health care documentation.
~ Utilize medicolegal and HIM resources for research and practice.
~ Apply correct English usage, including the rules of proper grammar, punctuation, and style.
~ Utilize and evaluate MT style references and resources for research and practice.
~ Apply correct medical style as defined by The Book of Style for Medical Transcription, Third Edition.
~ Utilize medical language and its structure, including plurals, abbreviations, acronyms, homonyms, synonyms, and eponyms.
~ Identify, spell, and define medical terms.
~ Demonstrate the ability to listen and transcribe medical dictation via audio files.
~ Demonstrate the ability to operate computers, software technologies, and transcription equipment.
~ Apply correct ergonomic habits.
~ Transcribe health care documentation accurately, applying correct medical style, grammar, format, punctuation, and spelling.
~ Apply medical style rules to proofread and edit transcribed health care documents.
~ Recall the accuracy and productivity standards in medical transcription.

Topics Covered

Course Materials
The Book of Style for Medical Transcription, Third Edition, published by AHDI.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Microsoft® Word for the Medical Transcriptionist
(30 Hours)

D.O.T. Codes: 245.362-010
Recommended Study Hours: Varies

Prerequisite
Due to the complex nature of this course, successful completion of the Medical Terminology for Transcription is a prerequisite.

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence), Microsoft® Word 2003 or 2007.

Course Overview
This course will introduce you to Microsoft® Office with an emphasis on creating health care documentation with Word. You will develop the technical skills necessary to produce health care reports using word processing software on your computer. Microsoft Word is the primary product used by most medical transcriptionists (MTs) in hospitals, medical practices, and medical transcription services. This course utilizes real life examples, medical case studies, and projects that will enable you to apply these skills and technologies as a MT.

Course Learning Objectives
After completing this course, the student will be able to:
- Demonstrate a general knowledge of computers and related technologies.
- Operate a personal computer.
- Identify and use the basic features of Microsoft Office and Word.
- Demonstrate an understanding of basic computer terminology.
- Recall how to start and exit the Office program.
- Download data files.
- Create, format, edit, and save a variety of medical documents.
- Utilize keyboard shortcuts.
- Utilize the toolbar to format documents.
- Insert tables, headers, footers, and clip art into medical documents.
- Employ electronic media for accuracy such as the Spell Checker.
- Utilize the internet for research.
Topics Covered
Getting Started with Microsoft® Office; Creating Documents with Word; Editing Documents; Formatting Text and Paragraphs; Creating and Formatting Tables; Formatting Documents; and Working with Styles and Templates

Course Materials
~ Microsoft® Office Word 2003 for Medical Professionals also available.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it. Students have one year to complete the course.
Pharmacology
(30 Hours)

D.O.T. Codes: 041.061-074, 074.382-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence), Microsoft® Word 2003 or newer, Internet, and Adobe Reader.

Course Overview
This course is a comprehensive 30-hour pharmacology review. The course introduces the student to basic pharmacology principles in addition to monographs on the common drugs and prescriptions. Students will learn to differentiate among drug classifications, terminology, spelling conventions, pronunciations, including a thorough review of mathematics and dosage calculations. Clinical implications and contraindications are reviewed for each body system. Special considerations are also discussed in detail for children, pregnant and nursing women, the aging patient population, end-of-life care, substance abuse, herbal drug interactions, and other drug interactions.

Course Learning Objectives
After completing this course, the student will be able to:
~ Compute and identify basic pharmaceutical math problems and concepts.
~ Distinguish between general pharmacology terminology, pharmaceutical preparations, drug legislation and standards, drug dosage, and administration of medications.
~ Identify the characteristics and functions of vitamins and minerals, antibiotics and their associated side effects, and antihistamines.
~ Recall the functions of the skin and mucous membranes, and the agents used to treat diseases and conditions of the skin and mucous membranes.
~ Differentiate between the functions of the respiratory system and the circulatory system, and the drugs used to treat disorders of those systems.
~ Distinguish between the drugs and conditions associated with the central and autonomic nervous systems, pain medications, tranquilizers and antidepressants, and prostaglandins and prostaglandin inhibitors.
~ Identify the conditions and drugs used to treat disorders of the digestive system, endocrine glands and hormones, and the urinary system.
~ Identify the drugs and methods used for immunizing agents and immunosuppressives, antineoplastic drugs, and molecular and targeted therapies.
~ Differentiate among the special considerations regarding drug therapy used in the treatment of women, older adults, and children.
Recall the considerations and medications used in home health care and instances of substance abuse.

Identify herbal therapies and all of the various types of drug interactions and drug toxicity reactions that may occur with both herbal and non-herbal medications.

**Topics Covered**
Mathematics and Drug Dosage; Principles of Pharmacology; Drug Classifications; Skin and Mucous Membranes Drugs; Respiratory and Circulatory System Drugs; Nervous System Drugs; Digestive, Endocrine, and Urinary System Drugs; Drugs Used to Treat Cancer and Other Targeted Therapies; Special Situations in Pharmacology

**Course Materials**
Introduction to Pharmacology, 12th Edition, by Mary Kaye Asperheim, M.D. and Justin Favaro, M.D., Ph.D., published by Elsevier

**Assignments and Final Exam**
Performance is measured by successful completion of online lesson exercises, quizzes, and examinations. To successfully complete this course, students must complete: 9 modules, including all reading and exercises, and successfully pass 9 module quizzes and a Final Exam. A minimum passing score of 70% or better is required on all assignments. Assignments with scores below 70% must be retaken until the score meets or exceeds 70%. If the Final Exam is not passed on the first attempt, a retake attempt is allowed after a 2-week period.
Pharmacy Calculations
(60 Hours)

D.O.T. Codes: 074.382-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements

Computer and processor: 500-megahertz (MHz) processor or higher; Memory: 256 megabyte (MB) RAM or higher; Hard disk: 2 gigabyte (GB); Drive: CD-ROM or DVD drive; Display: 1024 x 768 or higher resolution monitor; Operating system: Microsoft Windows XP with Service Pack (SP) 2, Windows Server 2003 with SP1, or later operating system

Course Overview
This course uses an easy-to-follow textbook to help you learn about calculations in the pharmacy technician field and is enhanced with instructional webcasts. Math is the central part of pharmaceutical care. Understanding the knowledge of mathematical concepts is critical to the success of the pharmacy technician.

Course Learning Objectives
After completing this course, the student will be able to:
   ~ Calculate solutions for pharmaceutical problems using basic arithmetic.
   ~ Determine calculations for pharmaceutical problems used in community pharmacy.
   ~ Compute pharmaceutical problems used in institutional pharmacy.

Topics Covered
Basic Arithmetic; Calculations for Community Pharmacy; and Calculations for Institutional Pharmacy

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Pharmacy Technician
(60 Hours)

D.O.T. Codes: 074.882-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements

Computer and processor: 500-megahertz (MHz) processor or higher; Memory: 256 megabyte (MB) RAM or higher; Hard disk: 2 gigabyte (GB); Drive: CD-ROM or DVD drive; Display: 1024 x 768 or higher resolution monitor; Operating system: Microsoft Windows XP with Service Pack (SP) 2, Windows Server 2003 with SP1, or later operating system

Course Overview

This course addresses the key concepts and fundamental knowledge required of a skilled Pharmacy Technician. It includes textbook readings with many in-depth exercises and step-by-step instruction.

The Institute for the Certification of Pharmacy Technicians (ICPT) and Pharmacy Technician Certification Board (PTCB) are the two largest national certifiers of Pharmacy Technicians. Allied’s Pharmacy Technician course is developed to help prepare you to pass the PTCB certification exam successfully.

Course Learning Objectives

After completing this course, the student will be able to:

~ Recall the origins of the pharmacy and health care.
~ Identify the role of a Pharmacy Technician, training, and certification.
~ Identify drug regulation, public safety, and how it relates to the Pharmacy Technician.
~ Identify pharmaceutical terminology as it relates to the organ system.
~ Identify pharmacy prescriptions abbreviations, information, and the fill process.
~ Identify calculations used in a pharmacy setting.
~ Identify the routes and formulations.
~ Distinguish among the types of parenterals and the settings that they are used in.
~ Identify factors in human variability as they relate to basic biopharmaceutics.
~ Identify information literature to keep current on the job and prescription pick-up protocol.
~ Identify the different types of packages that are used for unit dose medications.
~ Identify the variety of pharmacy technician duties in different pharmaceutical settings and the roles of other health care team members.
Topics Covered
Pharmacy and Health Care; Pharmaceutical Terminology and Prescriptions; Calculations; Routes and Formulations; Parenterals and Compounding; Basic Biopharmaceutics and Factors Affecting Drug Activity, Inventory Management; Financial Issues; Community and Hospital Pharmacies; Other Environments

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Pharmacy Technician Externship
(Hours vary by location)

D.O.T. Codes: 074.882-010
Recommended Study Hours: Varies

Prerequisites: Pharmacy Technician; Pharmacy Calculations; CPhT credential

Course Overview
An externship consists of field experience in an appropriate location. The externship experience provides an opportunity for students to practice the skills they have learned under direct supervision in an actual work environment. Students will review the qualities needed to secure employment as a pharmacy technician. Students will develop a resume, cover letter, and follow-up or thank-you note for potential employers. Students will evaluate their job search abilities and learn to negotiate for employment as a pharmacy technician.

Miscellaneous Requirements
Students are strongly encouraged to begin externship within 3 months of earning their CPhT credential. Students who exceed this period may be subject to entrance exam or other screening methodology.

Many states and facilities may require background checks and/or drug screenings for healthcare workers, whether they are employees or externs. Students may be required to have a current negative TB (PPD) test and copies of your immunization records, specifically your Hepatitis B immunization series, prior to externship placement. Students should check their state regulations or contact their State Department of Health to determine if they must complete immunizations and/or complete a criminal background check or other background investigations. Any felony conviction will most likely prevent placement in the states and facilities that have this requirement.

Students may be required to provide the externship site with a current CPR card as well as up-to-date immunizations and TB (PPD) testing complete prior to externship.

Externship placement is not guaranteed. All students must apply to the program and complete the prerequisite criteria before being accepted. Positions in the externship program are contingent on availability at each pharmacy location. Students may also set up their own externship at any other retail or hospital facility.

Course Learning Objectives
After completing the externship, you will be able to:
~ Specify the reasons why job training is important to a pharmacy technician.
~ List three expectations employers have of employees.
~ Distinguish among the types of employee skill strengths.
~ Identify the importance of a career objective.
~ List the potential sources to find available employment.

Revised: 9/6/2012
Determine the importance of having demographic information about former employers before the interview.
- Name the four phases of the interview process.
- Differentiate among legal and illegal job interview questions.
- Specify the importance of a probationary period for a new employee.
- Identify common early mistakes of which a new employee should be aware.
- Recognize the externship performance appraisal and understand why ratings are usually not perfect.
- Determine the importance of maintaining liability coverage throughout externship and employment.
- Distinguish between a job application and a résumé.
- Identify your career track and determine a personal marketing strategy to further evaluate your employment potential.
- Compose a list of personal and professional contacts to identify job opportunities.
- Develop or update a résumé, quality cover letter, and thank you note or follow-up letter.
- Create an electronic and paper portfolio to further illustrate your knowledge, skills, and abilities.
- Apply the key elements of an effective approach, including preparation, follow-up, and appropriate standards of behavior and appearance, when scheduling an interview for the pharmacy technician externship.
- Identify pharmacy technician career paths and formulate effective strategies for maximizing career advancement and long-term professional growth.

Pharmacy Technician Externship Competencies

**OTJ ACTIVITIES:**
- Filling and refilling prescriptions
- Therapeutic class and indications
- Sig codes and abbreviations
- 3rd party billing
- Medical Terminology
- Data entry profiles: Rx’s, Ins., etc.
- Counting, pouring, reconstituting Rx’s
- Pharmacy math calculations
  *If applicable to the assigned externship site/pharmacy*
- Administrative duties: reports, filling Rx’s, etc.
- Invoices, reconciliations, etc.
- Inventory control
- Cash handling, register, debit and credit cards*
- IV admixture*
- Extemporaneous compounding*
EXPOSURE:
- Drug nomenclature
- Therapeutic class and indications
- Sig codes & abbreviations
- Pharmacy math
- Medical Terminology
- Prescription interpretation
- Federal & State Laws
- Technician competencies & State Laws
- Computer literacy-accurate data entry
- Pharmacy software or applicable software
- Patient communications & profile requirements
- Drug distribution & inventory
- Drug reference books
- Aseptic techniques
- Chemotherapy
- IV admixture
- Extemporaneous compounding

Grading/Evaluation Policy
Performance is measured by successful completion of the entire Pharmacy Technician Externship, which includes the completion of the required hours of the externship. The Pharmacy Technician Externship does not require formal grading criteria although externship feedback is crucial to the continued success of each student and should be accepted as professional praise and accolades as well as criticism.

Students are required to submit all externship documents in a timely manner, conduct themselves in a professional way, and complete the required number of hours in the externship. Evaluation is conducted by the externship site preceptor and the student through weekly self-assessment and by the Allied Medical School’s externship coordinator. Additionally, students must submit a final résumé or ePortfolio at the completion of the Pharmacy Technician Externship. The student’s final externship report will reflect “PASS/FAIL” and will be issued by the Allied Medical School’s Pharmacy Technician externship coordinator based upon written and verbal feedback from the site and the amount of hours worked on the site.
Description of Real Estate Related Certificate Courses
Home Inspection
(30 Hours)

D.O.T. Code: 168.167-030
Recommended Study Hours: 60

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer and Microsoft Word software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
Welcome to Allied’s Home Inspection course. This course provides you with a comprehensive perspective of all you need to know about inspecting a house. Although written for the beginning home inspector, anyone, consumers and investors alike, will find detailed answers to their questions about the value and condition of property. This course is unique in that it presents the home inspection process from the “outside looking in,” rather than just the nuts and bolts of building construction. It covers the inspection process from start to finish and concludes with the home inspection report. Each unit is divided into illustrated topics to clarify important issues for your understanding and satisfaction.

Course Learning Objectives
After completing this course, the student will be able to:
~ Identify the key steps to the Home Inspection Process.
~ Categorize the different characteristics of soil and how they affect the house's foundation.
~ Identify the different types of foundations and how to inspect them.
~ Recall how to perform a visual inspection of the exterior of a house.
~ Classify the key components to inspecting the interior of a house.
~ Recognize the potential dangerous conditions of inspecting a house and how to avoid them.
~ Identify the different types of cladding that protect a house from the elements and how to inspect them.
~ Name the types and styles of roofing materials used on houses and how to visually inspect them.
~ Recognize basic electrical systems.
~ List the different types of heating and air conditioning systems.
~ Identify an inspection report and distinguish when to use one.
Topics Covered
Home Inspection: Getting Started; Soils, Foundations, and Floors; the Exterior Roofing and Attics; Interior Finishes; Electrical Systems; Plumbing Systems; Appliances, Heating Systems; Cooling Systems; Pools, Spas, & Saunas; Pests & Other Environmental Hazards; Garages; and the Inspection Report

Course Materials
Home Inspection, by Paul Shaktman and Cory Bosy, published by Ashley Crown Systems Inc.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.

Association Membership
NACHI: National Association of Certified Home Inspectors
Over 8,500 members strong, NACHI features a plethora of unique membership benefits including listings, professional assistance, and home inspector product and service discounts. Your Allied course completion and fulfillment of membership requirements come with a complimentary one-year membership. For details, log on to their web site at http://www.nachi.org/benefits.htm.

Housing Inspection Foundation (HIF)
HIF is a leading organization of professionals dedicated to provide the best possible Home Inspections for realtors, lenders, title companies, default divisions and others that require an all important “inspection.” As an HIF member, you will have the opportunity to have a professional designation after your name, and you will have access to resources, information, publications, and discounts that can help you stay on top of your field and give you a competitive advantage.

Home Inspection Exam Prep (100% Online):
This product is designed to prepare students for the National Home Inspector Examination, which is required by 23 states.

The National Home Inspector Examination is also a membership requirement for American Institute of Inspectors (AlI) and American Society of Home Inspectors (ASHI).

It is also accepted by the National Association of Home Inspectors (NAHI) and the Florida Association of Building Inspectors (FABI) and is reimbursed by the U.S. Veterans’ Administration for military personnel re-entering the workforce. The National Home Inspector Exam contains 200 multiple-choice questions and examinees are provided four (4) hours to complete it.
Introduction to Green Building
(16 Hours)

D.O.T. Codes: 168.167-030; 168.167-046; 959.367-018; 250.357-010; 299.677-014
Recommended Study Hours: 80

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
The course discusses different aspects of inspecting green buildings and presents efficient ways to use energy and water. The causes for climate change are presented. The course materials cover lot development and building methods that an inspector should consider. Foundational material regarding efficient use of passive solar, lighting, and plumbing equipment and traditional and alternative methods for heating, ventilating, and air conditioning are examined. You will learn which roof defects to look for when performing an inspection. Additionally, there is an overview of the methods for efficient wood burning, as well as ways hazards affect the indoor environmental quality. This course concludes by addressing sustainable practices, regulations, and incentives that have been passed to encourage green building.

Today, people are becoming more concerned about the environment and the affect human activities have on it. Different, cleaner energy sources are being explored and implemented across the country in government, commercial, and residential buildings.

The student will be exposed to new, environmentally friendly technology that inspectors encounter more frequently on inspection assignments as the use of energy efficient systems becomes more widespread. The course provides the student with a broad context of the green building industry, which will lead to a focused pursuit of a specialized vocation within the inspection industry.

Course Learning Objectives
After completing this course, the student will be able to:

- Recognize different types of energy sources.
- Recall factors that affect climate change.
- Identify current water issues.
- Name factors that contribute to green land development.
- Recognize methods of green construction.
- Identify passive solar elements in buildings.
- Specify types of solar energy systems.
- Categorize types of lighting schemes as natural or artificial.
~ Name energy efficient plumbing systems.
~ Classify types of HVAC systems and their levels of efficiency.
~ Name different elements of roofs.
~ Specify types of roof defects.
~ Recall different types of wood burning apparatus.
~ Identify indoor environmental hazards.
~ Enumerate sustainable practices.
~ Distinguish among the different energy efficiency standards.
~ List energy certifications and incentives.

Topics Covered
Energy, Climate Change, and Water; Lot Development and Building Methods; Passive Solar Homes, Photovoltaic Systems, and Solar Thermal Systems; Lighting and Plumbing; Heating, Ventilating, and Air Conditioning; Roofs; Wood Burning and Indoor Environmental Hazards; and Sustainable Practices, Standards, and Incentives.

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it. Students have one year to complete the course.
Mold and Allergens
(16 Hours)

D.O.T. Codes: 168.167-030; 168.167-042; 168.167-050; 168.167-078; 369.687-022
Recommended Study Hours: 32

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
The course discusses different aspects of inspecting a building that has suspected mold growth. The course begins with a discussion of the fundamentals of mold, including the history of mold, types of mold, how mold grows, health concerns caused by mold, and how mold can be eliminated. It goes on to discuss mold’s affects on individuals who have allergies and asthma, as well as how to prevent such reactions to mold. In order to understand allergic reactions and asthma, the student must understand the basic function of the immune and respiratory systems. Therefore, the course includes a short description of both of these systems. Next, the course presents methods the inspector should use during a visual inspection of a site. Types of mold sampling, protocols of mold sampling, and the types of equipment used during the sampling process are discussed. The course presents the importance of completing a chain of custody document. It also presents the importance of interpreting laboratory results accurately, as well as items the inspector should include in his or her final report. Lastly, the course discusses an especially destructive type of mold called Meruliporia incrassata or poria.

Today, people are becoming more aware of how the surrounding environment, both outdoors and indoors, affects the health of individuals. Mold, especially, has come under fire in recent years, and some individuals have won lawsuits in which they claimed mold negatively affected their health.

Course Learning Objectives
After completing this course, the student will be able to:

- Distinguish among the different types of mold.
- Recall how mold grows.
- Name health concerns with mold.
- Identify mold’s affects on people who are allergic.
- Specify the function of the immune system.
- Recognize parts of the respiratory system.
- Recall ways that allergens affect individuals with asthma.
- Name ways to prevent asthmatic reactions to allergens.
- Indicate procedures to follow during a site assessment.
~ Specify when samples should be taken as part of the inspection process.
~ Distinguish among the different types of sampling.
~ Recognize types of equipment used during the sampling process.
~ Recall the importance of completing a chain of custody document.
~ Name types of laboratory services.
~ Indicate how to interpret data in laboratory reports.
~ Name steps that can be taken to improve indoor air quality.
~ Identify characteristics of Meruliporia incrassata.

**Topics Covered**
Fundamentals of Mold; Allergies and the Immune System; Introduction to the Respiratory System and Asthma; Performing a Site Assessment; Mold Sampling; Mold Sampling Equipment and Quality Control; Chain of Custody, Laboratory Results, and Reporting; There is Mold and Then There is Poria.

**Course Materials**
~ Mold and Allergens (100% online text)
~ Mold Inspection Handbook (PDF)

**Assignments and Final Exam**
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
This course is developed to meet the growing demand for highly skilled real estate managers. This course will help you connect with the property management profession and inform you of the state laws and regulations you need to know in order to get started. It will put you in touch with the trade associations that have done so much to promote their particular industry, to educate its members, and help in the everyday activities of the profession.

Course Learning Objectives
After completing this course, the student will be able to:
~ Define property management and its purpose.
~ Identify marketing strategies to create and maintain a successful business.
~ Recall how to create and read a financial statement.
~ Specify and implement the essential skills for creating and maintaining successful and professional tenant relationships.
~ Recognize and apply the forms commonly used in residential property management.
~ Distinguish between residential property management and commercial property management.
~ Name various lease agreements used in residential property management.
~ Identify basic hotel and motel operations.
~ Recall the major legal issues encountered in property management.

Topics Covered
Overview of Property Management; The Economics of Property Management; Financial Analysis; Property Analysis; Marketing; Leases; Tenant Relations; Forms; Apartment Management - Operations and Procedures; Day-to-Day Operations; Systems and Reports; Managing Commercial Property; Hotels and Motels; Hotel Business Operations; Current Issues in Hotel/ Motel Management; Legal Issues In Property Management.
Course Materials
~ The Landlord’s Troubleshooter, 3rd Edition, by Robert Irwin Published by Dearborn Financial Publishing, Inc.; it includes everything a landlord needs to know.
~ The Plain English Real Estate Dictionary (New Edition)

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it. Students have one year to complete the course.

Association Membership
Once the student has successfully completed the Professional Property Management course, Allied Business Schools, Inc. will furnish a one-year membership in the International Real Estate Institute (IREI). Membership to IREI offers you the opportunity to add a professional name designation (such as Registered Property Manager). You will also have access to resources, information, publications, events, and discounts that can help you stay on top of your field and give you a competitive advantage in the job market.
Professional Home Inspection
(100 Hours)

D.O.T. Code: 168.167-030
Recommended Study Hours: 200

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
According to the American Society of Home Inspectors (ASHI), currently 77% of all homes in the U.S. and Canada are inspected prior to home purchase. Although more homebuyers are discovering the value of a professional home inspection, a large percentage of the market is still untapped. Allied’s Home Inspection Course prepares students for positions in the growing field of home inspection.

Course Learning Objectives
After completing this course, the student will be able to:
- Identify the key steps to the Home Inspection Process.
- Categorize the different characteristics of soil and how they affect the house’s foundation.
- Identify the different types of foundations and how to inspect them.
- Recall how to perform a visual inspection of the exterior of a house.
- Classify the key components to inspecting the interior of a house.
- Recognize the potential dangerous conditions of inspecting a house, how to avoid them.
- Identify the different types of cladding that protect a house from the elements and how to inspect them.
- Name the types and styles of roofing materials used on houses, how to visually inspect them
- Recognize basic electrical systems.
- List the different types of heating and air conditioning systems.
- Identify an inspection report and distinguish when to use one.

Topics Covered
Home Inspection: Getting Started; Soils, Foundations, and Floors; the Exterior Roofing and Attics; Interior Finishes; Electrical Systems; Plumbing Systems; Appliances, Heating Systems; Cooling Systems; Pools, Spas, & Saunas; Pests & Other Environmental Hazards; Garages; and the Inspection Report.
Course Materials
- Real Homes – Real Inspections (VHS or DVD).
- The Plain English Real Estate Dictionary (New Edition)

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.

Association Membership
National Association of Certified Home Inspectors (NACHI) – Over 8,500 members strong, NACHI features a plethora of unique membership benefits including listings, professional assistance, and home inspector product and service discounts. Your Allied course completion and fulfillment of membership requirements come with a complimentary one-year membership. For details, log on to their web site at http://www.nachi.org/benefits.htm.

Housing Inspection Foundation (HIF)
HIF is a leading organization of professionals dedicated to provide the best possible Home Inspections for realtors, lenders, title companies, default divisions, and others that require an all important “inspection.” As an HIF member, you will have the opportunity to have a professional designation after your name, and you will have access to resources, information, publications, and discounts that can help you stay on top of your field and give you a competitive advantage.
Professional Property Management
(110 Hours)

D.O.T. Codes: 186.117-042
Recommended Study Hours: 200

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course is developed to meet the growing demand for highly skilled real estate managers. Changing careers and learning a new profession is a major undertaking. It cannot be accomplished overnight nor can it be accomplished without some discomfort and uncertainty. Change is hard for all of us and learning something new is always a challenge. The purpose of this course is to minimize the discomfort as much as possible and to shorten the time it takes to transition from beginner to expert.

This course will help you connect with the property management profession. It will inform you of the state laws and regulations you need to know in order to get started. It will put you in touch with trade associations that have done so much to promote their particular industry, to educate its members, and help in the everyday activities of the profession.

Course Learning Objectives
After completing this course, the student will be able to:
~ Name the different types of properties that can be managed.
~ Identify the different types of residential property.
~ Classify the different types of industrial property.
~ Recognize the economic influences affecting the real estate market.
~ Identify business marketing techniques.
~ Recall the most essential causes contained in a management agreement.
~ Recognize the steps used to create a management plan.
~ Name common types of insurance coverage required to maintain and protect the owner’s liability.
~ Recall the steps used to develop a maintenance program.
~ Identify a property’s target market.
~ Name the three guidelines used to qualify a prospective tenant.
~ Classify the different types of leases.
~ Identify the steps in the lease renewal process.
Topics Covered
Introduction to Property Management; Residential Property; Commercial Property; Market Analysis; Property Management Company; Management Agreement; Management Plan; Risk Management; Property Maintenance; The Marketing Plan; Leasing Property; Lease Agreements; Tenant Relationships; Association Management; Ethical and Legal Business Practices; Property Management 101; Do You Have What It Takes to Manage Your Own Rental Property?; Managing Your Property Yourself or Hiring a Pro; Taking Over the Property; Getting Your Rental Property Ready for Prospective Tenants; Rent, Security Deposits, and Rental Contracts: The Big Three of Property Management; FOR RENT: Generating Interest in Your Rental; Handling Prospects When They Come A’ Calling; Strutting Your Property’s Stuff: Making Your Property Stick Out; Eenie, Meenie, Miney, Mo: Selecting Your Tenants; Moving In the Tenants; Collecting and Increasing Rent; Keeping the Good Tenants — and Your Sanity; Dealing with Problem Tenants; Moving Out the Tenants; Working with Employees and Contractors; Maintaining the Property; Keeping Safety and Security in Mind; Two Necessities of Property Management: Insurance and Taxes; Financial Management and Recordkeeping; Finding New Ways to Increase Your Cash Flow: Only for the Daring; Ten Reasons to Become a Rental Property Owner; Ten Ways to Rent Your Vacancy

Course Materials
~ The Plain English Real Estate Dictionary (New Edition)

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.

Association Membership
Once the student has successfully completed the Professional Property Management course, Allied Business Schools, Inc. will furnish a one-year membership in the International Real Estate Institute (IREI). Membership to IREI offers you the opportunity to add a professional name designation (such as Registered Property Manager). You will also have access to resources, information, publications, events, and discounts that can help you stay on top of your field and give you a competitive advantage in the job market.
20-Hour SAFE Mortgage Loan Originator Comprehensive Course
(20 Hours)

D.O.T. Code: 188.167-010, 191.267-010
Recommended Study Hours: Varies

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows XP Service Pack 2 minimum. A 10/100 Network Card and/or Modem are required for online course correspondence. Adobe reader also required.

Course Overview
Allied’s Mortgage Loan Originator SAFE Comprehensive course is a 20-hour online pre-licensing course. It is designed to satisfy all of the pre-licensure education requirements of the SAFE Act. The course includes 3 hours of federal laws and regulations; 3 hours of ethics, which includes instruction on fraud, consumer protection, and fair lending issues; and 2 hours of training related to lending standards for the nontraditional mortgage product marketplace. The remaining 12 hours cover mortgage markets, loan products, the loan package, underwriting, promissory notes, security instruments, settlement procedures, loan servicing, and default and foreclosure.

Course Learning Objectives
After completing this course, the student will be able to:
~ Specify the purpose of mortgage markets and identify the participants involved.
~ Compare fixed-rate loans, ARMs, and GPMs.
~ Distinguish between conventional and government-backed financing.
~ Specify the steps in completing a loan application and preparing a loan package.
~ Identify and apply underwriting guidelines used to qualify borrowers.
~ Indicate the function of promissory notes within the lending process.
~ Recall the purpose of a security instrument.
~ Analyze closing statements and identify mandatory settlement disclosures.
~ Identify characteristics of loan servicing and specify how a change in servicer affects loan terms.
~ Identify borrower and lender options during a loan default.
~ Recognize federal mortgage-related and consumer protection laws.
~ Identify mortgage fraud and predatory lending.

Course Timeframe: Fixed Start Date and End Date; Minimum 11 days, Maximum 14 days, no extensions. 1 complimentary re-start as long as restart date is within 1 month of original enrollment.
A course session will start each Wednesday, **limit 20 students per session.** Content and assignments will be released as follows:

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<tr>
<th>Day</th>
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<th>Introduction and Units 1-2</th>
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<td>Day 1</td>
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<td>F</td>
<td>Day 10</td>
<td>Unit 11</td>
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<tr>
<td>Sa-Tu</td>
<td>Day 11-14</td>
<td>Unit 12 and Final Exam</td>
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Students will not be allowed to progress any faster than the schedule. However, students do not have to complete the course according to this schedule; they do need to complete everything including the final by the course termination date. For example, if a student did not complete any work over the weekend (Day 4 and 5) he or she could complete Units 6-8 on Day 7 or Units 6-7 on Day 7 and Units 8-9 on Day 8, etc.

**NMLS Unique Identifier:** In order to receive credits for this course from NMLS, each student needs to register directly with NMLS and obtain a unique identifier. Instructions are included in the beginning of this course.

The NMLS requires that the student spend a minimum of 20 classroom hours* in this course. As such, the student will not be permitted to access the Final Exam until the student has logged 16 real hours (960 minutes) in the course and has successfully passed all required assignments. The student will be logged out of the course after 6 minutes of inactivity. *A classroom hour is defined as 50 seat minutes for each clock hour the course is approved.

**Course Grading:** Students pass each assignment in order to advance. In order to pass this course, a student must score a 70% on the final exam. Students may retake the final with no penalty as long as the retake occurs before the course termination date (Day 14).

**Note:** This course is also available as a **5-day accelerated version** which starts **every Monday.** Check the tuition section of this catalog for pricing.

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<th>Day</th>
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<th>Introduction and Units 1-4</th>
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<td>M</td>
<td>Day 1</td>
<td>Intro and Units 1-4</td>
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<td>Tu</td>
<td>Day 2</td>
<td>Units 5-8</td>
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<td>W</td>
<td>Day 3</td>
<td>Units 9-12</td>
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<td>Th</td>
<td>Day 4-5</td>
<td>Final Exam</td>
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**Course Timeframe:** Minimum 4 days, Maximum 5 days, **no extensions.** 1 complimentary restart as long as restart date is within 1 month of original enrollment.
8-Hour SAFE Comprehensive Course
(8 Hours)

D.O.T. Code: 188.167-010, 191.267-010
Recommended Study Hours: Varies

Only fulfills national CE requirements, as each state may, or may not, have state specific requirements.

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows XP Service Pack 2 minimum. A 10/100 Network Card and/or Modem are required for online course correspondence. A dobe reader also required.

Course Overview
Allied’s Mortgage Loan Originator SAFE Comprehensive course for 2012 is an 8-hour online continuing education (CE) course. It is designed to satisfy the CE education requirements for a comprehensive course. The course includes an overview of the Dodd-Frank Act (3 hours of federal laws and regulations); a discussion of current mortgage fraud schemes (2 hours of ethics: fraud, consumer protection, and fair lending issues); and 2 hours of training related to reverse mortgages (nontraditional mortgage products). The remaining hour covers compliance with the Uniform Mortgage Data Program.

Course Learning Objectives
~ Recall the Titles of the Dodd-Frank Act and designate which Titles are of particular interest to mortgage loan originators.
~ Identify mortgage schemes and their impact on consumers.
~ Identify the features of reverse mortgages.
~ Recognize the abbreviations, definitions, and conventions used in a UAD-compliant appraisal report.

Course Schedule
Minimum Time Frame: To ensure that students spend 8 hours in the course, the content has been parsed into screens that contain approximately 180-200 words each. Each content screen forces students to stay on it for 10 to 15 seconds. This restriction only applies when moving forward in the course. Once a screen has been visited, the student can revisit it without any restrictions. The exception is if a student is forced to revisit a screen because of a penalty related to failing a Quick Question or Lesson Quiz. In these instances, the original time restriction will apply.
Maximum Time Frame: This course must be completed within one year from the time of initial enrollment. In order to meet the December 31, 2012 deadline for a 2013 renewal, we strongly suggest that you complete the course in its entirety by December 15, 2012.
LATE CE 2011 8-Hour SAFE Comprehensive Course
(8 Hours)

D.O.T. Code: 188.167-010, 191.267-010
Recommended Study Hours: Varies

Fulfills national CE requirements, each state may or may not have state specific requirements. Student must have been required to renew by 12/31/11, but failed to do so.

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows XP Service Pack 2 minimum. A 10/100 Network Card and/ or Modem are required for online course correspondence. Adobe reader also required.

Course Overview
Allied’s Mortgage Loan Originator SAFE Comprehensive course is an 8-hour online continuing education (CE) course. It is designed to satisfy the CE education requirements for a comprehensive course. The course includes 3 hours of federal laws and regulations; 2 hours of ethics, which includes instruction on fraud, consumer protection, and fair lending issues; and 2 hours of training related to lending standards for the nontraditional mortgage product marketplace. The remaining hour covers short sales and their impact on the current mortgage market.

Course Learning Objectives
  ~ Recognize the major changes to RESPA and Regulation.
  ~ Recognize benefits and abuses of yield spread premiums.
  ~ Identify the features of adjustable-rate loans.
  ~ Recall the steps in the short sale process.

Course Schedule
Minimum Time Frame: The NMLS requires that students spend a minimum of 8 classroom hours in this course. As such, students will not be permitted to access the Final Exam until they have logged 6.5 hours (390 minutes) in the course and have successfully passed all required assignments. If a student completes the coursework before the 390 minute mark, they may log the appropriate time by reviewing the four units of content or by taking the optional practice exam that is included within the course. Students will be logged out of the course after six minutes of inactivity.
**Maximum Time Frame:** For California students to renew within the Reinstatement period, this course must be completed by February 29, 2012. Reinstatement for each state is different. States can choose to provide a shorter reinstatement period or none at all. Refer to the NMLS’s state-by-state Renewal Deadline Chart.

If a California late-renewer does not renew by the end of Reinstatement then the late-renewer will be considered Terminated-Expired. If these individuals wish to renew, they will still need to take an NMLS approved CE 2011 8-Hour SAFE course by the end on 2012. However, in addition to this course the individual must reapply, which requires that they file a new application, authorize a new credit report, submit new fingerprints for a criminal background check, and repay fee.

Non-California students should check with their state regulator or go to here for state specific information.
Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Internet Access, Adobe Reader, Flash 5 or higher (videos not Mac compatible). Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended), required for Windows XP Home Service Pack 2 and Windows Vista Home, 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course details the proper function and condition of the systems and components of a house that a home inspector examines during a routine home inspection. These systems include the foundation, structure, garage, and roofing of the home; plumbing, heating and cooling, and electrical systems; the insulation, interior finishes, and appliances; pools, spas, hot tubs, and saunas; and pests and environmental hazards. In addition, the course details deficiencies that a home inspector must note in his or her inspection report during the report-writing process, as well as other information that should be included in an inspection report. Finally, the course details the steps an enterprising individual may need to take to begin his or her own home inspection business, including managing risk, financing and marketing the business, and evaluating its performance.

Course Learning Objectives
After completing this course, you will be able to:
- Indicate reasons for becoming a home inspector and identify steps an individual takes to get started in the home inspection industry.
- Recognize types of foundations and recall reportable deficiencies for foundations, crawlspaces, and basements.
- Name components used to frame houses and types of framing construction.
- Identify components of roofs and recall conditions to look for when inspecting roofs and attics.
- Recall components of the aseptic and septic systems of a home and specify reportable deficiencies for these systems.
- Specify characteristics and reportable deficiencies of heating systems.
- Enumerate characteristics of air conditioning systems and deficiencies of the different types of air conditioning systems.
- Name characteristics and deficiencies of electrical circuits and fixtures.
- Recognize deficiencies of landscaping.
- Restate characteristics of cladding and name associated architectural styles.
Designate characteristics of types of insulation and deficiencies in home insulation systems.

Indicate requirements for interior components and techniques for spotting deficiencies in a house’s interior.

Specify appliances that may be included in a home inspection and common deficiencies for these appliances.

Restate requirements for components in a garage and techniques for inspecting garage components.

Specify safety measures for pools, spas, and saunas and deficiencies for these elements.

Recognize signs of pest infestations and environmental hazards in a house.

Identify items to include in and to omit from an inspection report.

Name steps to take during the initial planning phase of starting a home inspection business.

Indicate the steps in managing risk.

Specify start-up costs and types and sources of financing for a new business.

Designate the components of a marketing plan and recall methods for promoting a business.

Recall steps to take when evaluating the profitability of a business.

**Topics Covered**

Home Inspection: Getting Started; Foundations; Structure; Roofing; Plumbing; Heating Systems; Cooling Systems; Electrical Systems; Exteriors; Insulation, Built-in Appliances & Systems; Garages; Pools, Spas, & Saunas; Pests & Other Environmental Hazards; the Inspection Report; Starting a Home Business; Managing Risk; Financing the Business; Marketing Plan; Promotion: Advertising and Direct Marketing; and Evaluating the Business

**Course Materials**

100% online (Hard-copy textbook not available)

**Assignments and Final Exam**

Evaluation is linked directly to the course objectives. Performance is measured by online Lesson Quizzes and Unit Exams. To complete this course successfully, students must complete: 22 Units including all reading assignments, Lesson Quizzes, and Unit Exams, 2 Progress Tests, and 1 Final Exam. You must score 70% each quiz and exam. If you do not pass a Lesson Quiz, you will be returned to the beginning of the lesson. If you do not pass a Unit Exam, you must retake another version of the exam. Furthermore, your overall course grade is determined by your Unit Exams and Final Exam scores.
Description of Renewable Energy Related Certificate Courses
Advanced Principles of Photovoltaic Systems Installation

(45 Hours)

D.O.T. Codes: 637.261-030; 637.687-018; 007.161-038; 809.381-034; 849.646.010; 250.357.010
Recommended Study Hours: Varies

Prerequisite
Due to the complex nature of this course, two years of experience installing PV systems are required.

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
This course is intended to prepare experienced solar energy professionals (installers, electricians, designers, and project managers) for certification exams, such as that of the NABCEP Certified PV Installer. This course provides a rigorous and systematic approach to photovoltaic system integration. It is practical enough to provide the tools and skills necessary to calculate the availability of solar resources and/or circuit values and yet dynamic enough to keep pace with an industry that is still growing and changing rapidly, both in the U.S and abroad. It also serves as a study guide for experienced contractors and other technical professionals from other sectors seeking entry to the solar space. It is heavily, but not exclusively, based on the NABCEP PV Installer Job Task Analysis (JTA). Still, it does not address the subject at an introductory level. Instead, it is intended to fuse a variety of skills, experiences, and practices into a professional body of knowledge worthy of a certified practitioner working in the renewable energy industry.

You will learn the details of conducting site evaluations (including sun path readings, shading analyses, and trigonometry), construction (structural, mechanical, electrical) codes, materials, and methods and acquire real-world product knowledge along the way. You will also learn about solar energy itself, the electromagnetic spectrum, and how the foregoing elements are incorporated into a site-specific design. Next the course examines management of PV projects with respect to engineering, procurement, and construction (EPC). You will learn the concerns and considerations of actually delivering a PV project. Skilled project management is vital to the success of the PV industry in terms of credibility and profit margin and to yours within it. Demand for continuing education in project management is evident in the recently revised NABCEP JTA. Lastly, you will learn the steps and strategies for when it is time to turn the power on. Commissioning and troubleshooting of PV systems rounds out the lesson topics and set the stage for the final exam.
Course Learning Objectives

After completing this course, the student will be able to:

- Recall how to work safely with tools and materials.
- Identify site-specific safety hazards (electrical, structural, and environmental) in PV installation and develop emergency prevention and response plans.
- Enumerate and list steps, tools, and deliverables of a site evaluation with emphasis on methods, measurements, and records.
- Name suitable locations for PV array and balance-of-system components.
- Specify the technology of PV modules, inverters, and batteries at the atomic and electronic level.
- Recognize how to perform and explain electrical and trigonometric calculations.
- Select and configure a site-specific design, including sizing of PV arrays and overcurrent protection devices, conduit and conductors, etc.
- Estimate schedules, work breakdown structures, materials and equipment required for engineering, procurement and construction of PV systems.
- Enumerate and list steps, tools, and deliverables of residential PV system commissioning, maintenance, and troubleshooting.

Note: This advanced course provides the theory behind your existing practical knowledge and hands-on experience, and is not intended as a substitute for it.

Topics Covered

Working Safely with PV Systems; Conducting a Site Assessment; Selecting a System Design; Adapting the Mechanical Design; Adapting the Electrical Design; Installing Subsystems and Components at the Site; Performing a System Checkout and Inspection; and Maintaining and Troubleshooting PV Systems

Course Materials

Hardcopy

- Photovoltaic Systems, 3rd Edition, by J. Dunlop

Online

Each lesson contains various links to websites.

Assignments and Final Exam

Evaluation is linked directly to the course objectives. Performance is measured by Lesson Quizzes, Discussion Topics, and a Final Exam. To complete this course successfully, students must complete: 8 Lessons including all reading assignments, all Lesson Quizzes, all Discussion Topics, and successfully pass a Final Exam. The Final consists of 65 multiple-choice questions. You must answer 70% of the questions correctly to pass the final exam.
Green Building Practices
(45 Hours)

D.O.T. Codes: 959.137-022; 007.061-018; 007.161-038; 863.134-010; 003.167-018; 001.061-010; 250.357.010; 959.367-018; 029.081-010; 189.117-022
Recommended Study Hours: 80

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
This course introduces fundamental concepts of green building design and delivery, as well as the various systems used in green buildings. Course materials lay a solid foundation that the student can use to test any of the decisions that have to be made in designing and constructing a green building from materials selection to considering the use of natural systems for wastewater processing. The course addresses both institutional and residential structures with an emphasis on understanding practical working systems used in the structures. Several certification programs are briefly addressed from within the context of understanding how they affect building design decisions. The last lesson addresses cost/benefit analysis so the student will be able to write justification proposals for green building projects.

The student will learn sustainable site criterion and analysis as well as the basics of building energy, water, material, and environmental quality technologies. Economic analysis of green decision-making processes allows the student to be able to analyze and make sound business decisions with respect to investment options. Green building is economically attractive. Buildings now consume around one third of all the energy used in this country, so the market for green building expertise is going to continue to grow.

In this course, the student is encouraged to understand and apply green principles and reason with perception and objectivity concerning management decisions, practical design, and implementation procedures. The course provides the student with a broad context of the green building industry, which will lead to a focused pursuit of a specialized vocation within the industry. A well-rounded education in green technology calls for a basic understanding of buildings and the green building industry.
Course Learning Objectives
After completing this course, the student will be able to:

- Identify green building guidelines and terminology.
- Recall the LEED certification system.
- Specify sustainable site criteria and landscaping considerations.
- Identify passive building structures for energy efficiency.
- Recognize active energy consumption processes and efficiency techniques.
- Distinguish among water systems and inputs and outputs.
- Identify building material issues as they relate to sustainability and occupant health.
- Specify indoor environmental quality issues that affect inhabitant health and satisfaction.
- Recall green economic analysis investment alternatives.

Topics Covered
Introduction to Green Buildings and Certifications; Sustainable Sites and Landscaping; Energy Systems and Passive Design; Active Energy Systems; Building Hydrologic Systems; Building Materials and Material Loops; Indoor Environmental Quality, and Economic Analysis of Green Building

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Home Energy Survey Professional
(20 Hours)
D.O.T. Codes: 959.367-018; 959.137-022; 205.137-014; 869.567-010; 205.137-014; 276.357-010; 253.357-010
Recommended Study Hours: 40

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer and Microsoft Word software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course is intended to prepare students for the RESNET Home Energy Survey Professional certification exam. It is heavily, though not exclusively, based upon the “RESNET National Standard for Home Energy Audits” found in Chapter 7 of RESNET’s Mortgage Industry National Home Energy Rating Systems Standards. RESNET identifies the minimum skill set and knowledge base required in order to conduct an In-Home Home Energy Survey, and this course will explore them in detail.

This course explores the fundamentals of conducting a home energy audit, including the importance of energy-efficiency, the principles of building pressure and air movement, the different types of energy audits, and the required areas of inspection/testing (with emphasis on sources of heat gain and moisture). These concepts are then applied to all of the considerations necessary in a home energy audit, including cooling and heating load calculations and the measurement of structures and their subcomponents. Diagnostic equipment operation, HVAC equipment efficiency, and duct-sealing are also covered in detail. Knowledge of different insulation types and their proper installation methods, as well as the effects of improperly installed insulation, are important parts of this material.

Completion of this course will give students an understanding of how to accomplish the main goals of a home energy audit, such as identifying areas of energy-inefficiency in a structure’s building envelope and determining the cost-effective improvement options to recommend for improving that structure’s energy efficiency.

Course Learning Objectives
After completing this course, the student will be able to:

~ Identify the different types of energy audits or surveys that RESNET performs and the required areas of inspection or diagnostic testing for each of the different home energy audits or surveys.
~ Identify the sources of heat gain and moisture in a building and demonstrate how cooling and heating load calculations are performed.
~ Distinguish among commonly-used diagnostic equipment.
~ Determine the correct procedures for the onsite measurement of a structure and its various subcomponents.
~ Identify the types and the proper installation methods of insulation, the amount of insulation to be used, and the effects when improperly installed insulation.
~ Recall the principles governing air movement and building pressure.
~ Determine the efficiency of HVAC equipment and the means to properly seal a duct system.
~ Identify areas of improvement for a given structure’s building envelope and determine specific components to recommend (lighting, windows, doors, water fixtures, etc.) for improving a given structure’s energy-efficiency.

**Topics Covered**

**Course Materials**

**Assignments and Final Exam**
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.

**HESP Exam Prep (100% Online)**
This exam prep is designed to prepare students to pass the Home Energy Survey Professional Test, which is administered by RESNET. This test is required for individuals to be certified as a Home Energy Survey Professional. The HESP exam consists of 50 questions and testers have 2 hours and must score 75% or better. Interested individuals can take the exam without any pre-licensing education.

The HESP Exam Prep consists of nearly 500 questions which fall into the following categories and weights: Building Envelope (25%); Administrative (20%); Building Performance Testing (18%); HVAC (12%); Energy (12%); Energy Survey (5%); Appliances (2%)
Introduction to Photovoltaic Systems
(45 Hours)

D.O.T. Codes: 637.687-018, 637.261-030, 809.318-034, 849.646.010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
In this course, students develop trade knowledge of photovoltaic (PV) systems based on the learning objectives for North American Board of Certified Energy Practitioners (NABCEP) entry-level certification. Solar-electric (and other kinds of solar) technologies are introduced, along with the history and current trends in the industry. Applications and benefits of PV are explored, along with the workings of all typical components and methodologies for design of whole systems. Best practices for safety are emphasized throughout, including the use of protective equipment and ways to avoid accidents and minimize workplace hazards.

Students learn the fundamentals of electricity and solar energy, including how to calculate simple circuit values and predict solar position using a variety of tools and techniques. These concepts are then applied to all the considerations needed in site evaluation, including load (electrical demand) analysis as well as decisions among several types of PV system configurations and mountings. Systems sizing and the mechanical and electrical integration for both stand-alone and grid-interactive PV installations are covered in detail. Performance analysis and issues, along with troubleshooting techniques, are important parts of this material.

Completion of this course will give students a thorough understanding of photovoltaic systems and their applications, as well as all the basics for designing, installing, and maintaining them. Students will be prepared to take the NABCEP Entry Level Certificate of knowledge examination.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recall the history of PV technology and industry, markets and applications for PV, and types PV systems with their features and benefits.
~ Identify safety hazards, practices, and protective equipment used during PV system installation and maintenance.
~ Identify electrical and solar concepts and terminology.
~ Recognize PV performance characteristics and range of response to environmental conditions.

Revised: 9/6/2012
Specify the workings and uses of inverters, batteries, charge controllers, and other balance-of-system components.
Recall how to conduct a site assessment.
Recognize how to select a design and properly size a PV system.
Identify how to adapt the mechanical and electrical design for PV systems.
Name the basics of installation of subsystems and components at sites.
Recall how to perform a PV system checkout and inspection.
Recognize how to maintain and troubleshoot PV systems.

Course Materials
- NABCEP Study Guide for Photovoltaic System Installers (Version 4.1 Online)

Topics Covered
Basic Concepts and Systems of Photovoltaics; Evaluating the Solar Resource and Potential Sites; Photovoltaic Cells; Modules; and Arrays; Batteries and Charge Controllers; Inverters and System Sizing; Mechanical and Electrical Integration; Utility Interconnection; Permitting and Inspection; Commissioning; Maintenance and Troubleshooting

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
(120 Hours)

Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
Conservation and sustainability play vital roles in the move towards responsible use of energy and natural resources. All of earth’s living matter exists in the biosphere, which represents a massive energy store. It is important to understand the role of the biomass in maintaining the earth’s atmosphere. The sun represents the ultimate source of most of our renewable energy supplies, such as in photovoltaics, hydroelectricity, tidal energy, wave energy, and wind power. Geothermal energy is the only form of renewable energy that is actually independent of the sun. Almost a decade ago, renewable energy contributed about 18% of the world’s primary energy needs. This percentage will most likely increase as concerns about climate change and declining fossil fuel reserves are brought to the forefront of worldwide attention.

Energy efficiency is crucial in green buildings. Creating resource efficient designs and using green materials and products can maximize function and optimize the use of natural resources. In addition to helping the environment, saving energy can also help save money. Many energy saving upgrades increase the comfort, efficiency, and aesthetics of the home. Energy efficiency is also about using less energy to protect human health, assure comfort, and shield a home from damage. Heating is the largest energy expense in most homes, and heating systems emit over a billion tons of carbon dioxide into the atmosphere every year. It is important to recognize that energy efficiency truly begins in the home. Once the excess drone of overheating and overcooling quiets to a low and the sizzle of extraneous electronic devices is silenced, then the stage for energy efficiency will be set.

This course tackles the principles and practices of renewable energy by focusing on the issues of sustainability, renewable energy, sustainable construction, and home energy. As you transition through the course, remember that “going green” is not just a trend; it is a scientific, economical, and efficient approach to healing an aching world.

Students have one year to complete the course.
Course Learning Objectives

After completing this course, the student will be able to:

~ Name the different types of energy.
~ Recognize the concept of biomass as a fuel.
~ Distinguish among active solar heating, solar thermal engines, passive solar heating, and daylighting.
~ Identify the basic principles of photovoltaics and the environmental impact of photovoltaic systems.
~ List essential characteristics of a hydro site.
~ Recall the basic physics and engineering of tidal power generation.
~ Recognize wave energy technology.
~ Identify examples of windmills.
~ Recognize the physics of geothermal resources.
~ Specify the benefits of using renewable-energy supplies in preference to conventional sources.
~ Identify the characteristics of greenfields, infill lots, grayfields, and brownfields.
~ Recall the importance of the energy star label.
~ Identify common air leakage problems and solutions.
~ Recognize the basic parts of a central heating system.
~ Name the important factors in selecting a new cooling system.
~ Distinguish among the different types of water heaters.
~ Recognize the energy features of refrigerators.
~ Name the two types of cooktops and their different burner styles.
~ Identify energy-saving attributes of dishwashers and clothes washers.
~ Distinguish among the different types of lighting—incandescent, halogen, and compact fluorescent.
~ Recognize ways of reducing energy use for household practices.

Topics Covered

Sustainability; Renewable Energy; Bioenergy; Solar Thermal Energy; Photovoltaic Power; Hydro Power; Tidal Energy; Wave Energy; Wind Power; Geothermal Energy; Integration; Sustainable Construction; Sustainable Construction, Sites and Landscaping; Energy and Water Efficiency; Green Products and IEQ; Home Energy Save Money, Save the Earth; The Building Envelope and Ventilation; Heating Systems; Cooling Systems; Water Heating; Saving Energy in the Kitchen; Other Appliances, Lighting; and Home Electronics

Course Materials

~ Sustainability Online Text
~ Sustainable Construction Online Text
Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
The Business of Weatherization and Retrofitting
(45 Hours)

D.O.T. Codes: 182.167-010, 950.585-010, 637.261-014, 637.261-010, 860.381-022, 609.684-010, 860.381-022
Recommended Study Hours: 90

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
This course introduces weatherization techniques that are used as part of projects completed under the Department of Energy’s Weatherization Assistance Program or by private individuals who choose to hire a weatherization service provider to complete retrofits to their homes in order to conserve energy and save money.

Course materials give the student solid foundational knowledge about weatherization techniques and retrofitting existing buildings. First, the course presents a history of energy usage from the 1800s until today. It explains that energy usage is at an all time high and that energy efficiency is becoming more important. Next, the course provides a basic understanding of different sources of energy and how to measure usage. The most common aspects of a building that are addressed during a weatherization or retrofitting project, such as the building envelope, heating and cooling systems, lighting, appliances, and plumbing, are discussed. Lastly, the course emphasizes the importance of addressing the indoor environmental quality as part of a weatherization or retrofitting project.

Course Learning Objectives
After completing this course, the student will be able to:

- Recognize the growth of energy usage in recent years.
- Name programs that encourage efficient energy usage and sustainable building techniques.
- Calculate different building measurements.
- Specify the importance of a building’s envelope to the weatherization process.
- List the ways that different types of heating and cooling systems can be made more efficient.
- Name the most efficient types of lighting.
- Recall which household appliances are most efficient.
- Identify ways to make a home’s plumbing system and fixtures more efficient.
- Recognize the importance of maintaining a building’s indoor environmental quality during a weatherization project.
Topics Covered
Introduction to Weatherization; Energy Sources and Management; Building Measurements: The
Building Envelope, Heating and Cooling Systems, Lighting, and Appliances, Plumbing,
Fixtures and Water Heating; Indoor Environmental Quality

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are
allowed to take the final exam. Assignments that do not meet the passing criteria must be
resubmitted. Students are required to earn a grade of 70% or higher on the final examination to
pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it.
Students have one year to complete the course.
Description of Technology Related Certificate Courses
Introduction to Computer Systems
(80 Hours)

D.O.T. Codes: 030.162-010; 033.167-010; 213-362-010
Recommended Study Hours: 160

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
Allied’s Introduction to Computer Systems course introduces fundamental concepts and terminology related to computer hardware, software, and networks using the New Perspectives on Computer Concepts textbook. This course is designed to introduce you to the fundamental terms and concepts associated with computer systems, especially microcomputer systems, so that you will have a better understanding of computer hardware and software and how computer systems function.

Course Learning Objectives
After completing this course, the student will be able to:

~ Name the ways in which digital technology affects society.
~ Distinguish between data and information, as well as analog and digital.
~ Identify the main components of a personal computer system.
~ Recognize how computers process and store data.
~ Name the key features and uses for word processing, spreadsheet, desktop publishing, and Web authoring software.
~ Recognize how antivirus software works.
~ Name common hardware devices and identify their functions.
~ Identify the way operating systems handle each computer resource.
~ Label the six steps that occur during the PC boot process.
~ Identify file formats and commonly used extensions.
~ Recall the five most common network topologies.
~ Recall the origins and development of the Internet.
~ Recognize the Internet and its use for Web browsing and e-mail.
~ Distinguish among the forms of digital media and their uses.

Topics Covered
Orientation; Computers and Digital Basics; Computer Hardware; Computer Software; Operating Systems and File Management; LANs and WLANs; The Internet; The Web and E-mail; and Digital Media
Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Microsoft Excel®
(80 Hours)


Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer and Microsoft® Office 2010 software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course combines test and technology to create a learning experience using the textbook, Microsoft® Office Excel® 2010 – Illustrated Introductory. In each lesson, you will learn Microsoft® Excel® 2010 features in the context of solving realistic problems. The units follow in order of the course textbook and list the reading problems. The units follow the order of the course textbook and list the reading assignments accordingly. Assignments typically include an interactive textbook reading followed by an open-book concepts review, a skills review, and other challenging exercises.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize spreadsheet software.
~ Identify formulas.
~ Edit cell entries.
~ Create a complex formula.
~ Copy and remove cell entries.
~ Determine relative and absolute cell references.
~ Apply conditioning formatting.
~ Create a chart.
~ Format a chart.
~ Build a logical formula with the IF and the AND function.
~ Insert hyperlinks.
~ View and arrange worksheets.
~ Create a table.
~ Use formulas in a table.
~ Create a custom filter.
Topics Covered
Orientation; Computers and Digital Basics; Computer Hardware; Computer Software; Operating Systems and File Management; LANs and WLANs; The Internet; The Web and E-mail; and Digital Media; Getting Started with Excel® 2010; Working with Formulas and Functions, Formatting a Worksheet; Working with Charts; Analyzing Data Using Formulas; Managing Workbook Data; Managing Data Using Tables; Analyzing Table Data

Course Materials
Microsoft® Excel® 2010 Illustrated Introductory Series, by Elizabeth Reding and Lynn Wermers; published by Course Technology.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Computer Hardware and Software Requirements
The student must have an IBM-compatible computer and Microsoft® Office 2010 software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course combines text and technology to create a learning experience using the textbook Microsoft® Office PowerPoint® 2010 – Illustrated Introductory. In each lesson, you will learn Microsoft® PowerPoint® 2010 features in the context of solving realistic problems. The units follow the order of the course textbook and list the readings and assignments accordingly. Assignments typically include an interactive textbook reading followed by an open-book concepts review, a kill review, and other challenging exercises.

Course Learning Objectives
After completing this course, the student will be able to:
~ Start and exit an Office program.
~ Plan an effective presentation.
~ Enter slide text.
~ Add a new slide.
~ Add slide headers and footers.
~ Insert clip art.
~ Insert a table.
~ Embed an Excel® Chart.
~ Set slide show transitions and timing.
~ Use slide show commands.
~ Customize animation effects.
~ Insert animation and sound.
~ Insert Macros and Hyperlinks.
~ Create a custom slide show.
~ Prepare a presentation for distribution.
Topics Covered
Getting Started with Microsoft® Office 2010; Creating a Presentation in PowerPoint® 2010; Modifying a Presentation; Inserting Objects into a Presentation; Finishing a Presentation; Working with Advanced Tools and Masters; Enhancing Charts; Inserting Graphics, Media, and Objects; Using Advanced Features

Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Microsoft Windows® 7
(40 Hours)

D.O.T. Codes: 169.167-010, 169.167-014, 186.117-034, 201.362-030, 205.367-010, 201.362-022, 210.382-014,
210.382-046, 216.482-010, 979.382-026, 141.061-018, 141.061-022, 189.167-018
Recommended Study Hours: 40

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer and Microsoft® Office 2010 software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course combines text and technology to create a learning experience using the textbook, Microsoft® Windows® 7—Illustrated Essentials. This course will provide you with the essential information required to understand Microsoft® Windows® 7. You will become familiar with the features of the software in the context of solving realistic problems. Technology offers real life challenges. This course will give you the opportunity to learn new skills and create projects that are meaningful to your life.

Course Learning Objectives
After completing this course, the students will be able to:
~ Start and exit Windows® 7
~ Start a Windows® 7 program
~ Use command buttons menus & dialog boxes
~ Work with multiple windows
~ Change file and folder views
~ Explore and search for files, folders, and programs
~ Create, open, edit, and save files
~ Copy, delete, and restore files

Course Materials
Microsoft® Windows® 7 - Illustrated Essentials, by Barbara Clemens, published by Course Technology.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it. Students have one year to complete the course.
Microsoft Windows® Vista™
(40 Hours)

Recommended Study Hours: 40

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer and Microsoft® Office 2010 software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course combines text and technology to create a learning experience using the textbook, Microsoft® Windows Vista™ Illustrated Essentials. In each lesson, you will learn Microsoft® Vista™ features in the context of solving realistic problems.

The first Unit introduces you to the basic skills needed to navigate throughout the Windows Vista™ desktop. The second Unit introduces you to file management, the skills needed to organize and manage your folders and files.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recall how to start Windows Vista™ and open a program.
~ Recognize how to move and resize windows.
~ Identify how to use dialog boxes.
~ Recall how to use scroll bars.
~ Recognize how to use Windows Vista™ Help and support.
~ Identify how to manage folders and files.
~ Recall how to create and save documents.
~ Recognize how to open, edit, and print files.
~ Identify how to search for files.
~ Recall how to end a Windows Vista™ session.

Topics Covered
Getting Started with Windows Vista; Working with Programs, Files, and Folders; and Create and Save Documents; Open, Edit and Print Files

Course Materials
Assignments and Final Exam

Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Microsoft Word®
(80 Hours)

Recommended Study Hours: 160

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer and Microsoft® Office 2010 software to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course combines text and technology to create a learning experience using the textbook, Microsoft® Office Word 2010 – Illustrated Introductory. In each lesson, you will learn Microsoft® Word 2010 features in the context of solving realistic problems. The units follow the order of the course textbook and list the readings and assignments accordingly. Assignments typically include an interactive textbook reading followed by an open-book concepts review, a skills review, and other challenging exercises.

Course Learning Objectives
After completing this course, the student will be able to:

- Start an office program.
- Start a document
- Format text
- Create a document using a template
- Cut and paste text
- Check spelling and grammar
- Research information
- Add bullets and numbering
- Add footnotes and endnotes
- Insert a table
- Work with graphs
- Save a document

Topics Covered
Getting Started with Microsoft® Office 2010; Creating Documents with Word 2010; Editing Documents; Formatting Text and Paragraphs; Formatting Documents; Creating and Formatting Tables; Illustrating Documents with Graphics; Working with Themes and Building Blocks; Merging Word Documents

Revised: 9/6/2012
Course Materials

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Description of
Real Estate Licensing Courses
California Real Estate Salesperson Licensing Program
(45 Hours Each)

D.O.T. Codes: 250.357-018
Recommended Study Hours: 135

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

State Required Prerequisite Courses
Program includes three (3) college level courses required prior to applying for the state licensing exam. A student may have taken equivalent college level courses which may meet some or all of the required courses.

Students must complete Real Estate Principles and Real Estate Practice and one course from the following list:

- Legal Aspects of Real Estate
- Real Estate Finance
- Real Estate Appraisal
- Real Estate Economics
- Property Management
- Escrow
- Real Estate Office Administration

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it.
Computer Hardware and Software Requirements
The student **must have** an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Experience Requirements
A minimum of two years full-time licensed salesperson experience within the last five years or the equivalent is required. You must document employment as a licensed salesperson on a full-time basis (or part-time for the equivalent of two years full-time) in the form of certifications from your employing broker or former employing broker. Please note that a person with a four-year degree from an accredited college may be exempt from the two-year salesperson experience requirement.

State Required Prerequisite Courses
Program includes eight (8) college level courses required prior to applying for the state licensing exam. A student may have taken equivalent college level courses which may meet some or all of the required courses.

Course Overview
This program is designed to assist students in obtaining their State of California Real Estate Broker’s License. The State of California Department of Real Estate (DRE) requires that anyone wishing to obtain a real estate broker’s license must pass the written real estate license exam. In order to qualify to sit for the state’s real estate licensing examination, students must successfully complete up to nine pre-licensure courses (the final number of courses will be determined by the Department of Real Estate).

Policies
1. Students have one year to complete the course.
2. Students must complete all of the required courses and meet the Department of Real Estate’s (D.R.E.) experience and/or educational requirements.
3. To receive a passing grade, the student must score 70% or better on the open book, multiple-choice final exam (which consists of 100 questions).
4. Students successfully completing the required statutory real estate brokers’ courses may sit for the state exam.
5. If the student fails the state exam, they need only to re-apply and pay $50.00 application (exam) fee.
6. After passing the state exam and receiving a real estate broker’s license, the broker licensee may sell real estate for compensation in California.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it.
COURSES IN REAL ESTATE SALES AND BROKER PROGRAM

California Real Estate Practice

Course Overview
California Real Estate Practice is designed to assist students in beginning their real estate career. It is a 45-hour, college-level distance education course. This course is designed to teach the student the practical, on-the-job skills that a real estate licensee needs to be successful. This course focuses on activities such as advertising, qualifying prospects, filling out loan applications and agency disclosure forms, and performing a competitive market analysis. This is a required course. D.R.E. Approval #1521-94.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize and identify opportunities within the real estate profession.
~ Recognize and identify characteristics of the broker/salesperson relationship.
~ Recognize and identify fair housing laws, unethical real estate practices, and mandatory agent and owner disclosures.
~ Recognize and identify prospecting methods and types of prospects.
~ Recognize and identify elements of effective listening presentations, types of listings, and elements of a listing agreement.
~ Recognize and identify key aspects of effective communication with owners.
~ Recognize and identify effective marketing strategies and advertising methods.
~ Recognize and identify stages of presenting an offer and of closing a sale.
~ Recognize and identify types of loans and key finance terminology.
~ Recognize and identify steps in the escrow process and key tax laws.
~ Recognize and identify opportunities within property management and types of leases.

Topics Covered
A Career in Real Estate; Preparing for Success at Your Brokerage; What Happens in a Brokerage?; How Will I Get My Business?; Marketing and Advertising; Time Management; Sellers and Listings; Buyers; Handling Offers and Counteroffers; Financing the Sale; Escrow; Real Estate Specialization and Investment; Risk Management; disclose, Disclose, Disclose; Risk Management: Agency, Ethics and Fair Housing; Putting It All Together

Course Materials
California Real Estate Practice, by Sherry Shindler Price et al., published by Ashley Crown Systems, Inc.
Legal Aspects of Real Estate

Course Overview
Legal Aspects of Real Estate is designed to assist students in beginning their real estate career. This is a 45-hour, college-level distance education course. This course introduces the students to real estate law in California. This is a required course. D.R.E. Approval #1382-93.

Course Learning Objectives
After completing this course, the student will be able to:
- Identify sources of law and the judicial system.
- Recall definitions of agents and agency and an agent’s duties and responsibilities to various parties.
- Recognize key regulations that affect licensees.
- Name essential elements of a contract and frequently used real estate contracts.
- List steps in recording real property interests.
- Identify types of ownership and methods of acquiring and conveying real property.
- Recall security devices used in real estate.
- Name types of involuntary liens.
- Recognize adjacent property rights.
- List sources of land use controls.
- Identify key terms in escrow and title insurance.
- Recall rights and responsibilities of landlords and tenants.

Topics Covered
Sources of Law and the Judicial System; Law of Agency; Duties and Responsibilities of Licensees; Regulations of Licensees; Law of Contracts; Real Estate Contracts; Property, Estates and Recording; Ownership of Real Property; Acquisitions and Conveyances; Real Property Security Devices; Involuntary Liens and Homesteads; Adjacent Property Rights; Land Use Controls; Escrows and Title Insurance; and Landlord-Tenant Law

Course Materials
Real Estate Finance

Course Overview
Real Estate Finance is designed to assist students in beginning their real estate career. It is a 45-hour, college-level distance education course. This course is designed to teach the student the impact of financial markets on real estate transactions and the growing role of technology in financing. The student will learn about California's unique financing system and the many options that are available to homebuyers. This is a required course. D.R.E. Approval #2011-04.

Course Learning Objectives
After completing this course, the student will be able to:
- Recall the nature and cycle of real estate finance.
- Recognize money and monetary systems.
- Specify fiduciary sources for real estate.
- Specify semi-fiduciary and non-fiduciary sources for real estate finance.
- Identify conventional, insured, and guaranteed loans.
- Recall junior real estate finance.
- Recognize junior loan terms and note payments.
- Specify instruments of real estate finance.
- Identify real estate loan underwriting.
- Recall processing of real estate loans.
- Recognize the secondary mortgage and trust deed markets.
- Identify the loan defaults and foreclosures.
- Name investment financing strategies.
- Specify the mathematics of real estate finance.

Topics Covered
History of Finance and Lending; Real Property; Land Title and Estates; Instruments of Finance; Trust Deeds & Mortgages; Mortgage Lenders; The Mortgage Market; Mortgage Insurance and Government Participation in Finance; Real Estate as an Investment; Choosing a Lender; The Appraisal; Processing a Loan; Underwriting and Closing the Loan; Loan Servicing; and Consumer Protection

Course Materials
Real Estate Appraisal

Course Overview
Real Estate Appraisal is designed to assist students in beginning their real estate career. It is a 45-hour, college-level distance education course. This course focuses on real estate appraisal and covers all procedures involved. This is a required course. D.R.E. Approval #1879-02.

Course Learning Objectives
After completing this course, the student will be able to:

~ Identify key real estate terms.
~ Recognize elements that create value and factors that influence value.
~ Identify the characteristics of a real estate market.
~ Identify common violations of USPAP and ways to avoid violations.
~ Identify the steps in the appraisal process.
~ Identify the three main approaches used in appraisal.
~ Recognize the tests of highest and best use.
~ Recall how to make adjustments in the sales comparison approach.
~ Identify how to use a gross income multiplier in the income approach.
~ Determine the accrued depreciation in the cost approach.
~ Recall how to reconcile the different approaches to value in order to reach the best conclusion.
~ Identify the types of reports permitted by USPAP.
~ Identify the sections of the Uniform Residential Appraisal Report.

Topics Covered
The Appraisal Industry; Real Property Concepts and Characteristics; Legal Considerations in Appraisal; Value and Economic Principles; Value and Economic Principles; Real Estate Markets and Analysis; Ethical Appraisal Practice; Valuation Process; Highest & Best Use and Site Valuation; Property Inspection and Description; Sales Comparison Approach; Income Capitalization Approach; Cost Approach – Reproduction of Improvements; Cost Approach – Depreciation of Improvements; Reconciliation and Reporting; Appraisal Statistical Concepts

Course Materials
Real Estate Economics

Course Overview
Real Estate Economics is designed to assist students in beginning their real estate career. It is a 45-hour, college-level distance education course. This course focuses on real estate economics and covers all economic systems involved. This is a required course. D.R.E. Approval #1728-98.

Course Learning Objectives
After completing this course, the student will be able to:
~ Identify economic systems and principles.
~ Distinguish between supply and demand.
~ Recall how to prepare an economic change analysis.
~ Recognize money and monetary policy.
~ Define the real estate and U.S. housing markets.
~ Specify California's economic profile.
~ Define the California real estate market.
~ Recognize land use planning and development.
~ Recall fair housing and environmental regulations.
~ Identify financing and taxation.
~ Specify the economics of real estate investment and appraisal.
~ Distinguish between residential income property and commercial investment property.

Topics Covered
California's Economic Growth; Economic Principles and Cycles; Economic Theories and Measurements; Money and Financing; Cities - Their Origin and Growth; Problems of the Cities; The Suburbs and Beyond; Government Regulations & Taxes; Housing; Nontraditional Housing; Farms and Land; Nonresidential Real Property; Planning & Land Use Control; The Economics of Development; and Economic Decision Making

Course Materials
California Real Estate Economics, Real Estate Economics, 1st edition, Ashley Crown (GP Code: NA6-1)
Property Management

Course Overview
Property Management is designed to assist students in beginning their real estate career. It is a 45-hour, college-level, distance education course. This course focuses on the property management industry and covers all procedures involved. This is an elective course. D.R.E. Approval #1690-97.

Course Learning Objectives
After completing this course, the student will be able to:
- Name the different types of properties that can be managed.
- Identify the different types of residential property.
- Classify the different types of industrial property.
- Recognize the economic influences affecting the real estate market.
- Identify business marketing techniques.
- Recall the most essential clauses contained in a management agreement.
- Name common types of insurances coverage required to maintain and protect the owner’s liability.
- Recall the steps used to develop a maintenance program.
- Identify a property’s target market.
- Name the three guidelines used to qualify a prospective tenant.
- Classify the different types of leases.
- Identify the steps in the lease renewal process.

Topics Covered
Introduction to Property Management; Residential Property; Commercial Property; Market Analysis; Property Management Company; Management Agreement; Management Plan; Risk Management; Property Maintenance; The Marketing Plan; Leasing Property; Lease Agreements; Tenant Relationships; Association Management; Ethical and Legal Business Practices

Course Materials
Property Management, by Dwight Norris, published by Ashley Crown Systems, Inc.
Escrow

Course Overview
Escrow is designed to assist students in beginning their real estate career. It is a 45-hour, college-level distance education course. This course focuses on the escrow process and introduces the student to escrow procedures involved in the real estate transaction. This is an elective course. D.R.E. Approval #1670-97.

Course Learning Objectives
After completing this course, the student will be able to:
- Recall the definition of escrow.
- Identify parties, documents, and real estate basics.
- Recognize the role of financing in the escrow process.
- Recognize escrow, title, and other professions.
- Identify essential elements of a contract.
- Recognize local variations in the escrow process.
- Recall escrow instructions.
- Recognize recordkeeping and proration.
- Identify documents needed to process and close an escrow.
- Recall contingencies, title insurance, and computerized escrow.
- Recognize disclosure and consumer protection.
- Identify other types of escrows.

Topics Covered
What is Escrow?; Parties, Documents and Real Estate Basics; Real Estate Finance; Escrow, Title and Other Professionals; Contracts; Local Variations; Escrow Instructions; Record Keeping and Prorations; Processing and Closing; Contingencies; Title Insurance; Computerized Escrow; Disclosure and Consumer Protection; Other Types of Escrows; and Escrow Review

Course Materials
Real Estate Office Administration

Course Overview
Real Estate Office Administration is designed to assist students in beginning their real estate career. It is a 45-hour, college-level distance education course. This course focuses on real estate office administration and covers all administrative processes involved in the real estate transaction. This is an elective course. D.R.E. Approval #1520-94.

Course Learning Objectives
After completing this course, the student will be able to:
~ Identify economic, political, and social changes in the real estate industry.
~ Name qualities of a successful leader.
~ Distinguish among the different management styles and techniques.
~ Recall methods for gathering and distributing information.
~ List the steps in the decision-making process.
~ Identify factors to consider in analyzing the business environment, the company, and the competition.
~ Recognize elements of a business plan and key steps in implementing a business plan.
~ Recall types of organizational structures.
~ List ways to structure your business systems.
~ Identify tools for monitoring your organization’s financial health.
~ Name items to address in a policies and procedures manual.
~ Recall marketing and advertising options and techniques.
~ Recognize practical and legal considerations in staffing.
~ Identify methods for recruiting, selecting, hiring, developing, and training quality personnel.
~ Name ways to manage performance.
~ List factors to consider in monitoring operations.
~ Specify ways to identify, analyze, and minimize risk.

Topics Covered
Real Estate Finance; Leadership; Management Skills; Communications and Decision Making; Analyzing the Business Environment; Analyzing the Market; Developing a Plan; Structuring the Organization; Structuring Business Systems; Structuring the Finances; Business Policies and Procedures; Marketing and Advertising; The Practical and Legal Realities of Staffing; Recruiting, Selecting, and Hiring the Staff; Professional Competency; Coaching Performance; Monitoring Operations; and Managing Risk

Course Materials
Real Estate Brokerage, by Thomas L. Jensen and Leigh Conway, Published by Ashley Crown Systems, Inc.
Course Overview

Real Estate Principles is designed to assist students in beginning their real estate career. It is a 45-hour, college-level distance education course. This course focuses on basic real estate principles required for California real estate professionals. This is an elective course. D.R.E. Approval #1523-94.

Course Learning Objectives

After completing this course, the student will be able to:

- Recognize the basic requirements for becoming a licensed salesperson or broker.
- Distinguish between real property and personal property.
- Specify the basic escrow procedures and methods for transferring ownership.
- Identify the different types of leases and how they are created and terminated.
- Recall agency and its creation and termination and identify the duties and rights of an agent.
- Recognize basic financing options.
- List basic appraisal practices.
- Recognize key federal and state tax laws.
- Identify a subdivision and public controls such as fair housing laws.
- Recall brokerage and identify the regulations the real estate commissioner sets.

Topics Covered

California’s Diversity; Property, Estates, and Ownership; Encumbrances and Transfer of Ownership; Contracts: The Basics; Agency Relationships; Real Estate Contracts; Disclosures in Real Estate; Escrow and Closing; Real Estate Finance: Loans; Real Estate Finance: Lending Institutions; Valuation and Appraisal; Land Use, Subdivisions, and Housing; Real Estate Brokerage; Real Estate Specialization; and Getting and Keeping Your Real Estate License

Course Materials

State of California Real Estate Sales and Broker License Exam Preparation Materials

Exam Cram Video/DVD (with workbook)
This DVD contains a total of eight hours of video review. This is a one-on-one session with tutor, Dwight Norris, that can be played and replayed. This video comes with interactive workbook, which has a comprehensive study outline of the exam, math made easy, and sample practice questions.

Exam Cram Computer Prep Software with Math Tutor
This is an interactive software program with a total of 1,500 current questions and answers (with hints) which are representative of the state exam. The questions are formatted like those appearing on the state exam and scores automatically by category. This product also includes Allied’s Math Tutor and three real estate glossaries.

Exam Cram Practice Sample Exams
A total of 1,500 questions and answers (200 questions per exam). These questions cover all different areas of the state exam including: Real Estate Law; Real Estate Principles; Real Estate Appraisal; Real Estate Practice; Real Estate Property Management; Real Estate Finance; Real Estate Escrow and Real Estate Economics. Sample exams are available online, or on CD-Rom.

Exam Cram Audio Prep Tapes/CDs
These audio tapes offer a total of eight hours of memory retention techniques. It includes 500 prep questions and answers.

Exam Cram Flash Cards
These flash cards offer over 375 terms and definitions (legal, escrow, finance, economics, practice).
Florida Pre-Licensing for Sales Associates
(63 hours)

D.O.T. Codes: 250.357-018
Recommended Study Hours: 120

Florida Pre-Licensing Requirements for Real Estate Sales Associate:
Any active member in good standing with the Florida Bar who is otherwise qualified under the real estate license law is exempt from the FREC prescribed prerequisite educational course for licensure as a real estate sales associate. An applicant must be at least 18 years old, hold a high school diploma (more detailed information is available in Chapter 475.17, Florida Statutes) and fulfill the following:

1. Successfully complete a FREC-approved pre-licensing course for sales associates consisting of 63 classroom-hours and covering the topics required by the FREC. The course is valid for licensure purposes for two years after the course completion date. Licensees with a permanent physical disability as defined by FREC may qualify for a correspondence pre-licensing course if unable, due to a permanent physical disability, to attend the site where the course is conducted.

2. Submit a completed application, electronic fingerprints, and appropriate fee.

3. Pass the Florida Real Estate Sales Associate Examination (external link) with a grade of at least 75 or pass the Florida Real Estate Law Exam with a grade of at least 30.

4. Activate the license, otherwise the license is issued in an inactive status. This can be done using the DBPR RE 10-Sales Associate, Broker Sales Associate Transactions form. Alternatively, once the new license number is issued, the broker can activate the sales associate using the broker’s online account.

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course is designed to meet Florida’s real estate education requirement and to assist those preparing for the real estate salesperson licensing examination. Students have the option to purchase Florida Pre-Licensing for Sales Associates and Prep as part of a special package or they can purchase each product separately.
Allied Business Schools online Florida Pre-Licensing for Sales Associates Course is approved by the Florida Real Estate Commission. After passing the state exam and receiving a real estate salesperson’s license, the salesperson licensee may work as a real estate agent under a licensed real estate broker in Florida. A student who fails the state exam may re-apply and pay a $31.50 re-examination fee.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize the impact real estate has on Florida’s economy.
~ Distinguish between the different types of property, estates, and ownership.
~ Identify transfer of ownership and encumbrances and liens.
~ Name the laws that regulate real estate contracts.
~ Define the creation, duration, and termination of agency.
~ Identify disclosure requirements and violations.
~ Recognize the steps of the escrow process
~ Recognize how to finance real property.
~ Identify the different types of real estate loans.
~ Name the elements that influence value and the methods applied in real property valuation.
~ Identify the public and private controls that affect real estate development.
~ Identify different areas of real estate specialization.
~ Distinguish between the license requirements for salespersons and brokers.

Topics Covered
Florida’s Diversity; Property, Estates, and Ownership; Encumbrances and Transfer of Ownership; Contracts – The Basics; Brokerage Relationships; Real Estate Contracts; Disclosures in Real Estate; Closing the Transaction; Real Estate Finance – Loans; Real Estate Finance – Lending Institutions; Valuation and Appraisal; Land Use, Subdivision, and Housing; Real Estate Brokerage; Real Estate Specialization; Getting and Keeping Your License

Course Materials
The Florida Real Estate and Prep course is 100% online. A textbook is available for an additional fee. The name of the book is Florida Pre-Licensing for Sales Associates, by Leigh Conway, published by Ashley Crown Systems, Inc.

Assignments and Final Exam
Students must complete all of the units in the Florida Pre-Licensing for Sales Associates Online Course before they can take the final exam. To receive a passing grade, the student must score a 70% or better on the multiple-choice final exam. Students have one year to complete the course.
Florida Post-Licensing for Sales Associates
(45 hours)

D.O.T. Codes: 250.357-018
Recommended Study Hours: 90

Allied Business Schools' online Florida Pre-Licensing for Sales Associates Course is approved by the Florida Real Estate Commission.

Florida Post-Licensing Requirement for Sales Associate
Whether holding an active or inactive license, successfully complete a FREC-approved post-licensing course for sales associate consisting of at least 45 classroom-hours, prior to the expiration of the initial sales associate license.

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/ 100 Network Card and/ or Modem required for online course correspondence)

Before registering for this course, a student must:
- Complete Florida Post-Licensing for Sales Associates, or
- Possess a Sales Associate License

Course Overview
This course is designed to teach you the practical, on-the-job skills that a real estate licensee needs to be successful. The course focuses on activities such as advertising, qualifying prospects, filling out loan applications and agency disclosure forms, and performing a competitive market analysis.

Course Learning Objectives
After completing this course, the student will be able to:
- Name opportunities within the real estate profession.
- Identify the characteristics of the broker/sales associate relationship.
- Distinguish among fair housing laws, unethical real estate practices, and mandatory agent and owner disclosures.
- Recognize prospecting methods and types of prospects.
- Classify elements of effective listing presentations, types of listings, and elements of a listing agreement.
- Label key aspects of effective communication with owners.
- Recall effective marketing strategies and advertising methods.
- Indicate the stages of presenting an offer and of closing a sale.
- Distinguish among the types of loans and recall key finance terminology.
Name the steps in the escrow process and key tax laws.
Name types of leases.

Topics Covered
Your Real Estate Career; Prepare For Success; Time Management; Product Knowledge; Completing the Seller’s Forms; Completing the Buyer’s Forms; How Will You Get Your Business?; Marketing; The Listing Presentation; Servicing the Listing; Working with Buyers; Writing and Presenting an Offer; Financing the Purchase

Course Materials
The Florida Post-Licensing for Sales Associates course is 100% online. A textbook is available for an additional fee. The name of the book is Florida Post Licensing for Sales Associate, by Leigh Conway and Jeffery T. Weinland, published by Ashley Crown Systems, Inc.

Assignments and Final Exam
Students must complete all of the units in the Florida Post-Licensing for Sales Associates Online Course before they can take the final exam. To receive a passing grade, the student must score a 70% or better on the multiple-choice final exam. Students have one year to complete the course.
Florida Broker Post-Licensing
(60 hours)

D.O.T. Codes: 250.357-018; 186-117-058
Recommended Study Hours: Varies

The Florida Real Estate Broker Post-Licensing has been approved by The Florida Real Estate Commission and is a State Required Course

Florida Broker Post-Licensing Requirements

1. Hold an active real estate sales associate license and complete 24 months (effective 7/1/08) real estate experience during the 5 year period preceding becoming licensed as a broker or a licensed real estate sales associate or broker who has real estate experience in another state may apply the experience toward a Florida real estate broker license if the applicant has held an active sales associate or a valid broker license for at least 24 months during the preceding 5 years. If the applicant is claiming experience from a jurisdiction other than Florida, attach to the application a current certification of real estate license history (not more than 30 days old) from the licensing agency of that jurisdiction. The real estate license must have been obtained from the real estate licensing authority by completing its education and examination requirements. NOTE: If the applicant holds a Florida real estate sales associate license (s) he must fulfill the sales associate post-licensing education requirement before being eligible to obtain a broker license. This method does not exempt a sales associate who holds a Florida sales associate license from successfully completing the sales associate post-licensing course.

2. Successfully complete a FREC approved pre-licensing course for brokers consisting of 72 classroom hours and covering the topics required by the FREC. The course is valid for licensure purposes for two years after the course completion date. Applicants with a permanent physical disability as defined by FREC Rule 61J2-3.013(2) may qualify for a correspondence pre-licensing course if unable, due to a permanent physical disability, to attend the site where the course is conducted.

3. Submit a completed application, electronic fingerprints, and appropriate fee.

4. Pass the Florida Real Estate Broker Examination (external link) with a grade of at least 75.

5. Submit a completed DBPR RE 11-Broker Transactions form to activate the license, otherwise the license is issued in an inactive status. Alternatively, the broker can activate the license using the broker’s online account.

6. Successfully complete a FREC-approved post-licensing course for brokers consisting of at least 60 classroom hours prior to the expiration of the initial broker license.
Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Assignments and Final Exam
Students must complete all of the units in the course before they can take the final exam. To receive a passing grade, the student must score a 75% or better on the multiple-choice final exam. Students have one year to complete the course.
COURSES IN THE PROGRAM

Florida Real Estate Appraisal
(30 hours)

Course Overview
In this course, you will learn about the appraisal profession, including the regulatory and licensing agencies and the specific levels of real property appraiser classifications. You will distinguish among the real property concepts and characteristics. Legal considerations and economic principles will be reviewed. Characteristics of the real estate markets will be discussed. You will gain a better understanding of the importance of ethical appraisal practices by reviewing the USPAP standards that appraisers must follow in federally regulated transactions. Appraisal math and statistical concepts will be outlined as well.

Allied Business Schools online Real Estate Appraisal Course is approved by the Florida Real Estate Commission.

Course Learning Objectives
After completing this course, the student will be able to:
- Define appraisal, identify appraisal regulatory and licensing agencies, and specify the levels of real property appraiser classifications.
- Recall the characteristics and ownership interests of real and personal property and the manner in which those interests in real property can be encumbered and conveyed.
- Recognize the elements that create value and the factors and economic principles that influence the various types of value.
- Recall characteristics of markets that are integral to real estate transactions—money markets, mortgage markets, and real estate markets.
- Indicate the order and purpose of the steps in the appraisal process.
- Identify the items an appraiser must consider when inspecting the site and the exterior and interior of a property.
- Identify the three main appraisal methods used to develop an opinion of value, including their applications and methodologies.
- Indicate the steps in reconciliation to determine the final value estimate and identify the appraisal reports recognized by USPAP.
- Recall the USPAP standards that appraisers must follow in federally regulated transactions.
- Solve appraisal problems using basic math, algebra, and statistics.

Topics Covered
The Appraisal Industry; Real Property Concepts and Characteristics; Legal Considerations in Appraisal; Value and Economic Principles; Real Estate Markets and Analysis; Ethical Appraisal Practice; The Appraisal Process; Highest and Best Use Site Valuation; Property Inspection and Description; Sales Comparison; Income Capitalization Approach; Cost Approach: Reproduction of Improvements; Cost Approach: Depreciation of Improvements; Reconciliation and Report; Appraisal Statistical Concepts.

Revised: 9/6/2012
Course Materials
The Florida Real Estate Appraisal course is 100% online. A textbook is available for an additional fee. The name of the book is Real Estate Appraisal, by Leigh Conway, published by Ashley Crown Systems, Inc.
Florida Real Estate Finance
(30 hours)

Course Overview
Real Estate Finance covers basic finance principles. You will learn about the impact of financial markets on real estate transactions and the growing role of technology in financing. You will also learn about the many options that are available to homebuyers.

Allied Business Schools online Real Estate Finance Course is approved by the Florida Real Estate Commission.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize the nature and cycle of real estate finance.
~ Recall the definition of money and monetary systems.
~ Specify fiduciary sources for real estate.
~ Specify semi-fiduciary and non-fiduciary sources for real estate finance.
~ Identify conventional, insured, and guaranteed loans.
~ Recall the definition of junior real estate finance.
~ Recall the definition of junior loan terms and note payments.
~ Specify instruments of real estate finance.
~ Recognize real estate loan underwriting.
~ Specify processing to real estate loans.
~ Identify the secondary mortgage and trust deed markets.
~ Recall the loan defaults and foreclosures.
~ Name investment financing strategies.
~ Recognize the mathematics of real estate finance.

Topics Covered
Money & Markets; The Mortgage Market; Sources of Finance; Loans- Fixed-Rate, Arm, & GPM; Loans- Conventional; Loans- Government Backed; Alternative Financing; The Loan Package; Underwriting; Promissory Notes; Security Instruments; Settlement and Closing; Loan Servicing; Default & Foreclosure and Fair Lending Laws

Course Materials
The Florida Real Estate Finance course is 100% online. A textbook is available for an additional fee. The name of the book is Real Estate Finance, by Leigh Conway and Jeffery T. Weinland as Contributing Editor, published by Ashley Crown Systems, Inc.
Modern Real Estate Practice in Georgia

(75 hours)

D.O.T. Codes: 250.357-018
Recommended Study Hours: 150

Modern Real Estate Practice in Georgia has been approved by the Georgia Real Estate Commission.

**Must meet ONE of the following Real Estate Educational Requirements:**

1. Successfully complete the required 75-hour Salesperson Pre-license Course at a school approved by the Georgia Real Estate Commission;

2. Successfully complete a minimum of 10 quarter hours or 6 semester hours of either course work eligible for a major in real estate from a U.S. or Canadian accredited college or university or course in real property, agency, or contracts from a U.S. or Canadian accredited school of law. You must submit to AMP (not the Commission) an official transcript from the college, university, or school of law with you application for examination. Continuing education adult education, crash seminars, and special short courses are not acceptable. AMP will notify you as to whether your coursework is acceptable; OR

3. Provide proof of completion of at least 75 hours of pre-license course work approved by the real estate regulatory agency of another state or province of Canada. You must obtain a letter from that agency that verifies that the course work is approved in that state or province.

**Computer Hardware and Software Requirements**
The student **must have** an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/ 100 Network Card and/or Modem required for online course correspondence)

**Course Overview**
This course is required to meet Georgia’s real estate education requirement and to assist those preparing for the real estate salesperson licensing examination. Students have the option to purchase Real Estate Principles and Prep as part of a special package or they can purchase each product separately. This course is approved by the Georgia Real Estate Commission. After passing the state exam and receiving a real estate salesperson’s license, the salesperson licensee may work as a real estate agent under a licensed real estate broker in Georgia.
Topics Covered
Introduction to the Real Estate Business; Real Property and the Law Concepts of Home Ownership; Agency; Real Estate Brokerage; Listing Agreements and Buyer Representation; Interests in Real Estate; Forms of Real Estate Ownership; Legal Descriptions; Real Estate Taxes and Other Liens; Real Estate Contracts; Transfer of Title; Title Records; Georgia Real Estate License Law; Real Estate Financing: Principles; Real Estate Financing: Practice; Leases; Property Management; Real Estate Appraisal; Land-Use Controls and Property Development; Fair Housing and Ethical Practices; Environmental Issues and the Real Estate Transaction; Closing the Real Estate Transaction; Introduction to the Real Estate Investment; Math FAQs; Georgia Real Estate License Law; Rules of the Georgia Real Estate Commission; Georgia’s Brokerage Relationships in Real Estate Transactions Act; Georgia Antitrust Laws; Georgia Legal Descriptions; Georgia Listing Agreements; Georgia Market Analysis; Georgia Estimate Net to Seller Form; Georgia Buyer Representation; Georgia Estimate to Cost to Buyer Form; Georgia Real Estate Contracts; Georgia Property Management; Georgia Leases; Georgia Community Association Management.

Course Materials
The Modern Real Estate Practice in Georgia course is 100% online. A textbook is available for an additional fee. The name of the book is Modern Real Estate Practice in Georgia, by Fillmore Galaty, Wellington J. Allaway, and Robert Kyle, published by Kaplan.

Assignments and Final Exam
Students must complete all of the units in the Georgia Real Estate Online Course before they can take the final exam (paper final exam, NOT online). To receive a passing grade, the student must score a 70% or better on the proctored, multiple-choice final exam. Students have one year to complete the course.
Texas Real Estate Salesperson

Salesperson Educational Requirements

Note: To be eligible to apply for a real estate Salesperson License, an individual must be a citizen of the United States or a lawfully admitted alien, eighteen (18) years of age or older and a legal resident of Texas.

The following education is required for a salesperson license:

1. Principles of Real Estate core real estate course [60 classroom hours]
2. Law of Agency core real estate course (30 classroom hours)
3. Law of Contracts core real estate course (30 classroom hours)
4. An additional core real estate course (30 classroom hours)
5. Another four semester (60-classroom) hours in core courses or in related courses acceptable to the Commission. A bachelor's degree or higher from an accredited college or university satisfies all of the "related" education requirements for a salespersons license. A copy of the college transcript awarding the degree must be submitted as evidence of completion of the degree.
6. Effective 09/1/2010 a pre-application education evaluation is no longer available prior to submitting an application. Real estate applicants are no longer required to submit an education evaluation request and receive a notice from the commission that the education requirements have been satisfied prior to submitting an application for a license. The education evaluation request form is eliminated and education course completion documents must be submitted when the application is filed.

7. Effective September 1, 2012, the initial pre-license education requirements for a Texas real estate salesperson license will decrease from 210 hours to 180 hours of core real estate courses. As of the effective date:
   1. A salesperson candidate MUST complete the following 180 hours of education prior to applying for the licensing exam:
      1. 60-hour Principles of Real Estate
      2. 30-hour Law of Agency
      3. 30-hour Law of Contracts
      4. 30-hour Real Estate Finance
      5. 30-hour Promulgated Contract Forms
   2. “Related” education (i.e. college courses) requirements will no longer be allowed - all courses must be CORE courses.
3. Once licensed, the salesperson must complete an additional 90 hours of core real estate courses during the first year of licensure.
4. By the end of the first year of licensure, all 270 hours (180 initial and 90 SAE) in core real estate courses must be completed.
5. An initial salesperson license will be issued for a two-year “apprenticeship” period.
Broker Educational Requirements

1. To be eligible to apply for a real estate Broker License, an individual must furnish the Commission satisfactory evidence of successfully completing the following:

   A. At least two (2) years active experience in Texas as a licensed real estate salesperson or broker during the 72 month period immediately preceding the filing of the application;

   or

   If licensed as a broker in another state, not less than two (2) years active experience as a licensed real estate salesperson or broker during the 36 month period immediately preceding the filing of the application.

   B. 270 classroom hours of core real estate courses. To file a broker application on or after Jan. 1, 2008, a 30-hour Real Estate Brokerage course must be completed as part of the 270 core hours.

   C. An additional 630 classroom hours in related courses acceptable to the Commission. A bachelor's degree or higher from an accredited college or university satisfies all of the "related" education requirements for a brokers license. A copy of the college transcript awarding the degree must be submitted as evidence of completion of the degree.

   D. Effective 09/1/2010 a pre-application education evaluation is no longer available prior to submitting an application. Real estate applicants are no longer required to submit an education evaluation request and receive a notice from the commission that the education requirements have been satisfied prior to submitting an application for a license. The education evaluation request form is eliminated and education course completion documents must be submitted when the application is filed.
Texas Real Estate Salesperson Courses
(150 hours for the total program)

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

State Required Core Courses
Texas Real Estate Principles (60 hours)
Texas Law of Agency (30 hours)
Texas Law of Contracts (30 hours)

Core Courses (Select 3)
Real Estate Finance (30 hours)
Real Estate Appraisal (30 hours)
Texas Residential Inspection for Real Estate Agents (30 hours)
Texas Real Estate Law (30 hours)
Property Management (30 hours)

Course Overview
These courses are designed to meet Texas real estate education requirements and to assist those preparing for the real estate salesperson licensing examination. Upon completion of this course, a student will be able to identify real estate terminology and to recognize real estate laws and principles used in Texas.

Allied Business Schools online Texas Real Estate Principles Course is approved by the Texas Real Estate Commission. Students have 14 months to complete the program. Students must complete all of the units in each Online Course before they can take the final exam. To receive a passing grade, the student must score a 70% or better on the proctored, multiple-choice final exam. After passing the state exam and receiving a real estate salesperson’s license, the salesperson licensee may work as a real estate agent under a licensed real estate broker in Texas.

A student who fails the state exam may re-apply and pay a $59.00 application (exam) fee. If a student does not pass both portions of the state exam within 6 months of the original application date, they must re-apply for the state exam.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it.
Texas Real Estate Principles
(60 hours)

Course Overview
The course covers basic real estate principles and Texas-specific information. Upon completion of this course, you will be able to identify real estate terminology and to recognize Texas’s real estate laws and principles. This course will also assist you in preparing your real estate licensing exam. Relevant forms, data charts, and illustrations abound throughout the chapters, making the text visually appealing.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recall the impact real estate has on Texas’s economy.
~ Distinguish among the different types of property, estates, and ownership.
~ Recognize transfer of ownership and encumbrances and liens.
~ Identify the laws that regulate real estate contracts.
~ Recall the creation, duration, and termination of agency.
~ Identify disclosure requirements and violations.
~ Recognize the escrow process.
~ Specify how to finance real property and differentiate between a mortgage and a trust deed.
~ Identify the different types of real estate loans.
~ Recall the elements that influence value and the methods applied in real property valuation.
~ Identify the public and private controls that affect real estate development.
~ Specify why advertising, license status, and public policy affect a real estate business.
~ Identify different areas of real estate specialization.
~ Recall the license requirements for salespersons and brokers.

Topics Covered
Texas’ Diversity; Property, Estates, and Ownership; Encumbrances and Transfer of Ownership; Contracts – The Basics; Agency Relationships; Real Estate Contracts; Disclosure in Real Estate; Closing the Transaction; Real Estate Finance – Loans; Real Estate Finance – Lending Institutions; Valuation and Appraisal; Land Use, Subdivision, and Housing; Real Estate Brokerage; Real Estate Specialization; and Getting and Keeping Your License

Course Materials
The Texas Real Estate Principles course is 100% online. A textbook is available for an additional fee. The name of the book is Texas Real Estate Principles, by Leigh Conway, published by Ashley Crown Systems, Inc.
Texas Law of Agency
(30 hours)

Course Overview
You will find the information presented in the Texas Law of Agency to be useful whether your purpose is to increase your knowledge as a buyer or seller. This online course is designed primarily for real estate students; however, inquiring consumer and investors will also find answers to their real estate questions.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recall agency and differentiate between general and special agency.
~ List the duties an agent owes clients and third parties and the duties a principal owes an agent.
~ Identify the most common legal and ethical violations and indicate how to avoid those violations.
~ Name the types of recourse and relief a consumer has under the Deceptive Trade Practices and Consumer Protection Act.
~ Recognize the broker-salesperson relationship and specify what is included on an employment agreement.
~ Specify the different ways an agency relationship can be created and terminated.
~ Distinguish among subagency, single agency, and dual agency.
~ Define seller and buyer agency and their advantages and disadvantages.
~ Recall intermediary brokerage.
~ Identify the types of agency disclosure.
~ Recognize the importance of following the NAR Code of Ethics and carrying E&O Insurance.
~ Identify The Real Estate License Act (TRELA).

Topics Covered
What is Agency?; Fiduciary Responsibilities and Duties; Legal and Ethical Considerations in Agency; Deceptive Trade Practices and Consumer Protection Act; Employment: Broker and Salesperson; Employment – Broker and Principal; Brokerage Relationships; Exclusive Agency Relationships; Intermediary Brokerage; Disclosing the Agency Relationships; Risk Management; and Know and Follow the Law

Course Materials
The Texas Law of Agency course is 100% online. A textbook is available for an additional fee. The name of the book is Texas Law of Agency, by Leigh Conway, published by Ashley Crown Systems, Inc.
Texas Law of Contracts
(30 hours)

Course Overview
Knowledge of contracts and contract law is mandatory in the real estate industry. While the course will benefit the real estate student, consumers and investors will also find the material useful. The online course is divided into units and the content is reinforced with samples of actual real estate contracts. Important terms are highlighted in bold type within each unit. Furthermore, review exercises designed for each unit will challenge the reader and assist with their understanding of the unit content.

Course Learning Objectives
After completing this course, the student will be able to:
- Recall the importance of real estate contracts.
- Define a real estate contract and common contract terms.
- Recognize the fiduciary relationship between the principal and real estate broker.
- Identify different types of listing agreements.
- Specify the need for buyer representation and The Buyer Representation Agreement.
- Identify important elements in sales contracts.
- Recall the content of each sales contract addenda.
- List the requirements of a valid lease.
- Identify required disclosures in real estate.
- Identify closing documents and costs.

Topics Covered
The Texas Real Estate License Act (TRELA); Contract Basics; Agency Relationships; Listing Agreements; Buyer Representation Agreement; Residential Purchase Agreement; Purchase Agreement Addenda; Lease Agreements; Real Estate Disclosures; and Closing and Escrow Contracts

Course Materials
The Texas Law of Contracts course is 100% online. A textbook is available for an additional fee. The name of the book is Texas Law of Contracts, by Leigh Conway, published by Ashley Crown Systems, Inc.
Texas Real Estate Finance
(30 hours)

Course Overview
Whether your purpose is to increase your knowledge as a buyer or seller, you will find the information presented in this course to be useful. This course is written primarily for the real estate student; however, inquiring consumers and investors will also find answers to their real estate questions.

Course Learning Objectives
After completing this course, the student will be able to:
~ Identify the early beginnings of mortgage lending and explain how mortgage lending evolved over the years.
~ Distinguish among the different types of promissory notes and their importance in real estate finance.
~ Recognize the difference between the characteristics of a deed of trust and a mortgage.
~ Recall the role of financial intermediaries in real estate.
~ Identify the national economy and the role the Fed plays in it.
~ Identify different types of mortgage insurance.
~ Recognize how loans are originated.
~ Identify the four steps in obtaining a real estate loan.
~ Recall the underwriting and closing processes.
~ Recognize the function and responsibilities of mortgage servicers.
~ Identify federal consumer protection laws, fair housing laws, and state laws in consumer financial transactions.
~ Recall real estate as an investment.

Topics Covered
History of Finance and Lending; Instruments of Finance; Deeds of Trust and Mortgages; Mortgage Lenders; The Mortgage Market; Mortgage Insurance and Government Loan Programs; Choosing a Lender; Processing the Loan; Underwriting and Closing; Loan Servicing; Consumer Protection; and Real Estate Investment

Course Materials
The Texas Real Estate Finance course is 100% online. A textbook is available for an additional fee. The name of the book is Real Estate Finance, 2nd edition, published by Ashley Crown Systems, Inc.
Texas Real Estate Appraisal
(30 hours)

Course Overview
Appraisal plays a crucial role in hundreds of thousands of real estate transactions every year. Appraisers rely on their knowledge of real estate and economics to determine the property values for their clients—from lenders to lawyers. Real Estate Appraisal introduces the beginner to the key concepts of the real estate appraisal profession. Real Estate Appraisal combines theoretical concepts with practical examples to produce a concise, accurate, and easy-to-understand text.

Course Learning Objectives
After completing this course, the student will be able to:
- Identify key real estate terms.
- Recognize elements that create value and factors that influence value.
- Identify the characteristics of a real estate market.
- Identify common violations of USPAP and ways to avoid violations.
- Identify the steps in the appraisal process.
- Identify the three main approaches used in appraisal.
- Recognize the tests of highest and best use.
- Recall how to make adjustments in the sales comparison approach.
- Recall how to use a gross income multiplier in the income approach.
- Distinguish between reproduction cost and replacement cost.
- Calculate accrued depreciation in the cost approach.
- Reconcile the different approaches to value in order to reach the best conclusion.
- Identify the types of reports permitted by USPAP.
- Identify the sections of the Uniform Residential Appraisal Report.

Topics Covered
The Appraisal Industry; Real Property Concepts and Characteristics; Legal Considerations in Appraisal; Value and Economic Principles; Real Estate Markets and Analysis; Ethical Appraisal Practice; The Appraisal Process; Highest and Best Use and Site Valuation; Property Inspection and Description; Sales Comparison Approach; Income Capitalization Approach; Cost Approach Reproduction of Improvements; Cost Approach – Depreciation of Improvements; Reconciliation and Reporting; and Appraisal Statistical Concepts

Course Materials
The Texas Real Estate Appraisal course is 100% online. A textbook is available for an additional fee. The name of the book is Texas Real Estate Appraisal, by Roy K. Bottger, Dwight E. Norris, and Eric Sharkey, published by Ashley Crown Systems, Inc.
Texas Residential Inspection for Real Estate Agents
(30 hours)

Course Overview
Texas Residential Inspection for Real Estate Agents provides you with a comprehensive perspective of all you need to know about inspecting a house. Although written for the beginning residential inspector, anyone, consumers and investors alike, will find detailed answers to their questions about the value and condition of property. This course is unique in that it presents the residential inspection process from the “outside looking in” rather than just the nuts and bolts of building construction. It covers the inspection process from start to finish and concludes with the residential inspection report. Each chapter is divided into illustrated topics to clarify important issues for your understanding and satisfaction.

Course Learning Objectives
After completing this course, the student will be able to:

~ Identify the key steps to the home inspection process.
~ Categorize the different characteristics of soil and how they affect the houses foundation.
~ Identify the different types of foundations and how to inspect them.
~ Recall how to perform a visual inspection of the exterior of a house.
~ Classify the key components to inspecting the interior of a house.
~ Recognize the potential dangerous conditions of inspecting a house and how to avoid them.
~ Identify the different types of cladding that protect a house from the elements and how to inspect them.
~ Name the types and styles of roofing materials used on houses and how to visually inspect them.
~ Recognize basic electrical systems.
~ List the different types of heating and air conditioning systems.
~ Identify an inspection report and distinguish when to use one.

Topics Covered
What an agent sees?; Why Home Inspections are Important?; Soils, Foundations, and Floors; The Exterior; Roofs and Attics; Building Interior Finishes; Electrical Systems; Plumbing; Built-In Appliances and Systems; Heating Systems; Cooling Systems; Pools, Spas, and Saunas; Pests and Other Environmental Hazards; The Garage; and The Property Inspection Report.

Course Materials
The Texas Residential Inspection for Real Estate Agents course is 100% online. A textbook is available for an additional fee. The name of the book is Texas Residential Inspection for Real Estate Agents, by Paul Shaktman and Cory Bosy, published by Ashley Crown Systems, Inc.
Texas Real Estate Law  
(30 Hours)

Course Overview
This course serves to educate the student on Texas Real Estate Law. Although this course was written primarily for real estate students, consumers and investors may also glean some useful insights.

Students will gain a firm grasp of the national and state laws that affect Texas Real Estate. They will be able to define legal terms, explain legal processes, and identify governing bodies that make and change the laws.

This course is designed first to give students an overview of the legal system in the United States and then narrow in on specific legal issues in real estate. Students will learn the legal responsibilities of brokers and salespeople, and they will also learn the steps needed to obtain a salesperson or broker license. They will learn the value of professionalism and ethics. Other skills students will acquire include differentiating among the different types of estates, defining key legal terms, identifying landlord-tenant laws, defining contract law, and determining the regulations on ownership and use.

Course Learning Objectives
After completing this course, the student will be able to:

- Recall the history and structure of law.
- List the steps needed to obtain salesperson or broker license.
- Specify the importance of the Texas Deceptive Trade Practice Consumer Protection Act, Sherman Antitrust Act, and other federal and state laws to the practice of real estate.
- Identify the parties in an agency relationship.
- Distinguish among the different types of broker representation.
- Name the requirements of agency disclosure.
- Identify different types of real estate contracts.
- Classify personal property, real estate, real property, and fixtures.
- Identify the types of legal description.
- Differentiate between a freehold and a less-then-freehold estate.
- Identify the different types of ownership for real property.
- Identify the means by which real estate is acquired and conveyed.
- Distinguish among the regulations on ownership and use.
- Identify the laws that regulate landlord-tenant relationships.

Topics Covered
Overview of Law: Licensing Laws and Ethics, Consumer Laws, Agency Law, Representation and Disclosure, Contract Law, Property and Property Rights, Legal Descriptions, Estates; How Ownership is Held; How Real Estate is Acquired and Conveyed; Regulations on Ownership and Use; Closing and Safeguarding Ownership; Tenant Law

Revised: 9/6/2012
Course Materials
The Texas Real Estate Law course is 100% online. A textbook is available for an additional fee. The name of the book is Texas Real Estate Law, by Daniel S. Hamilton, published by Ashley Crown Systems, Inc.
Texas Property Management
(30 Hours)

Course Overview
Whether your purpose is to increase your knowledge as a property manager, property owner, or a real estate broker, you should find the information in this course to be useful. Although this course was written primarily for the beginning property manager, inquiring real estate brokers and investors will also find answers to their real estate questions.

While earning a sizable salary is important, students should learn that helping the property owner and tenants successfully navigate their way through the process of property management is ultimately the most rewarding aspect of the profession.

This course is unique in that it gives a practical description of the “nuts and bolts” of the property manager’s professional life. Students will learn the secrets of the trade that will assist them in their chosen field of property management. They will learn the value of professionalism and ethics. Other skills students will acquire include identifying perspective tenants, marketing, landlord-tenant laws, and completing property management forms. Students will also learn that the property manager’s contract is very important.

Course Learning Objectives
After completing this course, the student will be able to:
- Name the different types of properties that can be managed.
- Identify the different types of residential property.
- Classify the different types of industrial property.
- Recognize the economic influences affecting the real estate market.
- Identify business marketing techniques.
- Recall the most essential clauses contained in a management agreement.
- Recognize the steps used to create a management plan.
- Name common types of insurance coverage required to maintain and protect the owners liability.
- Recall the steps used to develop a maintenance program.
- Identify a property’s target market.
- Name the three guidelines used to qualify a prospective tenant.
- Classify the different types of leases.
- Identify the steps in the lease renewal process.

Topics Covered
Introduction to Property Management; Residential Property; Commercial Property; Market Analysis; Property Management Company; Management Agreement; Management Plan; Risk Management; Property Maintenance; The Marketing Plan; Leasing Property; Lease Agreements; Tenant Relationships; Association Management; and Ethical and Legal Business Practices.
Course Materials
The Property Management course is 100% online. A textbook is available for an additional fee. The name of the book is Property Management, by Dwight E. Norris and Leigh Conway, published by Ashley Crown Systems, Inc.
Course Overview
Real Estate Brokerage provides valuable insight into the “business” of real estate. If you’ve ever wondered what it takes to run a successful real estate brokerage, this comprehensive course offers a realistic picture of the planning and managing involved.

Real Estate Brokerage features practical advice on how to finance your business, how to sharpen your management and leadership skills, and how to develop a winning recruiting and hiring strategy. Additional topics include selecting a facility, managing risk, analyzing the competition, utilizing proven marketing and advertising strategies, effectively managing your time, and using the latest technology to your advantage.

With the use of real-life anecdotes, graphics, and charts, this course will guide you through the process of starting and managing a brokerage, and help you with the many decisions you’ll encounter along the way.

Course Learning Objectives
After completing this course, the student will be able to:
- Identify methods by which to start a brokerage.
- Recall what it means to analyze markets and competition.
- Distinguish between the theory and practice of risk management.
- Identify ways of financing a business.
- Recognize the factors to consider when selecting a facility.
- Classify types of leases and typical lease clauses.
- Identify the elements of a marketing plan.
- Recognize the benefits of advertising and direct marketing.
- Differentiate between different types of management styles and structures.
- Identify the elements to consider when hiring independent contractor and employees.
- Recognize strategies related to recruiting and hiring.
- Identify the components of productivity management.
- Name business practices that are prohibited under fair housing laws and violate antitrust laws.
- Classify accounting systems and financial statements, profitability measures, and exit strategies for the broker-owner.
- Recall the four methods to expand a brokerage.
Topics Covered
Starting a Brokerage Business; Analyzing the Market & the Competition; Managing Risk; Financing Your Business; Selecting a Facility; Negotiating a Commercial Lease; The Marketing Plan; Promotion: Advertising & Direct Marketing; Management Style & Structure; Independent Contractor or Employee?; Recruiting & Hiring; Productivity Management; Ethical and Legal Business Practices; Evaluating the Business; Growth Opportunities

Course Materials
Virginia Real Estate Salesperson
(60 hours)

D.O.T. Codes: 250.357-018
Recommended Study Hours: 120

The Virginia Real Estate Salesperson course has been approved by the Virginia Department of Real Estate and is required by the state.

Pre-Licensing Requirements
Salespersons must complete a 60 hour course called “Principles of Real Estate and pass the State and National portions of the salesperson examination. Brokers must complete 180 hour of required broker specific and broker related courses, pass the State and National Portions of the broker examination, and submit verification of experience (actively engaged as a salesperson for 36 out of the 48 months preceding application for licensure).

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer with Internet access to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/ 100 Network Card and/ or Modem required for online course correspondence)

Course Overview
This course is designed to meet Virginia’s real estate education requirement and to assist those preparing for the real estate salesperson licensing examination. Upon completion of this course, a student will be able to identify real estate terminology and to recognize the real estate laws and principles used in Virginia.

Allied Business Schools online Virginia Real Estate Principles Course is approved by the State of Virginia Real Estate Board. After passing the state exam and receiving a real estate salesperson’s license, the salesperson licensee may work as a real estate agent under a licensed real estate broker in Virginia. A student who fails the state exam may re-apply and pay a $60.50 application (exam) fee.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize the impact real estate has on Virginia’s economy.
~ Distinguish between the different types of property, estates, and ownership.
~ Identify transfer of ownership and encumbrances and liens.
~ Name the laws that regulate real estate contracts.
~ Define the creation, duration, and termination of agency.
~ Identify disclosure requirements and violations.
~ List the steps of the escrow process.
~ Recognize how to finance real property.
~ Identify the different types of real estate loans.
~ Name the elements that influence value and the methods applied in real property valuation.
~ Identify the public and private controls that affect real estate development.
~ Identify different areas of real estate specialization.
~ Distinguish among the license requirements for salespersons and brokers.

**Topics Covered**
Virginia Real Estate; Property, Estates, & Ownership; Encumbrances & Transfer of Ownership; Contracts – The Basics; Agency Law & Brokerage Relationships; Real Estate Contracts; Disclosures in Real Estate; Settlement & Closing the Transaction; Tax Aspects of Real Estate; Real Estate Finance – Loans; Real Estate Finance – Lending Institutions; Valuation & Appraisal; Land Use, Subdivisions, & Housing; Real Estate Brokerage; Real Estate Specialization; Getting & Keeping Your License

**Course Materials**
The Virginia Real Estate Sales Person course is 100% online. A textbook is available for an additional fee. The name of the book is Virginia Real Estate Salesperson, by Leigh Conway, published by Ashley Crown Systems, Inc.

**Assignments and Final Exam**
Students must complete all of the units in the Virginia Real Estate Online Course before they can take the final exam. To receive a passing grade, the student must score a 70% or better on the multiple-choice final exam. Students have one year to complete the course.
Description of
Real Estate Appraiser Licensure Qualification Education
Appraisal Trainee and Residential Qualifying Education
(150 Hours)

D.O.T. Codes: 188.167-010, 191.267-010
Recommended Study Hours: 250

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer and a calculator to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

State Required Prerequisite Courses
Program includes five (5) college level courses required prior to applying for the state licensing exam. A student may have taken equivalent college level courses which may meet some or all of the required courses.

Course Overview
This program is designed to assist students in obtaining their Real Estate Appraiser Trainee or Residential license. The State of California Office of Real Estate Appraisers (OREA) requires that anyone wishing to obtain a Real Estate Appraiser Trainee license to first complete 150 hours of education. Other states require completion of between 90 and 150 hours of qualifying education for a Real Estate Appraiser Trainee license and 150 hours or more for a Residential license. Check with your state licensing board for more details.

Allied's Real Estate Appraisal program has been approved by the OREA. Allied’s Real Estate Appraisal program has been reviewed and approved by the Appraisal Foundation’s Appraiser Qualifications Board (AQB). Allied’s Appraiser program also has been approved in other states.

Assignments and Final Exam
Students have 18 months to complete the program. Students must complete the required course and meet their state’s experience and/or educational requirements (students can contact their state agency directly to ascertain exact requirements). To receive a passing grade, the student must score 70% or better on a closed book, multiple-choice final exam.

Association Membership
Once the student has successfully completed the Real Estate Appraisal program, Allied Business Schools, Inc. will furnish a one-year membership in the National Association of Real Estate Appraisers (NAREA). NAREA is a leading appraisal association uniting appraisers and providing members with the latest guidelines, standards, and regulations so they are the most informed appraisers within the industry. As a NAREA member, you will have the opportunity to earn professional certification, and you will have access to education, resources, information, periodicals, and discounts that can help you stay on top of the appraisal field and give you a competitive advantage.
COURSES IN THE APPRAISAL LICENSING PROGRAM
Real Estate Appraisal Principles, Practices, and Report Writing

Course Overview
In this course, you will learn about the appraisal profession, including the regulatory and licensing agencies and the specific levels of real property appraiser classifications. You will distinguish among the real property concepts and characteristics. Legal considerations and economic principles will be reviewed. Characteristics of the real estate markets will be discussed. From this discussion, you will understand the how integral the markets are to real estate transactions. In addition, you will examine the appraisal process, including the three main appraisal methods that are used to develop an opinion of value along with the highest and best use. You will learn how to inspect the subject property and how to identify items that an appraiser must consider when inspecting the exterior and interior of a property. The steps involved in the reconciliation process will be analyzed, and the appraisal reports that are recognized by USPAP will be identified. You will gain a better understanding of the importance of ethical appraisal practices by reviewing the USPAP standards that appraisers must follow in federally regulated transactions. Appraisal math and statistical concepts will be outlined as well. Lastly, you will learn how to complete a Uniform Residential Appraisal Report by examining each section of the report along with the Uniform Appraisal Dataset (UAD) and utilizing the concepts that you have learned throughout this course.

This course is divided into two sections and meets the 30 hours of Basic Appraisal Principles, 30 hours of Basic Appraisal Principles, and 15 hours of Residential Report Writing and Case Studies of the AQB’s Core Curriculum Requirements.

Course Learning Objectives
After completing this course, the student will be able to:

~ Define appraisal, identify appraisal regulatory and licensing agencies, and specify the levels of real property appraiser classifications.
~ Recall the characteristics and ownership interests of real and personal property and the manner in which those interests in real property can be encumbered and conveyed.
~ Recognize the elements that create value and the factors and economic principles that influence the various types of value.
~ Recall characteristics of markets that are integral to real estate transactions—money markets, mortgage markets, and real estate markets.
~ Indicate the order and purpose of the steps in the appraisal process.
~ Identify the items an appraiser must consider when inspecting the site and the exterior and interior of a property.
~ Identify the three main appraisal methods used to develop an opinion of value, including their applications and methodologies.
~ Indicate the steps in reconciliation to determine the final value estimate and identify the appraisal reports recognized by USPAP.
~ Recall the USPAP standards that appraisers must follow in federally regulated transactions.

Revised: 9/6/2012
Solve appraisal problems using basic math, algebra, and statistics.
Upon completion of Section 2 this course, you will be able to:
Identify the components of the URAR form in relation to the Subject, Contract, Neighborhood, Site, and Improvements Sections along with the Uniform Appraisal Dataset.
Distinguish among the Sales Comparison Analysis, Reconciliation, Cost Approach, Income Approach, and PUD Information Sections of the URAR Form.
Complete a Uniform Residential Appraisal Report using provided data.

Topics Covered
The Appraisal Profession; Real Property Concepts and Characteristics; Legal Considerations in Appraisal; Value and Economic Principles; Real Estate Markets and Analysis; The Appraisal Process; Highest and Best Use & Site Valuation; Inspecting the Subject Property; Sales Comparison Approach; Income Approach; Cost Approach; Estimating Cost of Improvements; Cost Approach Depreciation of Improvements; Reconciliation & Reporting; Ethical Appraisal Practice; Appraisal Math & Statistical Concepts

Course Timeframe
Students must spend a minimum of 75 classroom hours in this course. As such, students will not be permitted to access the Final Exam until student have logged 53** real hours (3180 minutes) in the course and have successfully passed all required assignments. If a student completes the coursework before the 3180-minute mark, he or she can log the appropriate time by reviewing the 8 units of content or by taking the optional practice exam. Students will be logged out of the course after 20 minutes of inactivity.

Students can click on the icon in the Toolbar to view time accumulated. Once the total equals 3180 minutes (and students have completed all of the required assignments), students will be granted access to the Final Exam.

* Classroom hours are measured using a 50 minute hour. 75 classroom hours equates to 62.5 real hours.
** The remaining hours are attributed to the two Offline Exercises and Final Exam, which account for approximately 10 hours of the overall course time.

Course Materials
Real Estate Appraisal by Roy Bottger, Dwight Norris, and Eric Sharkey published by Ashley Crown Systems, Inc.
Residential Market Analysis and Highest and Best Use

(15-hours)

D.O.T. Codes: 188.167-010, 191.267-010

Course Overview
This course will prepare the student to identify specific property, recognize factors affecting real estate, and to present analyzed facts in a coherent, organized format consistent with USPAP standards. It covers topics established by the Appraiser Qualifications Board of The Appraisal Foundation and is 2008 compliant.

Course Learning Objectives
After completing this course, the student will be able to:
- Explain the appraisal process.
- Describe how appraisers gather, verify, and analyze data.
- Explain the difference between ethics and Standards.
- Discuss USPAP as a guide for proper completion of a report.
- Define value, identify the different types of value, & cite the factors that influence value.
- Discuss national trends, cycles, and fluctuations.
- Explain the phases of the business and real estate cycles.
- List the characteristics of a real estate market and market segmentation and submarkets.
- Explain the differences between market analysis and other types of study.
- Describe how physical, economic, political, and social forces affect value at the regional, city, and neighborhood levels.
- Describe situations that call for a highest and best use analysis.
- Summarize the steps that determine highest and best use.

Topics Covered
Ethics and the Appraisal Process, Economic Principles of Value, Real Estate Market, Market Analysis, Highest and Best Use, and Case Studies

Course Timeframe
Students must spend a minimum of 15 classroom hours in this course. As such, students will not be permitted to access the Final Exam until student have logged 11.75 real hours (705 minutes) in the course and have successfully passed all required assignments. If a student completes the coursework before the 705-minute mark, he or she can log the appropriate time by reviewing the 7 units of content or by taking the optional practice exam. Students will be logged out of the course after 20 minutes of inactivity.
Students can click on the Course Time icon in the Toolbar to view time accumulated. Once the total equals 705 minutes (and students have completed all of the required assignments), students will be granted access to the Final Exam.

*Classroom hours are measured using a 50 minute hour. 15 classroom hours equates to 12.5 real hours.

**Course Resources**
Residential Market Analysis and Highest and Best Use, online text
Residential Site Valuation and Cost Approach
(15-hours)

D.O.T. Codes: 188.167-010, 191.267-010

Course Overview
This course covers the fundamentals of site valuation and cost approach in appraising real estate. It covers topics established by the Appraiser Qualifications Board of The Appraisal Foundation and is 2008 compliant.

Course Learning Objectives
After completing this course, the student will be able to:
~ List the types of real estate value and the factors that affect it.
~ Analyze data used for appraisal as to its source, quality, reliability, and veracity.
~ Define and identify three types of depreciation and their methods of calculation.
~ Describe the uses of land valuation and the methods available to the appraiser to develop these valuations.
~ Name the six methods used to estimate land value.
~ Explain replacement and reproduction cost.
~ Identify the methods used to estimate replacement cost.
~ Define the components of a house and describe the inspection process.
~ Summarize uses of the cost approach.
~ Explain the summation process in appraisal.
~ Complete the cost section on the URAR.
~ Identify the procedures used to arrive at a final estimate.

Topics Covered
Fundamentals of Real Estate and Value; Importance of the Appraisal Process; Depreciation; Site Valuation: Theory and Practice; Estimating Improvement Costs; Cost Approach: Application and Summary

Course Timeframe
Students must spend a minimum of 15 classroom* hours in this course. As such, students will not be permitted to access the Final Exam until student have logged 11.75 real hours (705 minutes) in the course and have successfully passed all required assignments. If a student completes the coursework before the 705-minute mark, he or she can log the appropriate time by reviewing the 8 units of content or by taking the optional practice exam. Students will be logged out of the course after 20 minutes of inactivity.
Students can click on the \(\text{Course Time}\) icon in the Toolbar to view time accumulated. Once the total equals 705 minutes (and students have completed all of the required assignments), students will be granted access to the Final Exam.

*Classroom hours are measured using a 50 minute hour. 15 classroom hours equates to 12.5 real hours.

**Learning Resources**

Residential Site Valuation & Cost Approach, online text
Residential Sales Comparison and Income Approaches

(30-hours)

D.O.T. Codes: 188.167-010, 191.267-010

Course Overview
This course prepares the student to identify specific property, recognize factors affecting real estate, and to present analyzed facts in a coherent, organized format consistent with USPAP standards. Residential Sales Comparison and Income Approaches covers all of the topics included in the 2008 pre-licensing appraisal course requirements established by The Appraiser Qualifications Board of the Appraisal Foundation.

Course Learning Objectives
After completing this course, the student will be able to:
- List the types of real estate value and the factors that will affect it
- Define and list characteristics for personal and real property
- Explain the principles of valuation and how each principle is applied
- Identify the different types of property rights
- Summarize the considerations in site analysis and define the tests of highest and best use
- Describe property characteristics that may influence value
- Define the sales comparison approach and discuss the factors and limitations of this approach
- Identify the differences between quantitative and qualitative adjustments and describe the means used in applying these adjustments
- Describe how real estate financing affects the appraisal process
- Define the applicability and limitations of the income approach
- Explain GRM and GIM and how each is applied and derived
- Define direct and yield capitalization and describe the relationship between risk and capitalization rates
- Describe the keyboard layout of a financial calculator and which keys and functions are used most often by appraisers
- Describe the process of reconciliation and identify the approaches to value and factors used in reconciliation
- Apply the paired sales analysis method, derive a gross rent multiplier (GRM), and explain the effect of inaccurate appraisals

Topics Covered
Characteristics of Property and Value; Valuation Principles; Identification of Property Rights; Property Inspection: Site and Improvements; Sales Comparison Approach; Measurement of Adjustments; Finance and Cash Equivalency; Income Approach: Analysis of Income and Expenses, Multipliers, and Capitalization; Introduction to the Financial Calculator; Reconciliation; and Case Studies

Revised: 9/6/2012
Course Timeframe
Students must spend a minimum of 30 classroom* hours in this course. As such, students will not be permitted to access the Final Exam until student have logged 23.5 real hours (1410 minutes) in the course and have successfully passed all required assignments. If a student completes the coursework before the 1410-minute mark, he or she can log the appropriate time by reviewing the 14 units of content or by taking the optional practice exam. Students will be logged out of the course after 20 minutes of inactivity.

Students can click on the icon in the Toolbar to view time accumulated. Once the total equals 1410 minutes (and students have completed all of the required assignments), students will be granted access to the Final Exam.

*Classroom hours are measured using a 50 minute hour. 30 classroom hours equates to 25 real hours.

Learning Resources
Residential Sales Comparison & Income Approaches, online text

Other Requirement
HP-12c Calculator
2102-2013 National USPAP Course
(15-hours)

D.O.T. Codes: 188.167-010, 191.267-010
Recommended Study Hours: 100

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer and a calculator to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This 15-Hour Equivalent USPAP Course is an approved course for satisfying the Appraiser Qualifications Board’s real property qualifying education requirements. The contents of USPAP is fully explored, utilizing numerous, compelling case examples that enable the student to understand the application of USPAP in real world scenarios, along with assessment opportunities to challenge the student throughout the course. Upon completion of this course, students will have a solid understanding of how USPAP applies to appraisal practice and an appraiser’s development and reporting obligations within the USPAP appraisal process.

Course Learning Objectives
After completing this course, you will be able to:
~ Recognize significant historical events that influenced appraisal practice.
~ Describe the purpose and contents of USPAP.
~ Define key USPAP terms and other appraisal-related terms.
~ Explain when compliance with USPAP is required.
~ Describe the purpose and requirements of USPAP RULES.
~ Describe the obligations of an appraiser that are addressed in STANDARDS 1-10.
~ Evaluate case examples and apply appropriate actions that are compliant with USPAP.
~ Recall USPAP Statements and Advisory Opinions.

Topics Covered
Introduction to USPAP; USPAP Definitions, When USPS Applies and Compliance Obligations; Ethics Rule, Record Keeping Rule, and Competency Rule; Scope of Work Rule and Jurisdictional Exception Rule; Standard 1: Real Property Appraisal, Development; Standard 2: Real Property Appraisal. Reporting; Standard 3: Appraisal Review, Development, and Reporting; Standard 4-10; USPAP Statements and Advisory Options

Learning Resources
~ 2012-2013 Equivalent 15-HR National USPAP Course Student Manual
~ Uniform Standards of Professional Appraisal Practice, 2012-2013 Edition
Certified Residential Appraisal Qualifying Education
(California, Texas, Utah, Virginia & Washington)
(50 Hours)

D.O.T. Codes: 188.167-010, 191.267-010
Recommended Study Hours: 100

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer and a calculator to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Qualified Students - A Student Must:
~ Complete 150-hour, or
~ Possess a Trainee License issued after 1/ 1/ 08**, or
~ Possess a Residential License

**If the student obtained his/ her Trainee License before 1/ 1/ 08, he/ she needs to take the extra 60-hour courses before taking this course.

AA degree or 21 units in approved courses is required when registering for the state exam of this license level.

Course Overview
This course is designed to teach the already practicing appraiser how to identify challenging assignments and to use basic statistical concepts to improve the reliability of his/ her market data. The student will learn to identify and complete challenging assignments more efficiently and to use statistical concepts to process data and, ultimately, complete assignments faster.

Allied’s Certified Residential course has been approved by the OREA. Allied’s Certified Residential course has been reviewed and approved by the Appraisal Foundation’s Appraiser Qualifications Board (AQB).

Course Learning Objectives
After completing this course, the student will be able to:
~ Identify key real estate terms.
~ Identify complex and challenging assignments.
~ Recognize elements that create value and factors that influence value.
~ Identify the characteristics of a real estate market.
~ Identify the three main approaches used in appraisal and how they apply to complex assignments.
~ Recall basic statistical concepts.
Recognize standard deviation.
Recall how to use statistics to estimate the value of real estate.
Identify common violations of USPAP and ways to avoid violations.
Reconcile the different approaches to value in order to reach the best conclusion.
Identify ways an assignment can become complex.
Apply accepted methodology and techniques in a non-traditional manner for unique and complex properties.
Recognize that data collection and analysis requires specialized knowledge of specific and general data.
Recall how unique and complex properties require the application of appropriate non-traditional valuation methods and techniques.

Topics Covered
Complex Symptoms; Appraising Complex Sites; Appraising Unique and Complex Residential Properties; Appraising Historic Residences – Historical, or Just An Old House?; Appraising Mixed-Use and Small Commercial Properties; The Measurement of Central Tendency; Gathering Data and Checking Dispersion; Using Sample Data to Draw Conclusions; Theory of Regression Modeling; Practical Application and Case Studies in Statistical Analysis; Introduction to Real Estate Finance; Government Influences on Real Estate Finance; Types of Loans; Compound Interest: The Six Functions of a Dollar; Financing Terms Analysis; Skill Building: Finance; Recognizing the Challenging Assignment; Should I Be Here ..... And What If I Decide to Stay?; Foundational Concepts and Principles; Value Conclusions, Reconciliation, and Reporting; Over improved Residential Property; Ownership of a Physical Segment of a Common Property; and Adjusting for Market Conditions and Location

Course Materials

Assignments and Final Exam
Students must complete the required course and meet their state’s experience and/or educational requirements (students can contact their state agency directly to ascertain exact requirements). To receive a passing grade, the student must score 70% or better on a closed book, multiple-choice final exam. Students have one year to complete the course.

Real Estate Appraiser License State Exam Preparation
This is a hardcopy resource with over 1,000 questions (with answers and explanations), glossary of key appraisal terms; includes both residential and income property.
Texas Real Estate Appraisal Education Requirements

Students who are seeking an appraiser license or certification as of September 20, 2010, must provide evidence of satisfying the education requirements which must be submitted when filing an application for an appraiser license or certification.

The following education is required to obtain an Appraiser License:

1. Basic Appraisal Principles (30 hours)
2. Basic Appraisal Procedures (30 hours)
3. 15-Hour national USPAP or Equivalent (15 hours)
4. Residential Market Analysis and Highest and Best Use (15 hours)
5. Residential Appraiser Site Evaluation and Cost Approach (15 hours)
6. Residential Sales Comparison and Income Approaches (30 hours)
7. Residential Report Writing and Case Studies (15 hours)

Total Hours Required – 150 Hours

Evidence of successful completion shall be presented via credit transcript or course completion certificate when filing an application. DO NOT submit original transcripts and/or course completion certificates. Keep the originals for your personal files and send copies to the Board.

The following education is required to become a Certified Residential Appraiser:

1. Basic Appraisal Principles (30 hours)
2. Basic Appraisal Procedures (30 hours)
3. 15-Hour national USPAP or Equivalent (15 hours)
4. Residential Market Analysis and Highest and Best Use (15 hours)
5. Residential Appraiser Site Evaluation and Cost Approach (15 hours)
6. Residential Sales Comparison and Income Approaches (30 hours)
7. Residential Report Writing and Case Studies (15 hours)
8. Statistics, Modeling and Finance (15 hours)
9. Advanced Residential Applications and Case Studies (15 hours)
10. Appraisal Subject Matter Electives (20 hours)

Total Hours Required – 200 Hours

Plus an Associate’s degree or higher OR 21 semester credit hours in the following courses:

11. English Composition
12. Principles of Economics (Micro or Macro)
13. Finance
14. Algebra, Geometry, or higher math
15. Statistics
16. Computer Science
17. Business or Real Estate Law

Revised: 9/6/2012
Evidence of successful completion shall be presented via credit transcript or course completion certificate when filing an application. **DO NOT** submit original transcripts and/or course completion certificates. Keep the originals for your personal files and send copies to the Board.

### The following education is required to become a Certified Appraiser:

1. Basic Appraisal Principles (30 hours)
2. Basic Appraisal Procedures (30 hours)
3. 15-Hour national USPAP or Equivalent (15 hours)
4. General Appraiser Market Analysis and Highest and Best Use (30 hours)
5. General Appraiser Site Evaluation and Cost Approach (30 hours)
6. General Appraiser Sales Comparison and Income Approaches (30 hours)
7. General Appraiser Income Approach (60 hours)
8. General Appraiser Report Writing and Case Studies (30 hours)
9. Statistics, Modeling and Finance (15 hours)
10. Appraisal Subject Matter Electives (30 hours)

**Total Hours Required - 300 Hours**

**Plus a bachelor's degree or higher OR 30 semester credit hours in the following courses:**

1. English Composition
2. Micro Economics
3. Macro Economics
4. Finance
5. Algebra, Geometry, or higher math
6. Statistics
7. Computer Science
8. Business or Real Estate Law
9. Two elective courses in Accounting, Geography, Ag-Economics, business management or real estate

Evidence of successful completion shall be presented via credit transcript or course completion certificate when filing an application. **DO NOT** submit original transcripts and/or course completion certificates. Keep the originals for your personal files and send copies to the Board.
Virginia Real Estate Appraisal Education Requirements

As of January 1998 the major components of the revised Criteria include:

- An increase in the education requirements for the Licensed and Certified General classifications to include a 15-hour Uniform Standards of Professional Appraisal Practice (USPAP) course (the Certified Residential education requirements were not increased, however a 15-hour USPAP course is also required)

- An increase in the experience requirements for the Certified Residential and Certified General Classifications from 2,000 to 2,500 hours, and from 2,000 to 3,000 hours

- An increase in the continuing education requirement from 10 to 14 classroom hours for all classifications. To further clarify AQB intent to users of the Criteria, the AQB periodically issues Interpretations of the Criteria. Interpretations are essential to properly understanding the Criteria

Significant revisions to the Criteria were adopted by the AQB in early 2004 for implementation in January 2008. Highlights of the major revisions include:

- An increase in the education requirements for the Licensed, Certified Residential and Certified General classifications. The Licensed classification was raised from 90 to 150 hours, the Certified Residential classification was increased from 120 to 200 hours, and the Certified General classification was raised from 180 to 300 hours

- A requirement for college-level education for the Certified Residential and Certified General classifications. The Certified Residential classification requires an Associate degree or higher, or in lieu of a degree, a minimum of 21 college semester hours in specified coursework. The Certified General classification requires a Bachelors degree or higher, or in lieu of a degree, a minimum of 30 college semester hours in specified coursework.
California Real Estate Sales and Broker License Renewal

D.O.T. Codes: 250.357-018
Recommended Study Hours: Varies

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256 MB of RAM (512 MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

15-Hour License Renewal

This course contains five continuing education courses: Agency, Ethics, Fair Housing, Risk Management, and Trust Fund Handling.

15-Hour License Renewal (first-time license renewal):
~ Real Estate Agency (3 Hours)
~ Real Estate Ethics (3 Hours)
~ Fair Housing (3 Hours)
~ Risk Management (3 Hours)
~ Trust Fund Handling (3 Hours)

Course Overview
This renewal package covers several areas that affect you as a real estate licensee. You will learn about the law of agency and its importance in real estate sales. You will also learn about ethical behavior, license law violations, required disclosures, and the National Association of REALTORS® Code of Ethics. You will read about the laws prohibiting discrimination in housing, whether renting, leasing, or buying. This course also covers the principles, practices, and procedures of risk management, the common risk areas, licensee activities that contribute to risk, risk reduction, and managing consumer litigation situations. In addition, you will read about the legal requirements for receiving and handling trust funds, what an agent’s responsibility is in regard to fair housing laws, and who is protected by them.

Course Objective
~ Name identify agency and discern how it is created and terminated.
~ Recognize ethics and specific violations of the real estate law.
~ Name California fair housing laws, federal fair housing laws, and discrimination laws.
~ Distinguish how risk management helps a licensee to avoid disciplinary action and lawsuits.
~ Identify trust funds, trust fund liability, and accounting records
Notes
~ The course will be linear, which means that students must proceed through the content in a sequential order.
~ All quizzes will be required and students must pass each with a 70% or better to proceed.
~ The course will include PDFs of the online content for each module.
~ The final exams will follow each content module, i.e., students will read Agency and then take the Agency Final, read Ethics and then take the Ethics Final, etc.
~ Students will be allowed two attempts at each exam. If they do not pass the second attempt, the student will have to retake the module.

Topics Covered
~ **Real Estate Agency** - Law of Agency; Agency Relationships in Real Estate; Creating a Relationship; Terminating an Agency relationship
~ **Real Estate Ethics** - What is Ethics?; Professionalism; Interacting with Clients and Customers; Dealing with the Public; Disciplinary Action
~ **Fair Housing** - Federal Fair Housing Laws; State Civil Rights Laws
~ **Risk Management** - The Numbers Tell All; Follow the Code of Ethics; Buy Errors and Omissions Insurance; Common Risk Management Practices; Avoid Misrepresentation; Broker Responsibilities
~ **Trust Funds** - Trust Funds v. Non-Trust Funds; Trust Fund Bank Accounts; Trust Fund Recordkeeping; Audits and Examinations; Trust Fund Handling Questionnaire

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/ she will be allowed to retake it. Students have one year to complete the course.

45-Hour License Renewal

This course contains seven continuing education modules: Agency, Ethics, Fair Housing, Risk Management, Trust Fund Handling, Financing Options to Increase Sales, and Protect Yourself and Your Clients.

45-Hour License Renewal:
~ **Real Estate Agency** (3 Hours)
~ **Real Estate Ethics** (3 Hours)
~ **Fair Housing** (3 Hours)
~ **Risk Management** (3 Hours)
~ **Trust Fund Handling** (3 Hours)
~ **Protect Yourself and Your Client** (15 Hours)
~ **Financing Options to Increase Sales** (15 Hours)
Course Overview
This renewal package covers several areas that affect you as a real estate licensee. You will learn about the law of agency and its importance in real estate sales. You will also learn about ethical behavior, license law violations, required disclosures, and the National Association of REALTORS® Code of Ethics. You will read about the laws prohibiting discrimination in housing, whether renting, leasing, or buying. This course also covers the principles, practices, and procedures of risk management, the common risk areas, licensee activities that contribute to risk, risk reduction, and managing consumer litigation situations. In addition, you will read about the legal requirements for receiving and handling trust funds, what an agent’s responsibility is in regard to fair housing laws, and who is protected by them. The course will also refresh your memory about financing practices and explain how you can use finance as a tool in your business. Finally, the course will instruct you about the basic laws of real estate, including licensing, brokerage relations, agency, required disclosures, professionalism, and ethics.

Course Objectives
~ Identify agency and discern how it is created and terminated.
~ Recognize ethics and specific violations of the real estate law.
~ Name California fair housing laws, federal fair housing laws, and discrimination laws.
~ Distinguish how risk management helps a licensee to avoid disciplinary action and lawsuits.
~ Identify trust funds, trust fund liability, and accounting records.
~ Distinguish between the money market, alternative financing, taxation, credit, and trust deeds.
~ Recognize the regulations of licensing, real estate brokerage, and agency relationships and disclosures.

Notes
~ The course will be linear, which means that students must proceed through the content in a sequential order.
~ All quizzes will be required and students must pass each with a 70% or better to proceed.
~ The course will include PDFs of the online content for each module.
~ The final exams will follow each content module, i.e., students will read Agency and then take the Agency Final, read Ethics and then take the Ethics Final, etc.
~ Students will be allowed two attempts at each exam. If they do not pass the second attempt, the student will have to retake the module.
~ The exams must be taken over a minimum 3-day period (15 hours of content tested per day).
Topics Covered

~ **Real Estate Agency** - Law of Agency; Agency Relationships in Real Estate; Creating a Relationship; Terminating an Agency relationship

~ **Real Estate Ethics** - What is Ethics?; Professionalism; Interacting with Clients and Customers; Dealing with the Public; Disciplinary Action

~ **Fair Housing** - Federal Fair Housing Laws; State Civil Rights Laws

~ **Risk Management** - The Numbers Tell All; DRE Enforcement; Code of Ethics; Buy Errors and Omissions Insurance; Common Risk Management Practices; Avoid Misrepresentation; Broker Responsibilities

~ **Trust Funds** - Trust Funds v. Non-Trust Funds; Trust Fund Bank Accounts; Trust Fund Recordkeeping; Audits and Examinations; Trust Fund Handling Questionnaire

~ **Protect Yourself and Your Client**

~ **Financing Options to Increase Sales** - The Real Estate Industry; Financial Markets; Money, Capital, Money Summary; Controlling the Money Supply

~ **Financing Options to Increase Sales** - Regulation of Licensing; Real Estate Brokerage; Agency Relationships; Property Disclosure; Real Estate Practice

Assignments and Final Exam

Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Texas Real Estate Sales and Broker License Renewal
Renewal Requirements

D.O.T. Codes: 250.357-018
Recommended Study Hours: Varies

Fingerprint Requirements for Brokers and Salespersons applying or renewing on or after January 1, 2008
To renew your license you must pay a renewal fee and complete any required education. Incomplete or inaccurate renewals filed at the last minute may result in an expired license and the need to file a late renewal.

Changes in Late Renewals - A licensee whose license has been expired less than six months and who files an application to renew that license may become reinstated without a lapse in licensure.

Background Check Fee - All licensees who have been fingerprinted for TREC will have to pay another fee for a background check with each subsequent renewal or application. Licensees who were fingerprinted for a 2008 renewal, application or late renewal, and whose current license expiration is March 31, 2009 or thereafter, must pay the renewal or application fee and an additional fee (currently $19.25) for a subsequent background check. Fees will be returned to licensees who submit incorrect fee amounts (and, for renewals: the license will expire if the correct amount is not timely received.)

Changes in Late MCE Penalty Requirements! - Licensees that renew on or after June 30, 2008 will be subject to the changes in Section 535.92(f) of the Commission rules regarding late MCE. Brokers and salespersons who renew active without having completed MCE requirements prior to the renewal date must pay a $200 deferral fee and must complete the required MCE within 60 days of the effective date of the renewed license. The license will remain active. Failure to pay the deferral fee and complete the required MCE hours within the 60-day period will result in the license being placed on INACTIVE status during which time a licensee must cease doing business. If such a licensee is a broker, all salespersons sponsored by that broker will revert to inactive status. To return to active status a licensee must complete the required MCE hours; pay the deferral fee of $200 AND a $250 penalty (total $450); as well as submit the appropriate form, “Application for Broker to Return to Active Status” or “Salesperson Sponsorship Form”, and $20 filing fee.

"24 Hour MCE Rule" - As of September 1, 2007, a licensee who takes an online MCE course will not be allowed to complete an online course in less than 24 hours. If a licensee has paid their renewal fee and begins an online MCE course for renewal purposes on the day their license expires, credit will not be awarded for completing the course on that day (regardless of how many hours credit the course awards). If this occurs, the licensee's MCE will be considered late and a $200 Late MCE penalty fee will be assessed.
Texas Real Estate Sales and Broker License Renewal
Education Requirements

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
These courses satisfy the Texas Real Estate Commission’s Continuing Education requirements and are available on-line.

15-Hour Mandatory Continuing Education License Renewal Package:
- Real Estate Ethics (3 Hours)
- Fair Housing (3 Hours)
- Financing Strategies (6 Hours)
- Legal Update (3 Hours)

Topics Covered
Real Estate Ethics: Canons of Professional Ethics; Agency Relationships; Offers; Disclosure Requirements; Advertising; Dispute Resolution; TREC Disciplinary Case Studies; Fair Housing: Federal Fair Housing Timeline; Federal Laws; Office of Fair Housing and Equal Opportunity; Texas Laws; Texas Real Estate Commission Rules; Reflections on Fair Housing. Financing Strategies: Conventional Financing; Federal Loan Programs; Adjustable Rate Mortgage Basics; Subprime Financing; Financing for Investors; Credit Scoring. Legal Update: Legislative and Regulatory Changes; News Briefs; Signatures, Records & Completing Forms; Recent Cases; Mortgage Fraud; TREC Forms

Course Materials
The 15-Hour Mandatory Continuing Education License Renewal Package is 100% online. A textbook is available for an additional fee. The name of the book is Texas Real Estate Sales and Broker License Renewal by Thomas L. Jensen and Leigh Conway, published by Ashley Crown Systems, Inc.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Real Estate Appraisal Continuing Education
Advanced Residential Applications and Case Studies
- California Only-
(15 Hours)

D.O.T. Codes 188.167-010, 191.267-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer, Microsoft® Office 2007 software, and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
The Advanced Residential Applications and Case Studies course is designed to teach the practicing appraiser how to identify challenging assignments to improve the reliability of his or her market data. It meets the Appraisal Qualifications Board’s (AQB) Advanced Residential Applications and Case Studies 15 Hour requirement for Certified Residential licensees.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize the steps in the SCOPE OF WORK RULE.
~ Identify the four tests of highest and best use.
~ Distinguish between concepts of ownership.
~ Recognize various market conditions.
~ Identify the proper sequence of adjustments.
~ Distinguish between quantitative and qualitative adjustments.
~ Name the Six Functions of $1.
~ Name the type of depreciation when given an example.
~ Identify different types of income in the income approach.

Topics Covered

Revised: 9/6/2012

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Course Materials
Advanced Residential Applications and Case Studies, by Ashley Crown Systems, Inc.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Case Studies in Complex Appraisal  
(7 Hours)

D.O.T. Codes 188.167-010, 191.267-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer, Microsoft® Office 2007 software, and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
The Case Studies in Complex Appraisal course will focus on outlining property characteristics that create complexity in an appraisal assignment. This course has intertwined case studies into its structure in order to better show how these specific criteria apply in the appraisal process. The course will also center on diminution in value. Students will read a variety of case studies that examine how to assess the value of properties that consist of detrimental conditions. In addition, the course will present a few examples of advanced case studies whereby students will learn about contributory value and how the environment can impact the value of a subject property.

This course provides continuing education hours for the licensed real estate appraiser. It is intended to enhance the knowledge and effectiveness of appraisers in all license categories and is approved by the Appraisal Qualifications Board for 7 hours of continuing education.

Course Learning Objectives
After completing this course, the student will be able to:
- Recognize property characteristics that may create complexity.
- Indicate the significant aspect in appraising manufactured homes.
- Recall factors that make appraising rural properties complex.
- Categorize divided and undivided ownership interests as partial, shared, or fractional.
- Identify the steps in damage assessment.
- Categorize detrimental conditions.
- Recall types of environmentally impacted property.

Topics Covered
Complex Appraisals; Diminution in Value; Advanced Case Studies; Contributory Value; Hazardous Improvement
Course Materials
Case Studies in Complex Appraisal, Online Text

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Complex Residential Appraisal
(14 Hours)

D.O.T. Codes 188.167-010, 191.267-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer, Microsoft® Office 2007 software, and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
The Complex Residential Appraisal course will center on the methodology of the appraisal process. Students will begin the course by learning about complex appraisal assignments and gain a better understanding of how issues, such as competency and assessing the scope of work, reflect the appraiser’s ability to apply critical thinking to the appraisal process. The course will also focus on deriving and supporting adjustments with a strong emphasis on the Six Functions of $1. In addition, the course will discuss how to apply the cost and income approaches to complex residential assignments.

This course provides continuing education hours for the licensed real estate appraiser. It is intended to enhance the knowledge and effectiveness of appraisers in all license categories and is approved by the Appraisal Qualifications Board for 14 hours of continuing education.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize the steps in the SCOPE OF WORK RULE.
~ Identify the four tests of highest and best use.
~ Distinguish between concepts of ownership.
~ Recognize various market conditions.
~ Identify the proper sequence of adjustments.
~ Distinguish between quantitative and qualitative adjustments.
~ Name the Six Functions of $1.
~ Name the type of depreciation when given an example.
~ Identify different types of income in the income approach.

Topics Covered
The Foundation for the Appraisal; Complex Property, Ownership, and Market Conditions; Deriving and Supporting Adjustments; Applying the Cost and Income Approaches to Complex Residential Assignments
Course Materials
Complex Residential Appraisal, Online Text

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Creating Credible Appraisals
(7 Hours)

D.O.T. Codes 188.167-010, 191.267-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer, Microsoft® Office 2007 software, and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
The Creating Credible Appraisals course will center on what makes an appraisal credible. Students will begin by learning the basic aspects behind the appraisal process and will learn about the importance of quality control. The course will then focus on reporting the appraisal and will examine the roles that ethics, competency, and USPAP play in the appraisal process. In addition, this course will include specific case studies that concentrate on lender pressure and fraud for profit.

This course provides continuing education hours for the licensed real estate appraiser. It is intended to enhance the knowledge and effectiveness of appraisers in all license categories and is approved by the Appraisal Qualifications Board for 7 hours of continuing education.

Course Learning Objectives
After completing this course, the student will be able to:

- Recognize ethical behavior that helps appraisers resist lender pressure.
- Identify the types of mortgage fraud schemes that contribute to financial loss and market instability.
- Recall case studies of implied warranty that relax the common law doctrine of privity of contract.
- Recognize the processes that are central to the completion of a credible appraisal report.
- Identify the basic elements needed to establish a quality control program.
- Differentiate between exposure time and marketing time.
- Identify the steps of the appraisal process.
- Recognize the methods by which appraisers gather, verify, and analyze data.
- Differentiate between ethics and Standards.
- Identify ways in which USPAP can serve as a guide for proper completion of a report.
Topics Covered
Creating Credible Appraisals; Introduction to the Basics; Ethics and the Appraisal Process; Ethical Appraisal Practice; Exposure Time & Marketing Time

Course Materials
Creating Credible Appraisals, Online Text

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Federal and State Laws and Regulations
- California Only -
(4 Hours)

D.O.T. Codes 188.167-010, 191.267-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer, Microsoft® Office 2007 software, and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
There are several Federal and California State laws and regulations that provide the basis for appraisals and appraiser activity in California. Therefore, it is incumbent on all state-licensed or certified real property appraisers to understand and comply with these laws and regulations. This course is designed to comply with the requirement established by California for each state-licensed or certified real property appraiser to take 4 hours of education on federal and state laws and regulations.

This course provides continuing education hours for the licensed real estate appraiser. It is intended to enhance the knowledge and effectiveness of appraisers in all license categories and is approved by the California Office of Real Estate Appraisers (OREA) for 4 hours of continuing education.

Course Learning Objectives
After completing this course, the student will be able to:

- Identify definitions found in the Financial Institution's Reform, Recovery, and Enforcement Act, and specify appraisal industry reforms under selected titles in the Dodd-Frank Act.
- Recall state laws and regulations as they relate to the legal definitions of industry terms, the establishment of the Office of Real Estate Appraisers (OREA), the application process, renewal procedures, fees, professional conduct, appraisal management company registration, and disciplinary actions.

Course Materials
Federal and State Laws and Regulations, online text.
Assignments and Final Exam
Performance is measured by successful completion of online lesson exercises, quizzes, and examinations. To successfully complete this course, students must complete: 2 units including all reading and quizzes, and successfully pass 2 unit exams. A minimum passing score of 70% or better is required on all assignments. Assignments with scores below 70% must be retaken until the score meets or exceeds 70%.

Effective January 1, 2013, Applicants shall fulfill continuing education requirements established pursuant to section 11360 of the California Business and Professions Code, Division 4, Part 3, and shall be required to take a minimum of four hours of Federal and California appraisal related statutory and regulatory law every four years.

Therefore, if you are to renew for your continuing education renewal cycle after January 1, 2013, the required 56 units of education (for on time renewals only) must include the following:

- Proof of two 7 hour National USPAP Update Course (one class each per two year license period)
- Proof of one 4 hour Federal and California statutory and regulatory law course
- Proof of a minimum of 38 hours of any other acceptable continuing education
Financing for Appraisers
(14 Hours)

D.O.T. Codes 188.167-010, 191.267-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer, Microsoft® Office 2007 software, and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
The Financing for Appraisers course will focus on monetary systems, mortgage markets, sources of finance, loans, alternative financing, and underwriting. Students will begin the course by learning the definition of money and the various types of monetary systems. The nature and cycle of real estate finance will also be reviewed. In addition, this course will introduce the types of finance and loans, such as fixed-rate, ARM, GPM, conventional, and government-backed. Lastly, this course will center on alternative modes of financing as well as the underwriting process.

This course provides continuing education hours for the licensed real estate appraiser. It is intended to enhance the knowledge and effectiveness of appraisers in all license categories and is approved by the Appraisal Qualifications Board for 14 hours of continuing education.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize the nature and cycle of real estate finance.
~ Define money and monetary systems.
~ Distinguish among fiduciary, semi-fiduciary, and non-fiduciary sources for real estate.
~ Identify conventional, insured, and guaranteed loans.
~ Define junior real estate finance.
~ Define junior loan terms and note payments.
~ Specify instruments of real estate finance.
~ Identify the real estate loan underwriting process and guidelines.

Topics Covered
Money & Markets; The Mortgage Markets; Sources of Finance; Loans - Fixed-Rate, ARM, & GPM, Conventional, Government-Backed, Alternative Financing
Course Materials
Financing for Appraisers, Online Text

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Legal Considerations in Appraisal  
- California Only -  
(21 Hours) 

D.O.T. Codes: 188.167-010, 191.267-010  
Recommended Study Hours: Varies  

Computer Hardware and Software Recommendations  
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800X600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)  

Course Overview  
This course covers the legal considerations in real estate appraisal. Upon completion of this course, you will be able to distinguish between types of ownership and identify types of contracts and their components. It also provides continuing education hours for the licensed real estate appraiser. It is intended to enhance the knowledge and effectiveness of appraisers in all license categories and is approved by the California Office of Real Estate Appraisers (OREA) for 21 hours of continuing education.  

Course Learning Objective  
After completing this course, the student will be able to:  
~ Distinguish between real property and personal property.  
~ Define the different types of land titles and estates.  
~ Recognize different types of leases and how they are created and terminated.  
~ Define agency, its creation and termination, and identify the duties and rights of an agent.  
~ Identify basic escrow procedures and methods for transferring ownership.  

Course Material  
Legal Considerations in Appraisal is 100% online. A textbook is available for an additional fee. The name of the book is Legal Considerations in Appraisal Study Guide, by Sherry Shindler Price, published by Ashley Crown Systems, Inc.  

Topics Covered  
Property, Estates, and Ownership; Encumbrances and Transfer of Ownership; Contracts-The Basics; Agency Relationships; Real Estate Contract; Disclosures in Real Estate; Escrow and Closing  

Assignments and Final Exam  
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it.
Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
This course covers the various specialties in real estate, including lending, appraisal, development, residential sales, and other specialties such as mobile home sales, business opportunity brokerage, investment, property management, probate sales, and revitalization.

This course provides continuing education hours for the licensed real estate appraiser. It is intended to enhance the knowledge and effectiveness of appraisers in all license categories and is approved by the California Office of Real Estate Appraisers (OREA) for 21 hours of continuing education.

OREA continuing education requirements:
- 7-hour USPAP Update Course once every 2 years
- 56 hours total of continuing every 4 years (including two 7-hour USPAP Update Course cycles)

This course, in combination with one biennial 7-hour USPAP Update Course, meets one half (28-hours) of the 4-year 56-hour requirements set forth by the OREA. For the remaining requisite hours can be satisfied with Allied’s Legal Considerations in Appraisal

Course Learning Objectives
After completing this course, the student will be able to:
- Recognize the basic requirements for becoming a licensed salesperson or broker.
- Define basic financing options.
- Identify basic appraisal practices.
- Define a subdivision and public controls such as fair housing laws.
- Define brokerage and identify the regulations the real estate commissioner sets.
- Distinguish between mobile home sales, business opportunity brokerage, investment, property management, probate sales, and revitalization.
Topics Covered
California’s Diversity; Real Estate Finance - Loans; Real Estate Finance – Lending Institutions; Valuations and Appraisal; Land Use, Subdivisions, and Housing; Real Estate Broker; Real Estate Specialization

Course Materials
Real Estate Specialties course is 100% online. A textbook is available for purchase for an additional fee. The name of the book is Real Estate Specialties by Sherry Shindler Price, published by Ashley Crown Systems, Inc. Real Estate Specialties Study Guide provides student instruction and assignments; published by Ashley Crown Systems, Inc.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it.
2012 8-Hour SAFE Comprehensive Continuing Education
(8 Hours)

D.O.T. Code: 188.167-010, 191.267-010
Recommended Study Hours: Varies

Computer Hardware and Software Recommendations
The student must have an IBM-compatible computer to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows XP Service Pack 2 minimum. A 10/100 Network Card and/or Modem are required for online course correspondence. A dobe reader also required.

Course Overview
Allied’s Mortgage Loan Originator SAFE Comprehensive course is an 8-hour online continuing education (CE) course. It is designed to satisfy the CE education requirements for a comprehensive course. The course includes 3 hours of federal laws and regulations; 2 hours of ethics, which includes instruction on fraud, consumer protection, and fair lending issues; and 2 hours of training related to lending standards for the nontraditional mortgage product marketplace. The remaining hour covers short sales and their impact on current market.

This course must be completed within one year from the time of initial enrollment. If you are unable to complete this course within the timeframe, you may be subject to a reenrollment fee. In order to meet the December 31st, 2011 deadline for a 2012 renewal, we strongly suggest that you complete the course in its entirety by December 15th, 2011.

Course Learning Objectives
After completing this course, the student will be able to:
~ Recognize the major changes to RESPA and Regulation.
~ Recognize benefits and abuses of yield spread premiums.
~ Identify the features of adjustable-rate loans.
~ Recall the steps in the short sale process.

Topics Covered
Federal Law and Regulations; Yield Spread Premiums; Non-Traditional Mortgage Products; Understanding Short Sales

Course Materials
8-Hour SAFE Comprehensive Continuing Education, published by Ashley Crown Systems, Inc.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Selected Topics in Appraisal
- California Only -
(20 Hours)

D.O.T. Codes 188.167-010, 191.267-010
Recommended Study Hours: Varies

Computer Hardware and Software Requirements
The student must have an IBM-compatible computer, Microsoft® Office 2007 software, and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ Available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/or Modem required for online course correspondence)

Course Overview
Selected Topics in Appraisal brings to light the scope of work needed to appraise complex properties and unique scenarios. The appraisers who contributed their expertise to the articles and case studies in this text illustrate how to apply non-standard valuation methods and techniques to challenging appraisal assignments. Students will see how these expert appraisers approached a problem, evaluated the data, and arrived at a credible result. By receiving insight from master appraisers, students will build their analytical and problem-solving skills and gain the necessary confidence to tackle the out-of-the-ordinary appraisal assignment. Topics covered in this text are reinforced through cases-in-point, real-life examples, photographs, illustrations, forms, charts, and tables. This course meets the Appraisal Qualification Board's (AQB) 20-Hour Subject Matter Elective requirement for Certified Residential licensees.

Course Learning Objectives
After completing this course, the student will be able to:

- Recognize ethical behavior that helps appraisers resist lender pressure.
- Identify the types of mortgage fraud schemes that contribute to financial loss and market instability.
- Recall case studies of implied warranty that relax the common law doctrine of privity of contract.
- Recognize the processes that are central to the completion of a credible appraisal report.
- Identify the basic elements needed to establish a quality control program.
- Differentiate between exposure time and marketing time.
- Recognize property characteristics that may create complexity.
- Indicate the significant aspect in appraising manufactured homes.
- Recall factors that make appraising rural properties complex.
- Categorize divided and undivided ownership interests as partial, shared, or fractional.
~ Identify the steps in damage assessment.
~ Categorize detrimental conditions.
~ Recall types of environmentally impacted property.

Topics Covered
Ethical Appraisal Practice: Lender Pressure, Case Study - Lender Pressure; Mortgage Fraud, Case Study - Fraud for Profit, Privity of Contract & Third Parties, Creating Credible Appraisals: Back to Basics, Appraisal Quality Control, Exposure Time & Marketing Time, It About Time Complex Appraisals: Manufactured Homes, Challenges in Appraising Rural Properties, Partial Interests, Case Study - Determining the Value of a Ground Lease, Shared Interests: CID's & Timeshares, Fractional Partnership Interests, Estate of a Fractional Interest Owner, Diminution in Value: Valuation of Damaged Real Estate, Detrimental Condition - Inverse Condemnation, Detrimental Condition - Overhead Power Lines; Detrimental Condition - Polybutylene Pipes; Detrimental Condition - Slope Failure; Valuation of Environmentally Impacted Property; Detrimental Condition - Contaminated Soil; There is Mold & Then There is Poria

Course Materials
Selected Topics in Appraisal, online text

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Computer Hardware and Software Requirements
The student must have and a Hewlett Packard HP-12C calculator, an IBM-compatible computer, Microsoft® Office 2007 software, and Adobe Reader to take the course. Minimum system requirements are: 1GHz+ processor, 256MB of RAM (512MB recommended, required for Windows XP Home Service Pack 2 and Windows Vista Home), 10GB+ available Hard Drive Space for Data Storage, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Course Overview
The Statistics, Modeling, and Finance course is designed to teach the already practicing appraiser how to use basic statistical concepts to improve the reliability of his/ her market data. You will learn to identify and complete challenging assignments more efficiently and to use statistical concepts to process data and, ultimately, complete your assignments faster. This course meets the Appraisal Qualifications Board’s (AQB) Statistics, Modeling, and Finance 15-Hour requirement for Certified Residential license.

Course Learning Objectives
After completing this course, the student will be able to:
~ Describe basic statistical concepts.
~ Determine the standard deviation from a data set.
~ Use statistics to estimate the value of real estate.
~ Recognize that data collection and analysis requires specialized knowledge of specific and general data.
~ Identify the mean, median and mode of a set of datum points.
~ Calculate the standard error of the estimate.
~ Indicate advantages and disadvantages of multi-variable regression analysis.
~ Specify how probability is used in appraisal.
~ Solve for the probability of complementary events.
~ Identify the strengths and weaknesses of automated valuation models (AVMs).
~ Distinguish between money, interest, and debt.
~ Calculate the Six Functions of $1 using the HP 12c.
~ Determine the relationship between capitalization rates and value.
Topics Covered

Course Materials
Statistics, Modeling, and Finance by Ashley Crown Systems, Inc.

Assignments and Final Exam
Required assignments must be completed with a passing grade of 70% before students are allowed to take the final exam. Assignments that do not meet the passing criteria must be resubmitted. Students are required to earn a grade of 70% or higher on the final examination to pass the course. If the student does not pass the final exam, he/she will be allowed to retake it. Students have one year to complete the course.
Texas Appraisal Continuing Education Requirements

Education Requirements for Appraiser Trainee Renewals

EFFECTIVE SEPTEMBER 20, 2010

APRAISER TRAINEE

Appraiser Continuing Education Requirements
(1 year authorization)

Annual Renewal Education Requirements:

14 classroom hours of appraiser continuing education courses for each annual renewal. Every two years the 14 classroom hours must include the 7-Hour National USPAP Update course.

NOTE: Courses must be completed during the renewal period

Education Requirements for Appraiser Renewals (Appraiser Continuing Education)

Certified General, Certified Residential, State Licensed, and Provisional Licensed real estate appraisers are required to complete a total of:

- **28 hours of Appraiser Continuing Education**, which must include
- **7 hours of approved USPAP** for each two-year renewal. Courses must be completed during the two-year period of the license or certification being renewed. Courses do not carry forward to future renewals.
Virginia Appraisal Continuing Education Requirements

Licenses issued under this chapter for certified general real estate appraisers, certified residential real estate appraisers and licensed residential real estate appraisers and appraiser trainees and registrations issued for business entities shall expire two years from the last day of the month in which they were issued, as indicated on the license or registration. Certifications issued under this chapter for instructors shall expire two years from the last day of the month in which they were issued, as indicated on the certification.

Qualifications for Renewal
As a condition of renewal, and under § 54.1-2014 of the Code of Virginia, all active certified general real estate appraisers, certified residential real estate appraisers, and licensed residential real estate appraisers, resident or nonresident, shall be required to complete continuing education courses satisfactorily within each licensing term as follows:

All real estate appraisers must satisfactorily complete continuing education courses or seminars offered by accredited colleges, universities, junior and community colleges; adult distributive or marketing education programs; local, state or federal government agencies, boards or commissions; proprietary schools; or real estate appraisal or real estate related organizations of not less than 28 classroom hours during each licensing term.

All real estate appraisers may also satisfy up to one half of an individual's continuing education requirements by participation other than as a student in educational processes and programs approved by the board to be substantially equivalent for continuing education purposes, including but not limited to teaching, program development, or authorship of textbooks.

Seven of the classroom hours completed to satisfy the continuing education requirements shall be the National Uniform Standards of Professional Appraisal Practice update course or its equivalent.
Contractor Licensing Requirements

To qualify to become a licensed contractor an individual must be 18 years of age or older and have the experience and skills necessary to manage the daily activities of a construction business, including field supervision.

Or, you must be represented by someone else with the necessary experience and skills, who serves as your qualifying individual.

The contractor or other person who will act as the qualifying individual must have had, within the ten years immediately before the filing of the application, at least four full years of experience at a journey level, or as a foreman, supervisor, or contractor in the classification for which he or she is applying. The experience claimed on the application must be verifiable and individuals who have knowledge of the experience must certify the accuracy of the experience information provided by the applicant.

Out of state individuals can apply for a California License if they meet the qualifications. Several states have reciprocity agreements with California which makes it easier to get a license.

Contractors State Licensing Board issues licenses to contract in particular trades or fields of the construction profession. Each separate trade is recognized as a “classification.” Upon qualification (including certification of four years of journey-level experience), there is no limit to the number of classifications that may be added to your license.

Contractors State Licensing Board issues licenses for the following classifications:

Class “A” — General Engineering Contractor

The principal business is in connection with fixed works requiring specialized engineering knowledge and skill.

Class “B” — General Building Contractor

The principal business is in connection with any structure built, being built, or to be built, requiring in its construction the use of at least two unrelated building trades or crafts; however, framing or carpentry projects may be performed without limitation. A “B” General Building contractor may take a contract for projects involving one trade only if the contractor holds the appropriate specialty license or subcontracts with an appropriately licensed specialty contractor to perform the work.

Class “C” — Specialty Contractor

There are 41 separate “C” license classifications for contractors whose construction work requires specialized skill and whose principal contracting business involves the use of specialized building trades or crafts. Manufacturers are considered to be contractors if engaged in on-site construction, alteration, or repair.
Requirements for Asbestos or other Hazardous Substances

Contractors who work with asbestos or other hazardous substances are regulated by the United States Department of Labor, Federal Occupational Safety and Health Administration, and the California Department of Industrial Relations, Division of Occupational Safety and Health (DOSH), as well as by the CSLB. These contractors are subject to a number of certification, registration, reporting, and safety requirements.

The following are some of the Contractors State Licensing Board basic requirements:

- All new applicants for a license must complete the asbestos open-book examination if it has not been done previously. The examination and verification form must be completed and submitted to the CSLB prior to licensure. If the form is not submitted, the CSLB cannot issue a license, pursuant to Business and Professions Code Section 7058.5.
- The Open Book Examination does not certify a contractor to engage in asbestos-related work. The purpose of the guide and the examination is to make contractors aware of the risks of dealing with asbestos and to provide the knowledge base necessary to respond appropriately to construction situations where asbestos is or may be present. The booklet contains general information about asbestos abatement standards.
- Asbestos abatement contractors must be certified by the CSLB. To become certified, a contractor must take and pass an EPA-accredited asbestos abatement course; complete the Application for Asbestos Certification and pass a comprehensive asbestos abatement exam; and register with the Asbestos Contractor Registration Unit of DOSH.
- Contractors who do hazardous substance removal work must be certified by the CSLB—they must complete an Application for Hazardous Substance Removal Certification and they must pass a CSLB certification examination. Any contractor who has a Class "A" General Engineering, "B" General Building, "C-36" Plumbing, "C-61 (D-40)" Service Station Equipment and Maintenance (only those licensees who currently hold this classification), "C-12" Earthwork and Paving, or "C-57" Well Drilling (Water) license is eligible to be certified.

In addition, contractors who install or remove underground storage tanks must hold this certification. CSLB policy currently limits certified contractors doing underground storage tank work as follows:

- General Engineering "A" contractors may install and/or remove underground storage tanks for any purpose at any location.
- Plumbing "C-36" contractors may install and/or remove any underground storage tank that provides service to a building—including storage tanks for service stations.
- Service Station Equipment and Maintenance "C-61/ D-40" contractors may install and/or remove fuel underground storage tanks at service stations or any other site up to a capacity of 20,000 gallons. (No new C-61/ D-40 licenses are issued for these purposes.)
- General Building "B" contractors may, in the course of work performed under a contract that meets the requirements for the "B" classification, install and/or remove an underground storage tank if they have been properly certified for Hazardous Substance Removal and Remedial Actions.
Contractor’s Licensing Exam Prep State of California Only

Contractor’s Program includes both sets of materials (Trade plus Law and Business) for all licenses. A Spanish Supplement workbook is available for Law and Business for an additional price.*

Contractor Audio Tapes or CD (Law and Business)

Contractor Audio Tapes or CD (General B or Trade Specific)

Contractor Video Tapes or DVD (Law and Business)

Contractor Video Tapes or DVD (General B or Trade Specific)

Practice Exam Questions and Answers (Law and Business)

Practice Exam Questions and Answers (General B or Trade Specific)

Home Study Manual (Law and Business)

Home Study Manual (General B or Trade Specific)

Association Membership
Once the student has successfully completed the Contractor’s Licensing course, Allied Business Schools, Inc., will furnish a one-year membership in the Association of Construction Inspectors (ACI). ACI provides standards, guidelines, regulations, education, and recognition in a field that has become a key component for both residential and commercial construction. Construction lenders, developers, architects, and others have come to rely on ACI members to provide accurate and professional services on their construction projects. As a member, you will have the opportunity to become a Certified Construction Inspector and have a CCI professional designation after your name. You will also have access to resources, information, publications, and discounts that can help you stay on top of your field and give you an advantage over other prospective bidders for any job.
Description of
Academic and Career Services
Educational Support
On Track Personal Service

In order to enhance the distance education training courses offered by Allied Business Schools, we have added a service option for all our career courses. Academic Advisors (bilingual available for some courses) will help students. This process is called our “On Track Personal Service” (OTPS). It consists of:

~ Thorough explanation and review of course objectives immediately after enrollment to help the student begin the course.
~ Contacts at an appointed time. Addressing and responding to appropriate questions from the student. Research will be conducted if deemed necessary. Questions will be answered.
~ Regular MOTIVATIONAL calls to the student to keep the student focused on completing the course and fulfilling the objectives of the program (will be made as part of the contact schedule).
~ Tracking student progress and performance. Weekly progress reports will be sent to the rehabilitation counselor, including a report of the student’s availability.
~ Providing positive reinforcement and encouraging a high level of student performance.
~ Immediate calls to the rehabilitation counselor in the case of any special problems, such as one of the following:
  o Excessive absences (two consecutive days of unavailability).
  o Not turning in assignments on time.
  o Failing grades.

This program is offered with Vocational Rehabilitation and WIA Programs
Allied Careers
The Internet is quickly becoming an invaluable tool for job-seekers, so Allied has created a web site at www.alliedcareers.com to aid both job seekers and employers alike!

Allied Business Schools, Inc. has developed a comprehensive job assistance program which consists of a course and personal service. This program is aimed at giving students all the information they need to launch a successful job search. In addition, they will gain valuable skills by completing assignments in each section of the Job Assistance Study Guide. Our JANET program was designed so students will learn not just by reading, but by doing!

The course consists of a review of the following topics:
~ Resumes and cover letters
~ Uncovering job opportunities
~ Networking
~ Helpful information and resources

Students also receive a 70-minute video entitled Interview Power which provides an in-depth look at the interview process, including the right responses to tough interview questions.

The Career Center staff work with each JANET student to keep them focused on the ultimate goal...getting a job. In the support of this effort, the Career Center Staff are in constant contact with employers, temp agencies, and career associations. All of this keeps Allied up-to-date with current job opportunities. Additionally, they work with the vocational rehabilitation counselors and W.I.A. case managers to keep them advised of the student's progress in their career search.

As part of Allied’s JANET program, all students will receive proactive, “live” job assistance. Upon completion of your course Allied will provide a customized resume and cover letter; active search for job leads in your area; and provide guidance throughout the interview process. JANET services are active for a time period of three years from the date of completion; after this period, the student is entitled to helpful advice from the Career Center. Students are assigned a career advisor; those advisors can be reached any time during regular business hours and will provide follow-up calls to the students.

Our JANET program was designed to be an information and resource guide for everyone, whether they're new to the job market, changing careers, or an experienced veteran in the workforce.
Although a successful program, we do not guarantee placement nor promise employment.

At Allied, we believe the “self-taught, stay taught.” The information students learn through our JANET program is knowledge that will last throughout their lifetime! Please note that services are only applicable to fields related to courses taken with us.

This program is offered with Vocational Rehabilitation and WIA Programs.
Spanish Resource Materials

English Program for Spanish Speakers (Inglés sin Barreras)
For students with limited English language skills, Allied offers an English program for Spanish Speakers, which features the popular Inglés sin Barreras series designed by Lexicon. With this program, Spanish speakers are directed through an immersion process to quickly obtain a working knowledge of English, including speaking, reading, and writing. It is entirely self-paced, making language learning easy through advanced voice-recognition technology and feedback from native speakers.

Computer Hardware and Software Recommendations
Minimum system requirements are: 1.2GHz+ processor, 512MB of RAM (1GB recommended, required for Windows Vista Professional), 5GB+ Available Hard Drive Space for Data Storage, CD-ROM, sound card, 800 X 600 graphics with 16-bit colors, Windows compatible laser or inkjet printer, Windows XP Service Pack 2 minimum. (10/100 Network Card and/ or Modem required for online course correspondence)

Inglés sin Barreras - Beginner Set (Volume 1, 2, 3, and 11)
Inglés sin Barreras - Full Set (Volume 1 - 12)
This multimedia resource material provides students with a variety of learning mechanisms through which to acquire English language skills.
Volume 1 – Greetings
Volume 2 – More Greetings
Volume 3 – Numbers and Time
Volume 4 – Calendar and Weather
Volume 5 – House and Furnishings
Volume 6 – The Neighborhood
Volume 7 – Food and Clothing
Volume 8 – Health
Volume 9 – Work
Volume 10 – Small Talk
Volume 11 – Life and Work in the US
Volume 12 – Citizenship Course

Each volume includes:
- Interactive DVD
- Audio CD
- Full-Color Manual
- Full-Color Workbook
Introduction to Your Computer  
(Introducción a su Computadora)
This program takes the user through an introduction to personal computers including setting one up, exploring Windows Vista, and using common tools and programs such as managing files and folders. Users will also learn to explore the Internet. The CD-ROM covers information on how to set up your computer using Windows Vista for the very first time and how to use CD-ROMs.

Guide to the Internet  
(Introducción al Internet)
This program contains an introduction to Internet Explorer 7.0, surfing the web, finding information on websites, and communicating through the web. The CD-ROM explains how to set up a free e-mail account and the variety of things the Internet has to offer.

Photoshop Elements  
(Fotografía Digital)
This program demonstrates how to transfer pictures from a digital camera, organize, correct and improve the pictures as well as creating a final product. The CD-ROM also explains the advantages of a digital camera over traditional film cameras.

These self-study resource materials will enhance the students' learning experiences and improve their learning outcomes.

Each includes: a DVD, a CD-ROM, and a Full-Color Study Guide

Guide to Microsoft Word 2007 (Spanish)  
Guide to Microsoft Excel 2007 (Spanish)  
Guide to Microsoft PowerPoint 2007 (Spanish)
Guide to Microsoft Word 2007 goes over the most-used tools in Word including creating and editing documents, formatting text and paragraphs, and inserting tables and graphics.

Guide to Microsoft Excel 2007 guides the student in exploring the Microsoft Excel environment and shows them how to create, modify, and format a spreadsheet, print data from a spreadsheet, and manipulate workbooks.

Guide to Microsoft PowerPoint 2007 provides an introduction to PowerPoint and guides the student in creating a presentation, formatting text within the slides, adding graphics, modifying objects, adding tables and creating and inserting charts.

Each includes: a DVD, a CD-ROM, and a Full-Color Study Guide
Start Your Own Business  
(Profesiones sin Barreras™)

This program provides information on funding an enterprise, approaches to doing business, and basic business planning. Just as a small business owner must be aware of virtually every facet of their business, each unit reinforces the other units to create an interdependent and comprehensive course.

~ Unit 1: Welcome and Overview  
~ Unit 2: Identification of Business Opportunities  
~ Unit 3: Business Organization  
~ Unit 4: Developing Skills and Abilities  
~ Unit 5: Funding for a New Enterprise  
~ Unit 6: The Right Approach  
~ Unit 7: Putting it All Together

Medical Office Assistant  
(Profesiones sin Barreras™)

This program provides students with training in general medical office procedures including scheduling appointments, compiling patient records and filing, use of a computer and other office equipment in a healthcare setting, telephone techniques, processing patients, and effective communication in the office and with patients. Students also receive instruction in basic anatomy and physiology and develop competency in the use of medical terminology, as well as an introduction to medical insurance basics and coding.

~ Unit 1: Welcome to the Medical Workplace  
~ Unit 2: Working with Patients  
~ Unit 3: Healthcare Technical Skills  
~ Unit 4: Medical Terminology  
~ Unit 5: Managing Your Career

Careers in Construction (Profesiones sin Barreras™)

This program focuses on the basics of the construction trade including tools and materials, workplace safety, career ladders in construction, problem-solving skills, and the skills required to enter pre-apprenticeship programs in a variety of construction trades such as welding, electricity, plumbing, carpentry, masonry and heating and air conditioning. Basic skills that are required in all of those trades, such as workplace mathematics and blueprint reading, will also be addressed.

~ Unit 1: Welcome and Overview  
~ Unit 2: American Worksite Basics  
~ Unit 3: The Construction Site: Its Tools and Materials  
~ Unit 4: Safety Awareness in the Construction Workplace  
~ Unit 5: Basic Math and Blueprints  
~ Unit 6: Practical Applications  
~ Unit 7: Career Preparation and Advancement
Sales & Customer Service
(Profesiones sin Barreras™)
This program is designed to prepare Spanish-speakers for entry-level employment in sales and customer service occupations. It prepares students to communicate effectively with consumers, colleagues, and supervisors. It also prepares students to identify strategies for engaging consumers, and to promote their products and services.

~ Unit 1: Welcome and Overview
~ Unit 2: Sales and Service Basics
~ Unit 3: Technical & Business Skills
~ Unit 4: Advanced Sales & Service
~ Unit 5: Career Preparation

Each unit includes a full-color workbook (No CD-ROM or DVD)

Successful Leadership & Management
(Carreras sin Barreras™)
This program offers positive role modeling in real workplace settings, and includes video and print presentations to maximize learning. It provides students with a general understanding of what a management position might entail. It builds on basic workplace skills by introducing the techniques, habits and practices essential for the successful supervision of employees.

This program includes 3 full-color workbooks and 6 DVDs.
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**REAL ESTATE BROKER LICENSING COURSES**

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Revised: 9/6/2021
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### Licensing Fees

#### NABCEP (PV) Entry-Level Certificate of Knowledge
- Exam Fee for test taken at Allied Schools: $100.00
- Exam Fee for test taken at Pearson Vue facilities: $145.00

#### NABCEP PV Installer Certification Exam (Fee Structure)
- Application Fee (Non-Refundable): $100.00
- First Time Fee (to sit in for the certification exam): $300.00
- Allied Check Processing Fee: $50.00
- **Total Fees**: $450.00

#### California Real Estate Sales
- Testing & Application Fee: $60.00
- Original State Licensing Fee (first four years): $245.00
- Department of Justice Live Scan Program: $51.00**
- Allied Check Processing Fee: $75.00
- **Total Fees**: $431.00*

#### California Real Estate Broker
- Testing & Application Fee: $95.00
- Original State Licensing Fee (first four years): $300.00
- Department of Justice Live Scan Program: $51.00**
- Allied Check Processing Fee: $75.00
- **Total Fees**: $521.00*

#### California Appraisal
- Application Fee: $220.00
- Testing Fee: $100.00
- Licensing Fee (every two years): $160.00
- Department of Justice Live Scan Program: $56.00**
- Allied Check Processing Fee: $100.00
- **Total Fees**: $636.00*

#### California Contractor
- Testing & Application Fee: $250.00
- Licensing Fee (every two years): $150.00
- Department of Justice Live Scan Program: $51.00**
- Allied Check Processing Fee: $75.00
- **Total Fees**: $526.00*

**Live Scan fees are $51.00 plus location fee.

*Fees are set by state agencies and are subject to change.

Twelve months from date of enrollment a 20% yearly recurring service charge will be deducted from the original amount except where prohibited by law.
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Twelve months from date of enrollment a 20% yearly recurring service charge will be deducted from the original amount except where prohibited by law.
Exam Testing Sites

California
Real Estate Salesperson and Brokers Licensing Sites

DRE (Sacramento Office)
2201 Broadway
Sacramento, CA 95818-2500
Phone: (916) 227-0931
Fax: (916) 227-0925

DRE (Fresno Office)
2550 Mariposa Mall, Room 3074, 1027, 1036
Fresno, CA 93721-2273
Phone: (559) 445-5009
Fax: (559) 445-5897

DRE (Los Angeles Office)
320 W. 4th Street, Suite 350
Los Angeles, CA 90013
Phone: (213) 620-2072
Fax: (213) 576-6942

DRE (San Diego Office)
1350 Front Street, Room 3064
San Diego, CA 92801
Phone: (619) 525-4192
Fax: (619) 525-4375

DRE (Oakland Office)
1515 Clay Street, Suite 702
Oakland, CA 94612-1413
Phone: (510) 622-2552
Fax: (510) 622-2540

Appraisal Licensing Sites and Testing (California)

Anaheim (4 locations)             Sacramento
Chino                             San Diego
Fresno                            San Francisco
Irvine                            San Jose
Los Angeles (2 locations)         Santa Maria

Testing daily. Call (800) 345-6559 for scheduling information.

Contractors Licensing (California)

Sacramento Office
9835 Goethe Road
Sacramento, CA 95827

Fresno Office
3374 E. Shields Ave., #C-19
Fresno, CA 93726

San Diego Office
5280 Carroll Cyn Blvd., #250
San Diego, CA 92121

San Bernardino Office
1250 E. Colley Dr., #201
Colton, CA 92324

Norwalk Office
12501 E. Imperial Hwy., #600
Norwalk, CA 90650

Oakland Office
8201 Edgewater Dr., #202
Oakland, CA 94621

Oxnard Office
2220 E. Gonzalez Rd., #102
Oxnard, CA 93036

Locations are set by state agencies and are subject to change.
Florida
Exam Testing Sites

BOYNTON BEACH 1056
Boynton Beach Pearson VUE Center
Woolbright Prof Bldg
2240 Woolbright Rd Ste #401
Boynton Beach, FL 33426

GAINESVILLE 1059
Gainesville Pearson VUE Center
Northwood Park
5000 NW 34th St., Unit #10
Gainesville, FL 32605

ORLANDO 1055
Orlando Pearson VUE Center
6751 Forum Drive Suite 225
Orlando, FL 32821

CORAL GABLES 1067
Coral Gables Pearson VUE Center
1320 S. Dixie Highway
Gables One Tower, Suite 240
Coral Gables, FL 33146

HOLLYWOOD 1065
Hollywood Pearson VUE Center
Sheridan Executive Center
3475 Sheridan St Ste 314
Hollywood, FL 33021

ORMOND BEACH 1068
Ormond Beach Pearson VUE Center
305 Clyde Morris Blvd
Building A, Suite 100
Ormond Beach, FL 32174

DORAL 1071
The Village at Beacon Centre
8319 NW 12th St.
Doral, FL 33126

JACKSONVILLE 1060
Jacksonville Pearson VUE Center
Centurion Square Ste #11
8380 Baymeadows Rd
Jacksonville, FL 32256

PENSACOLA 1062
Pensacola Pearson VUE Center
Eastgate Plaza
7141 D North 9th Avenue
Pensacola, FL 32504

FORT LAUDERDALE 1057
Oakland Park
3317 NW 10th Terr., Suite 401
Fort Lauderdale, FL 33309

LAKE MARY 1070
Lake Mary Pearson VUE Center
725 Primera Boulevard
Primera Court, Suite 210
Lake Mary, FL 32746

ST. PETERSBURG 1066
St. Petersburg Pearson VUE Center
9400 4th Street North Suite 211
St. Petersburg, FL 33702

FORT LAUDERDALE II 1074
Ft. Lauderdale Pearson VUE Center
Oakland Commerce Ctr.
5300 NW 33 Avenue, Suite 104
Fort Lauderdale, FL 33309

LAKELAND 1075
Lakeland Pearson VUE Center
101 West Main Street Suite 230
Lakeland, FL 33801

TALLAHASSEE 1063
Tallahassee Pearson VUE Center
Capital Circle Commerce Ctr.
508 Capital Circle SE, Suite D-1
Tallahassee, FL 32301

MELBOURNE 1072
Melbourne Pearson VUE Center
2176 Sarno Road Suite 109
Melbourne, FL 32935

TAMPA 1064
Tampa Pearson VUE Center
Carrollwood Crossing
4012 Gunn Highway / Suite 110
Tampa, FL 33618

FORT MYERS I 1058
Fort Myers Pearson VUE Center
Bank of America Bldg. / Ste 200
11691 Gateway Blvd.
Fort Myers I, FL 33913

MIAMI 1061
Miami Pearson VUE Center
Atrium Office Park
3900 NW 79th Ave., Suite 543
Miami, FL 33166

FORT MYERS II 1076
Pearson VUE Fort Myers II
12220 Towne Lake Dr. Unit 40
Fort Myers II, FL 33913

Questions and requests for information about examinations should be directed to:
Pearson VUE
Customer Care at 1.888.204.6230
Faxback System at 1.800.274.8920
Web site: http://www.pearsonvue.com

Questions about applications for licensure:
Department of Business and Prof. Regulation
Customer Contact Center @Florida Real Estate Commission
1940 North Monroe St., Tallahassee, Florida 32399-0791
(850) 488-5952 E-mail: Call.Center@dbpr.state.fl.us
Georgia
Exam Testing Sites

LIBURN (Atlanta)
AMP
4145 Lawrenceville Hwy
Beaver Ruin Village Shp. Ctr. Suite 8
Lilburn, GA 30047

MARIETTA (Atlanta)
AMP
2100 Roswell Road
Pavilions at East Lake, Suite 400F
Marietta, GA 30062

MACON, GEORGIA
AMP
5580 Thomaston Rd
NW Common Shop.Ctr., Suite 16
Macon, GA 31220

SAVANNAH
AMP
6001 Chatham Center Drive
Chatham Center, Orlean Blg #155
Savannah, GA 31405

Exam Administrator:
Applied Measurement Professionals, Inc.
18000 West 105th Street
Oletha, KS 66061-7543
1(800) 345-6559
Fax: (913) 895-4650
www.goAMP.com
E-mail: info@goAMP.com

Questions about applications for licensure should be directed to the:
Georgia Real Estate Commission
229 Peachtree Street, N.E.
International Tower, Suite 1000
Atlanta, GA 30303-1605
Phone: (404) 656-3916
Fax: (404) 656-6650
E-mail: grecmail@grec.state.ga.us
www.grec.state.ga.us
Texas
Exam Testing Sites

Please check www.psiexams.com for additional testing locations and directions

ABILENE
Commerce Plaza
1290 S. Willis, Suite 109
Abilene, TX 79605

AMARILLO
1616 S. Kentucky, Bldg. C
Suite C220
Amarillo, TX 79101

AMARILLO
4312 Teckla
Suite 500
Amarillo, TX 79109

ARLINGTON
2008 E. Randol Mill Road
Suite 102
Arlington, TX 76011

AUSTIN
LaCosta Corporate Park
6448 Hwy 290 East, Suite F111
Austin, TX 78723

AUSTIN
8000 Anderson Square
Suite 301B
Austin, TX 78757

CORPUS CHRISTI
2820 S. Padre Island Drive
Suite 105
Corpus Christi, TX 78415

DALLAS
One Empire,
1140 Empire Central Dr., Suite 610
Dallas, TX 75247

EL PASO
4171 N. Mesa
Building A
El Paso, TX 79902

EL PASO
The Atrium
1155 Westmoreland, Suite 110
El Paso, TX 79925

FORT WORTH
6801 McCurt Avenue
Suite B-1
Fort Worth, TX 76133

HARLINGEN
Executive Central
722 Morgan Blvd, Suite C
Harlingen, TX 78550

HOUSTON (North)
Greenbriar Place
650 N Sam Houston Pkwy E, Ste 5
Houston, TX 77060

HOUSTON (East)
Atrium Building
11811 I-10 East Freeway, Suite 260
Houston, TX 77029

HOUSTON (Southwest)
9000 W. Belfort Avenue
Suite 545
Houston, TX 77031

HOUSTON (Northwest)
9800 Northwest Freeway
Suite 200
Houston, TX 77092

LUBBOCK
The Center
4413 82nd Street, Suite 210
Lubbock, TX 79424

MCA LEN
800 Fern Avenue
Unit B
McAllen, TX 78501

MIDLAND
Westwood Village Shopping Center
4200 W. Illinois Ave., Suite 200
Midland, TX 79703

MIDLAND
Westwood Village Shopping Center
4200 W. Illinois Ave., Suite 200
Midland, TX 79703

RICHARDSON
1702 N. Collins Blvd.
Suite 180
Richardson, TX 75080

SAN ANTONIO
9502 Computer Drive
Suite 105
San Antonio, TX 78229

SAN ANTONIO
One Park Ten
6800 Park Ten Blvd, Suite 174-W
San Antonio, TX 78213

TYLER
3800 Paluxy Drive
Suite 310
Tyler, TX 75703

WACO
345 Owen Lane
Suite 124
Waco, TX 76710

Questions and requests for information about examinations should be directed to:

PSI Examination Services
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 Fax (702) 932-2666 www.psiexams.com
Virginia
Exam Testing Sites

Locations are set by state agencies and are subject to change
Please check www.psiexams.com for directions

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<th>Location</th>
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<td>CHARLOTTESVILLE</td>
<td>2114 Angus Road, Suite 105 B</td>
<td>Building D</td>
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<td></td>
<td>Charlottesville, VA 22901-2769</td>
<td>2847 Penn Forest Blvd., Suite 200</td>
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<td>Roanoke, VA 24018 4373</td>
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<tr>
<td>FALLS CHURCH</td>
<td>MCILVAINE BUILDING</td>
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<td>6201 Leesburg Pike, Suite 404</td>
<td>1651 Old Meadow Rd., Suite B01</td>
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<tr>
<td></td>
<td>Falls Church, VA 22044</td>
<td>Tysons Corner, VA 22102</td>
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<tr>
<td>RICHMOND</td>
<td>3805 Cutshaw Ave., Suite 310</td>
<td>VIRGINIA BEACH</td>
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<td>Richmond, VA 23230</td>
<td>PEMBROKE IV BUILDING</td>
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<td>291 Independence Blvd., Suite 140</td>
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<td>Virginia Beach, VA 23462</td>
</tr>
</tbody>
</table>

All questions and requests for information about examinations should be directed to:

**PSI Examination Services**
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 Fax (702) 932-2666
www.psiexams.com

Questions about applications for licensure should be directed to the:

**Commonwealth of Virginia**
Department of Professional and Occupational Regulation
Perimeter Center
9960 Mayland Drive
Richmond, VA 23233
(804) 367-8526
www.dpor.virginia.gov

Locations are set by state agencies and are subject to change.
# Washington
## Exam Testing Sites

### Examination Center Locations

**Promissor Test Centers**

Please check [www.pearsonvue.com](http://www.pearsonvue.com) for directions

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
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</table>
| **EVERETT** 4820 | Everett Pearson VUE Test Center  
906 Everett Mall Way, Suite 403  
Everett, WA 98208 |
| **TUKWILA** 4816 | Seattle/ Tukwila Pearson VUE Test Center  
12720 Gateway Dr., Suite 208  
Tukwila, WA 98168 |
| **KENNEWICK** 4815 | Kennewick Pearson VUE Test Center  
1410-B North Pittsburgh St., Suite B  
Kennewick, WA 99336 |
| **VANCOUVER** 4818 | Vancouver Pearson VUE Test Center  
First Place Plaza, Suite 130  
12503 SE Mill Plain Rd.  
Vancouver, WA 98684 |
| **LACEY** 4814 | Lacey Pearson VUE Test Center  
719 Sleater-Kinney Rd., Suite 124  
Lacey, WA 98503 |
| **WENATCHEE** 4813 | Wenatchee Pearson VUE Test College  
1300 5th Street  
Wenatchee, WA 98801 |
| **SPOKANE** 4817 | Spokane Pearson VUE Test Center  
North 505 Argonne Rd., Suite 4  
Spokane, WA 99212 |
| **YAKIMA** 4819 | Yakima Pearson Professional Center  
1701 Creekside Loop, Suite 110  
Yakima, WA 98902 |

All questions and requests for information about examinations should be directed to:

**Pearson VUE Washington Real Estate**

PO Box 8588, Philadelphia, PA 19101-8588  
(800) 274-5985  
[www.pearsonvue.com](http://www.pearsonvue.com)

Questions about applications for licensure should be directed to the:

**Washington Real Estate Commission**

Real Estate Licensing  
PO Box 9015, Olympia, WA 98507-9015  
Salespersons/ Brokers  
(360) 664-6500 or (360) 664-6488  
[www.dol.wa.gov/business/realestate](http://www.dol.wa.gov/business/realestate)

Locations are set by state agencies and are subject to change.
Description of Vocational Rehabilitation Job Requirements and Tools
Administrative Assistant

Job Description
Administrative Assistants provide administrative support to companies. Typically, their duties include scheduling appointments and meetings; providing information to callers, staff and others; maintaining paper and electronic files; project management; producing correspondence, reports and presentations; handling travel arrangements. The use of personal computers to run word processing, spreadsheet, database management, and graphic design software has become essential in today’s office.

Degree of Independent Judgment Required on the Job
A high degree of independent work and judgment is required. Direction is generally given by superiors. An applicant must have complete knowledge of administrative procedures and principles.

Average Working Hours
Administrative Assistants generally have 40-hour workweeks during normal business hours, but may have occasional overtime.

Equipment, Machines, Tools Used in Today’s Office
- Personal computer, printer, scanner
- Calculator, telephone, fax, photocopier

Administrative Assistant Opportunities
The job outlook for Administrative Assistants (and other related occupations) is good. The need for well-qualified and experienced Administrative Assistants is plentiful due to the need to replace workers who leave the occupation.
- General Office
- Receptionist
- Administrative Assistant
- Administrative Secretary

Physical Demands
- Standing, walking – 15% of work day
- Sitting – 85% of work day
- Lifting, carrying – 10-20 lbs. on rare occasions
- Crouching, bending, reaching – on occasion
- Visual – frequently (computer work)
- Hearing – frequently in person and on the telephone
- Communication – good verbal skills required
- Writing – clear, accurate writing required

Typical Environment
- Inside – 100%
- Temperature – average office climate
- Hazards anticipated – minimal

Revised: 9/6/2012
Careers in Construction

Job Description
This program will teach Spanish speaking student the basics of the construction trade including tools and materials, workplace safety, career ladders in construction, problem-solving skills, and the skills required to enter per-apprenticeship programs in a variety of construction trades. Upon completion of the program, the user will be equipped with the skills and knowledge to secure and excel in a basic position in the construction field.

Companies Which Employ Construction Workers
Construction companies, developers, builders, unions, trade-specific companies, real estate companies.

Degree of Independent Judgment required on the Job
A very high degree of independent work and judgment is required for construction workers. Direction is generally given by superiors.

Average Working Hours
Construction workers usually work a 40-50 hours per week including some weekend hours.

Equipment, Machines, and Tools Used
~ Varies with trade-specific requirements
~ Personal computer, printer
~ Calculator, telephone, fax, photocopier
~ Vehicle

Physical Demands
~ Varies with trade-specific requirements
~ Standing, walking – as necessary
~ Sitting – as necessary
~ Lifting, carrying – varies with trade-specific requirements
~ Crouching, bending, reaching - varies with trade-specific requirements
~ Hearing – frequently
~ Communication – good verbal skills required
~ Writing – clear, accurate writing required to complete forms and contracts
~ Driving – as necessary to inspect job sites

Typical Environment
~ Varies with trade-specific requirements
~ Inside - 50%; Outside - 50%
~ Temperature – average office climate and outdoor weather
~ Hazards – varies with trade-specific requirements

Construction Worker Opportunities
~ Trade-specific work
~ Union work
Computerized Financial Accounting

Job Description
Financial accounting duties include: computing; classifying; recording, and verifying numerical data in order to develop and maintain financial records; creating spreadsheets; reconciling billing vouchers; posting transactions on computer files; reviewing computer printouts. Today’s organizations computerize their financial records, creating the need for computerized accounting specialists.

Degree of Independent Judgment Required on the Job
A high degree of independent work and judgment is required. Applicant must have knowledge of accounting principles.

Average Working Hours
Financial Accountants usually have 40-hour workweeks during normal business hours, but may have occasional overtime.

Equipment, Machines, Tools Used in Today’s Office
- Personal computer, printer
- Calculator, telephone, fax, photocopier

Physical Demands
- Standing, walking – 15% of work day
- Sitting for 85% of work day
- Hearing – frequently in person and on the telephone
- Communication – good verbal skills required to explain documents, etc.
- Writing – clear, accurate writing required

Typical Environment
- Inside – 90%; outside – 10%
- Temperature – average office climate
- Hazards – anticipated to be minimal

Computerized Financial Accounting Career Opportunities
- Bookkeepers
- Accounts Payable Clerk
- Accounts Receivable Clerk
- Payroll Clerk
Job Description
A contractor may supervise other contractors or may function strictly as a contactor in his/her specific trade. As a contractor, he/she is responsible for providing specific contacting work for others in the trade he/she is licensed in. As a general contractor, he/she is responsible for overseeing and directing all activities of the contractors on specific projects. The general contractor hires other trade-specific contractors, and a license is always required. Valuable skills include communication, organization, management skills, financial knowledge, trade knowledge, and creativity.

Companies Which Employ Contactors
Construction companies, developers, builders, unions, trade-specific companies, real estate companies. A contractor’s license is required for: trade-specific work, union work, development and construction.

Degree of Independent Judgment Required on the Job
A very high degree of independent work is required as the general contractor is responsible not only for his/her own actions, but also for the trade-specific contractors who work for him/her.

Average Working Hours
Contractors work approximately 40-50 hours per week, including some weekend hours.

Equipment, Machines, Tools Used in Today’s Office
~ Varies with trade-specific requirements
~ Personal computer, printer
~ Calculator, telephone, fax, photocopier
~ Vehicle

Physical Demands
~ Varies with trade-specific requirements
~ Standing, walking – as necessary
~ Sitting – as necessary
~ Lifting, carrying – varies with trade-specific requirements
~ Crouching, bending, reaching - varies with trade-specific requirements
~ Hearing – frequently
~ Communication – good verbal skills required
~ Writing – clear, accurate writing required to complete forms and contracts
~ Driving – as necessary to inspect job sites

Typical Environment
~ Varies with trade-specific requirements Inside – 50%; Outside – 50%
~ Temperature – average office climate and outdoor weather
~ Hazards – varies with trade-specific requirements

Contractor’s Licensing Career Opportunities
To qualify for a contractor’s license, the applicant must have four (4) years of full-time trade experience within the past ten (10) years. Experience must be verified.
Introduction to Computer Systems

Job Description
Computer knowledge has become essential in almost any profession. Individuals with strong computer skills are generally more attractive to employers. The information provided below is based on a computer-related profession.

Degree of Independent Judgment required on the Job
A high degree of independent work and judgment is required.

Average Working Hours
Computer specialists usually work a 40-hour week. Long hours or weekend work may be required to meet deadlines, or fix unexpected technical problems.

Equipment, Machines, and Tools Used
~ Computers

Physical Demands
~ Standing, walking – 10% of work day
~ Sitting for 90% of work day
~ Lifting, carrying – 20-30 lbs. on some occasions
~ Crouching, bending, reaching – on occasion
~ Hearing – frequently in person and on the telephone
~ Communication – good verbal skills
~ Writing – clear, accurate writing required

Typical Environment
~ Inside – 100%
~ Temperature – Typical office
~ Hazards – Eyestrain and muscle pain from prolonged computer use

Computer Systems Opportunities
~ Programmer
~ Software Engineer
~ Systems Analyst
~ Database Administrator
~ Customer Service Representative
Introduction to Photovoltaic Systems
Required Course for the NABCEP PV Entry Level Exam

Job Description
For individuals who wish to enter the solar industry, the NABCEP Entry Level Certificate of Knowledge Program is a way to show achievement in the basic knowledge comprehension and application of key terms and concepts of photovoltaic (solar electric) system operations. The certificate demonstrates that the student has passed an industry-designed exam based on learning objectives developed by subject matter experts.

As the market grows for photovoltaics, students holding this industry-sponsored Entry Level Certificate may find that their employment opportunities are enhanced by starting the job with an understanding of the basic terms and operational aspects of a PV system.

Solar Industry Job Opportunities
Direct/Primary Occupations:
~ Photovoltaic Specialist
~ Assistant Solar Panel Installer
~ Assistant Solar Energy System Installer
~ Solar Technician
~ Sales Representatives/ Marketers/ Estimators
~ Site Surveyors/ Assessors
~ Solar Energy Engineer / Designer
~ Researchers & Scientists
~ Trainers/ Educators

Indirect Occupations:
~ Architects
~ Builders
~ Trade & Skilled Workers - roofers, electrical and metal workers, HVAC installers, plumbers
~ Commodity Suppliers - glass industry, electronic device manufacturers, plastics and polymer industries, equipment suppliers, wire and cable makers, and steel, aluminum, and other metal industries.
~ Electric Power Utility Workers
~ Finance
~ Policy & Program Managers

Degree of Independent Judgment Required on the Job
A high degree of independent judgment is required; must have basic knowledge of construction techniques and equipment in photovoltaic system installation. Candidate must be able to use sound judgment in the evaluation of the condition of property concerning potential photovoltaic installation. Must conform to state laws, ethics, and standards of practice, as well as those of any professional organization(s) to which he or she belongs.
Average Working Hours
Photovoltaic specialists and assistant installers generally work 40-60 hour workweeks, if required.

Tools of the Trade (Equipment Not Included with Course):
- Personal computer, calculator, telephone, fax, photocopier, printer
- Flashlight
- Funnel
- Turkey Baster
- Angle Finder
- DC Clamp-on Ammeter
- Voltmeter
- Level
- Drill and Drill Bits
- Hole Saw
- Reciprocating / Jig Saw
- Conduit Bender
- C-Clamps
- Pry Bar
- Hydrometer or Refractometer
- Wrench, box end or open end, 7/16", two required
- Wrench, box end or open end, 9/16", two required
- Hole Punch
- Wire Strippers
- Pliers (Needle-nose, Slip-joint, and Lineman's)
- Large and Small Cable Cutters
- Hacksaw
- Multi-Meter
- Caulking Gun
- Extension Cords
- Fuse Pullers
- Nut Drivers
- Crimpers
- Chalk Line
- Fish Tape
- 50-100 ft. tape measure
- Solar Pathfinder
- Compass
- Maps
- Digital Camera
- Screwdriver, flat bladed for medium slotted screws
- Personal Protective Equipment
Physical Demands

~ Moving, handling, packing, unpacking, and preparation of the tools, equipment, supplies, and materials necessary to compose a photovoltaic system
~ Climbing ladders
~ Lift 50 lbs.
~ Use and operation of all hand power tools and equipment necessary to facilitate an erection, construction, or assembly of solar panel support structures
~ Attachment, mounting, and sealing of system components
~ Cutting, bending, welding, soldering, placing, and fastening of pipes, conduits, and fittings
~ Pushing, pulling, and fastening of wires
~ Photovoltaic system design and component selection
~ Termination, testing, and commissioning of all components of a photovoltaic system
~ Operation, maintenance, diagnostic evaluation, and repair of photovoltaic systems
~ Customer interaction
~ Miscellaneous labor work
~ Proficient with computers and various software products
~ Standing, walking – as necessary
~ Lifting, carrying – 10-50 lbs.
~ Crouching, bending, reaching
~ Visual
~ Hearing – frequently on the telephone, and in person working with clients
~ Communication – good verbal communication skills required to work with clients
~ Writing – clear, accurate writing required to complete analysis and reports
~ Climbing – (i.e. ladder)
~ Driving – required to get to inspection sight

Entry-Level Solar Energy System Installer

~ Knowledge of electrical wiring
~ Knowledge of rooftop panel mounting
~ Knowledge of carpentry and handyman tasks
~ System troubleshooting
~ Customer interaction
~ Miscellaneous labor work.
~ Standing, walking – as necessary
~ Lifting, carrying – 10-50 lbs.
~ Crouching, bending, reaching
~ Visual
~ Hearing – frequently on the telephone, and in person working with clients
~ Communication – good verbal communication skills required to work with clients
~ Writing – clear, accurate writing required to complete analysis and reports
~ Climbing – (i.e. ladder)
~ Driving – required to get to inspection sight
Typical Environment
~ Inside – 25%; outside – 75%
~ Temperature – dependent on the weather
~ Hazards – electrical, falling, weather-related
~ Introduction to the Principles of Small Business Management

Job Description
Small business owners are presidents, chief executive officers, and general managers. Business owners plan, organize, direct, control, and coordinate the operations of an organization and its major departments or programs.

Degree of Independent Judgment Required on the Job
A high degree of independent work and judgment is required.

Average Working Hours
Small business owners will be required to work varied hours per week. Owners are normally working at their own pace, spending extended time at their profession as necessary.

Equipment, Machines, Tools Used in Today’s Office
~ Personal computer, printer
~ Calculator, telephone, fax, photocopier

Physical Demands
~ Standing, walking – 20-30% of work day
~ Sitting for 70% of work day
~ Lifting, carrying – 10-20 lbs. on some occasions
~ Crouching, bending, reaching – on occasion
~ Hearing – frequently in person and on the telephone
~ Communication – good verbal skills
~ Writing – clear, accurate writing required

Typical Environment
~ Inside – 50%, Outside – 50%
~ Temperature – Depends on business venture
~ Hazards – Depends on business venture

Small Business Management Opportunities
~ Small Business Owner
~ Retail Business Manager
~ General Manager
Legal Secretary

Job Description
Legal Secretaries prepare legal papers and correspondence of legal nature, such as summonses, complaints, motions, and subpoenas, using typewriter, word processor, or personal computer. May review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

Degree of Independent Judgment Required on the Job
A high degree of independent work and judgment is required. Direction is generally given by superiors. Applicant must have complete knowledge of legal administrative procedures and principles.

Average Working Hours
Legal Secretaries generally have 40-hour workweeks during normal business hours, but may have occasional overtime.

Equipment, Machines, Tools Used in Today's Office
- Personal computer, printer, scanner
- Calculator, telephone, fax, photocopier

Legal Secretary Job Opportunities
The job outlook for Legal Secretaries (and other related occupations) is good. The need for well-qualified and experienced Legal Secretaries is plentiful due to the need to replace workers who leave the occupation.
- General Office
- Legal Secretary

Physical Demands
- Standing, walking – 15% of work day
- Sitting – 85% of work day
- Lifting, carrying – 10-20 lbs. on rare occasions
- Crouching, bending, reaching – on occasion
- Visual – frequently (computer work)
- Hearing – frequently in person and on the telephone
- Communication – good verbal skills required
- Writing – clear, accurate writing required

Typical Environment
- Inside – 100%
- Temperature – average office climate
- Hazards anticipated - minimal
Medical Administrative Assisting, Medical Billing, Medical Coding, Medical Terminology for Administrative Assisting

Job Description
Medical personnel working with the Medical Coding and Medical Billing related skills are responsible for reviewing patient charts and other documents in order to accurately code all medical procedures and diagnoses; prepare and review all medical insurance claims; understand all filing rules and regulations for individual insurance carriers; understand and be able to work the office bookkeeping system; review insurance correspondence, payment and rejection notices to ensure proper payment and track all claims.

Medical personnel employed as Medical Administrative Assistants utilize the knowledge obtained in understanding medical terminology, anatomy, physiology, pathology, and pharmacology while providing administrative and clerical support that requires light to moderate typing. These individuals work in medical offices located in hospitals, private physician offices, and other medical facilities. Typically, duties for a Medical Administrative Assistants will include the maintenance and filing of medical records, typing and handling of medical related correspondence, scheduling appointments, greeting patients, and obtaining medical histories.

Degree of Independent Judgment Required on the Job
A high degree of independent work and judgment is required. Direction is generally given by superiors. Applicant must have knowledge of medical billing and coding.

Average Working Hours
Medical office support staff traditionally work a 40-hour workweek, but may require occasional overtime.

Equipment, Machines, Tools Used in Today’s Office
- Personal computer and printer
- Calculator, telephone, fax and photocopier

Physical Demands
- Light to moderate typing (40 WPM +)
- Standing, walking – 15% of work day
- Sitting for 85% of work day
- Lifting, carrying – 10-20 lbs. on rare occasions
- Crouching, bending, reaching – on occasion
- Communication – good verbal skills
- Writing – clear, accurate writing required

Typical Environment
- Inside – 100%
- Temperature – average office climate
- Hazards – anticipated to be minimal

Revised: 9/6/2012
Medical Assisting and Medical Assisting Externship

Job Description
Medical Assistants work in medical offices located in hospitals, private physician offices, and other medical facilities. Typical duties include: preparing treatment rooms for patient examination; handing instruments and materials to physician; scheduling appointments; maintaining medical records; interviewing patients, measuring vital signs, weight, and height, and recording information; taking inventory and ordering medical supplies and materials; cleaning and sterilizing instruments; contacting medical facilities or departments to schedule patients for tests; computing and mailing monthly statements to patients, and recording transactions; lifting and turning patients; completing insurance forms; giving physiotherapy treatments, such as diathermy, galvanics, and hydrotherapy; operating x ray, electrocardiograph (EKG), and other equipment to administer routine diagnostic tests; receiving payment for bills; giving injections or treatments to patients; performing routine laboratory tests.

Degree of Independent Judgment Required on the Job
A high degree of independent work and judgment is required. Direction is generally given by superiors. Applicant must have knowledge of medical terminology for the administrative assistant; medical administrative assisting; electronic health records; medical billing technology; anatomy and physiology; pharmacology; and medical assisting.

Average Working Hours
Medical Assistants traditionally work a 40-hour workweek, but may require occasional overtime.

Equipment, Machines, Tools Used in Today Medical Facility
- Operating x ray, electrocardiograph (EKG), and other equipment
- Personal computer and printer
- Calculator, telephone, fax and photocopier

Physical Demands
- Lifting and turning patients
- Climbing, lifting, balancing, walking and stooping
- Standing, walking – 85% of work day
- Sitting for 15% of work day
- Light to moderate typing (40 WPM +)
- Communication – good verbal skills
- Light to moderate typing (40 WPM +)
- Writing – clear, accurate writing required

Typical Environment
- Inside – 100%
- Temperature – average office climate
- Hazards – possible exposure to radiation, contaminants, diseases and infections
Medical Office Assistant

Job Description
This program will provide students with training in general medical office procedures including scheduling appointments, compiling patient records and files, use of a computer and other office equipment in a healthcare setting, telephone techniques, processing patients, and effective communication in the office and with patients. Students also receive instruction in basic anatomy and physiology and develop competency in the use of medical terminology, as well as an introduction to medical insurance basics and coding.

Degree of Independent Judgment required on the Job
A high degree of independent work and judgment is required. Direction is generally given by superiors. Applicant must have complete knowledge of administrative procedures and principles.

Average Working Hours
Medical Office Assistant workers usually work a 40-hour week. Some overtime may be required.

Equipment, Machines, and Tools Used
~ Computers
~ Calculator, telephone, fax, photocopier

Physical Demands
~ Heavy typing required (typically 60 to 80 WPM)
~ Standing, walking – 15% of work day
~ Sitting for 85% of work day
~ Lifting, carrying – 10-20 lbs. on some occasions
~ Crouching, bending, reaching – on occasion
~ Hearing – frequently in person and on the telephone
~ Communication – good verbal skills
~ Writing – clear, accurate writing required

Typical Environment
~ Inside – 100%
~ Temperature – Typical office
~ Hazards – Eyestrain and muscle pain from prolonged computer use

Medical Office Assistant Opportunities
~ Medical Records Technician
~ Health Information Technician
~ Coding Specialist
Medical Office Support Staff Opportunities

Job Description
The job outlook for medical office specialists in general is expected to grow at a rapid rate. For Medical Billing Specialists, the increasing number of different managed health care contracts, the growing number of medical procedures that require preauthorization, and the ever-changing requirements of the insurance industry has greatly increased the need for professional medical billing specialists.

~ Billing Specialist
~ Hospital Billing Clerk
~ Medical Front Office
~ Medical Secretary
~ Medical Records
~ Medical Administrative Assistant
~ Medical Office Manager
Medical Transcription

Job Description
Personnel who utilize medical transcription and medical keyboarding skills provide administrative and clerical support that requires moderate to heavy typing. These individuals work in medical offices located in hospitals, private physician offices, and other medical facilities. Typically, duties for a Medical Transcriptionist will include the translation of a medical practitioner’s verbal notations to a standard written language. The Medical Transcriptionist, as well as other medical office employees, may be required to maintain and update medical records, type and handle medical related correspondence, schedule appointments, greet patients, and obtain medical histories.

Degree of Independent Judgment Required on the Job
A high degree of independent work and judgment is required. Direction is generally given by superiors. Applicant must have knowledge of office procedures and principles.

Average Working Hours
Personnel in medical offices that utilize transcription and report writing skills generally keep 40-hour workweeks, but may have occasional overtime.

Equipment, Machines, Tools Used in Today’s Office
~ Personal computer and printer
~ Calculator, telephone, fax, photocopier

Physical Demands
~ Heavy typing requirements (typically 60 to 80 WPM)
~ Standing, walking – 15% of work day
~ Sitting – (computer/ keyboarding) for 85% of work day
~ Lifting, carrying – 10-20 lbs. on rare occasions
~ Crouching, bending, reaching – on occasion
~ Visual – frequently in person and on the telephone
~ Communication – good verbal skills required
~ Writing – clear, accurate writing required

Typical Environment
~ Inside – 100%
~ Temperature – average office climate
~ Hazards – anticipated to be minimal

Job Opportunities
The job outlook for medical office personnel with medical transcription and report writing skills (and other related skills) is good. The need for well qualified administrative and support personnel is high due to the need to replace workers who leave the occupation.
~ Medical Transcriptionist
~ Medical Administrative Assistant/ Medical Secretary
~ Medical Records
Pharmacy Technician

Job Description
Pharmacy technicians help licensed Pharmacists provide medication and other health care products to patients. Technicians usually perform routine tasks to help prepare prescribed medication, such as counting tablets and labeling bottles. They also perform administrative duties, such as answering phones, stocking shelves, and operating cash registers. Technicians refer any questions regarding prescriptions, drug information, or health matters to a pharmacist.

Degree of Independent Judgment required on the Job
A high degree of independent work and judgment is required.

Average Working Hours
According to the BLS, Technicians work the same hours that Pharmacists work. These may include evenings, nights, weekends, and holidays, particularly in facilities that are open 24 hours a day such as hospitals and some retail pharmacies. As their seniority increases, technicians often acquire increased control over the hours they work. There are many opportunities for part-time work in both retail and hospital settings.

Equipment, Machines, and Tools Used
~ Personal computer, printer
~ Calculator
~ Telephone, fax, photocopier

Physical Demands
~ Standing, walking – 85% of work day
~ Sitting for 15% of work day
~ May be required to lift heavy boxes or use stepladders to retrieve supplies from high shelves
~ Hearing – frequently in person and on the telephone
~ Communication – good verbal skills required to explain documents, etc.
~ Writing – clear, accurate writing required

Typical Environment
~ Inside – 100%
~ Temperature – average indoor climate
~ Hazards – anticipated to be minimal

Pharmacy Technician Opportunities
~ Pharmacy Technician

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Revised: 9/6/2012
Private Investigator

Job Description
Private investigators assist individuals, businesses, and attorneys by finding and analyzing information. They connect small clues to solve mysteries or to uncover facts about legal, financial, or personal matters.

Degree of Independent Judgment required on the Job
A high degree of independent work and judgment is required.

Average Working Hours
Private investigators often work irregular hours because of the need to conduct surveillance and contact people who are not available during normal working hours. Early morning, evening, weekend, and holiday work is common.

Equipment, Machines, and Tools Used
~ Cameras (still and video)
~ Binoculars
~ Cell phones

Physical Demands
~ Standing, walking – 20-30% of work day
~ Sitting for 70% of work day
~ Lifting, carrying – 10-20 lbs. on some occasions
~ Crouching, bending, reaching – on occasion
~ Hearing – frequently in person and on the telephone
~ Communication – good verbal skills
~ Writing – clear, accurate writing required

Typical Environment
~ Inside – 50%, Outside – 50%
~ Temperature – Depends on case
~ Hazards – Depends on case

Private Investigator Opportunities
~ Computer Forensic Investigator
~ Legal Investigator
~ Corporate Investigator
~ Financial Investigator
Professional Home Inspection

Job Description
Real Estate Home Inspectors provide advice on the quality and condition of real property based on their knowledge of construction and operation of components, equipment, and appliances in residential buildings, as well as environmental factors. The inspector collects and analyzes data, then prepares detailed reports on the condition of the property. A contractor’s license is highly recommended.

Home Inspector Career Opportunities
Own your own home inspection business, work for inspection companies, mortgage companies, lending institutions. Real estate agencies, as well as homebuyers and sellers all employ home inspectors.

Degree of Independent Judgment Required on the Job
A high degree of independent judgment is required. Must have basic knowledge of construction techniques, home equipment, and appliances used in residential buildings. Must use sound judgment in evaluating the condition of property. Must conform to state laws, ethics, and standards of practice, as well as those of any professional organization(s) to which they belong.

Average Working Hours
Inspectors generally work 40-hour workweeks, but may have evening or weekend work.

Tools of the Trade (Equipment Not Included with Course):
~ Personal computer, calculator, telephone, fax, photocopier, printer, PDA
~ Amprobe (for amperage and voltage)
~ Circuit Analyzer
~ Circuit Tester (pocket check; Woodbow Model P-125 or equivalent)
~ GFCI Circuit Tester
~ Tiff 8800 (gas and carbon monoxide test)
~ Water Meter Key
~ Fireplace Key
~ Moisture Meter
~ Water Pressure Gauge
~ Fake Smoke (to test smoke detectors)
~ Thermostat (A C-2)
~ Oven Thermometer (A mercury thermometer is recommended.)
~ Ladder (OSHA Approved) Extension Type
~ Cordless Screwdrivers (blade and Phillips)
~ Flashlights (2)
~ Adjustable Wrench - 12”
~ Leak-Check (gas fittings)
~ Pliers
~ Dust Mask or Face Mask Respirator
~ Nut Drivers - 1/4” and 5/16”
~ Coveralls, Jumpsuit, Gloves, Knee Pads, Hard Hat, and Briefcase
~ Carpenter’s Level
~ Radon Test Kit
~ Mold Test Kit
~ E+O Insurance

**Physical Demands**
~ Standing, walking – as necessary to inspect the property
~ Sitting – on chair or in car 50% of the work day
~ Lifting, carrying – 10-20 lbs. on rare occasions
~ Crouching, bending, reaching – as necessary to inspect the property
~ Visual – must have good eyesight to notice small cracks and problems
~ Hearing – frequently on the telephone, and in person working with clients
~ Communication – good verbal communication skills required to work with clients
~ Writing – clear, accurate writing required to complete analysis and reports
~ Climbing – (i.e. ladder) as necessary to inspect property
~ Driving – required to get to inspection site

**Typical Environment**
~ Inside – 50%; outside – 50%
~ Temperature – average office climate, and outdoor weather
~ Hazards – depends on job site (anticipated to be minimal)
Professional Property Management

Job Description
A property manager is responsible for the management, leasing, and maintenance of residential and/or commercial property. Duties may include advertising and showing property, screening tenants and preparing contracts, collecting rents, scheduling and inspecting maintenance and safety requirements, communication with tenants, and reporting to owners. A real estate license is generally required along with excellent communication and organizational skills. Depending on type of property management, a Real Estate Salesperson or Real Estate Broker license may be required. (Check with your Vocational Rehabilitation Admissions Representative.)

Companies that Employ Property Managers
Residential and commercial property management companies, residential complexes, business complexes, time-share companies, developers.

Degree of Independent Judgment Required on the Job
A high degree of independent work and judgment is required. Direction can be given by property owner. Applicant must have complete knowledge of the property, contracts, and customer relations.

Average Working Hours
Property Managers generally work 40-hour workweeks during normal business hours, but may have occasional evening or weekend work. Some managers live on-site and may be on call.

Equipment, Machines, Tools Used in Today's Office
- Personal computer, printer
- Calculator, telephone, fax, photocopier
- Automobile

Physical Demands
- Standing, walking - 20-30% of work day
- Sitting for 70% of work day
- Lifting, carrying - 10-20 lbs. on rare occasions
- Crouching, bending, reaching - on occasion
- Visual - frequently to examine property, read contracts and reports
- Hearing - frequently in person and on the telephone to tenants, suppliers, contractors, and property owners
- Communication - good verbal skills, required to show property, explain contracts, interact with tenants
- Writing - clear, accurate writing required to complete forms and contracts
- Driving - possibly a golf cart (on some properties)

Typical Environment
- Inside - 70%; outside - 30%
- Temperature - average office climate and outdoor weather
- Hazards - depends on job site (anticipated to be minimal)
Real Estate Appraiser

Job Description
A real estate appraiser provides expert advice on the value, quality and use of real property based on his/her knowledge and understanding of the factors that affect investment opportunities and the buying and selling of homes and properties. The appraiser collects, studies, and interprets all market data regarding a property, then prepares detailed reports that document the analysis and their conclusions. An appraiser’s license is required in most states. Analytical, detail-oriented problem solving skills are important.

Companies Which Employ Real Estate Appraisers
Appraisal companies, lending institutions, loan brokers, government agencies, home buyers, and sellers may all employ real estate appraisers.

Degree of Independent Judgment Required on the Job
A high degree of independent work and sound judgment is required. Direction is usually given by superiors. Applicant must have complete working knowledge of real estate market, analysis, and reporting programs. The applicant must also conform to established professional standards and ethics of the certifying association, such as The National Association of Real Estate Appraisers or other agencies.

Average Working Hours
Appraisers generally have 40-hour work weeks during normal business hours, but may have occasional evening or weekend work.

Tools of the Trade (not included with the course):
~ Computer or lap top
~ PDA
~ Color printer
~ Digital camera/ camera
~ Laser tape measure
~ Tape measure
~ Flash light
~ Trade specific software

Physical Demands:
~ Standing, walking – as necessary to inspect the property
~ Sitting - computer (compute analysis and reports), or in car for 70% of work day
~ Lifting, carrying – 10-20 lbs. on rare occasions
~ Crouching, bending, reaching – as necessary to inspect property
~ Visual – frequently to inspect property, read analysis and reports
~ Hearing – frequently in person and on the telephone to work with colleagues and clients
~ Communication – good verbal skills required to make presentations and recommendations, interact with colleagues and clients
~ Writing – clear, accurate writing required to complete analysis and reports
~ Driving – frequently required to inspect the property

**Typical Environment**
~ Inside – 50%; outside – 50%
~ Temperature – average office climate and outdoor weather
~ Hazards – depends on job site (anticipated to be minimal)

**Real Estate Appraiser’s License Career Opportunities**
~ Work for a lending institution
~ Operate your own business as an independent fee appraiser
~ Work for other independent fee appraisers
~ Many positions with government agencies
~ Use your appraiser skills for your own investments
Real Estate Broker

Job Description
A real estate broker may manage real estate salespeople or may function strictly as a real estate agent. As an agent, the broker is responsible for the listing and sale of the property. Self-marketing to obtain clients, showing property, negotiating contracts, market analysis, and customer relations are all important components. As a manager, the broker is responsible for overseeing and directing all activities of the salespeople and the office staff. The broker hires and trains the staff, pays commission, coordinates listings and advertisings, assists with difficult negotiations and contracts, and manages office finances. A real estate broker’s license is always required and valuable skills include sales, communication, organization, market and financial knowledge, patience, diplomacy, motivation and creativity.

Educational Requirements
To become a real estate broker, applicants must have a four-year college degree or be licensed as a real estate salesperson for at least two years. If the applicant has an Associates Degree, they must be licensed as a real estate salesperson for one year to qualify for the broker’s exam.

Companies That Employ Real Estate Brokers
Residential and commercial real estate companies, new home and land developers, residential and commercial property management firms, and mortgage companies and lenders.

Degree of Independent Judgment Required on the Job
A very high degree of independent work and judgment is required, as the broker is responsible for not only their own actions and decisions, but of those of the agents and staff in their employ. Applicant must have complete knowledge of real estate market, contracts, customer relations, sales, personnel, and finance.

Average Working Hours
Brokers set their own hours and most work 40 – 50 hours per week including some weekend and some evening hours.

Equipment, Machines, Tools Used in Today’s Office
~ MLS (multiple listing service) terminal, personal computer with Internet access
~ Calculator, telephone, fax, photocopier
~ Automobile

Physical Demands
~ Standing, walking – as necessary to examine and show property, attend meetings
~ Sitting – computer (searching Internet, listing properties, etc.), or in car for 70% of work day
~ Lifting, carrying – 10-20 lbs. on rare occasions
~ Crouching, bending, reaching – on occasion
~ Visual – frequently to examine property, read contracts and reports
~ Hearing - frequently in person and on the telephone to work with buyers, sellers, employees, suppliers
~ Communication - good verbal skills required to make presentations, negotiate sales, interact with colleagues and clients
~ Writing - clear, accurate writing required to complete forms and contracts
~ Driving - frequently required to transport clients

**Typical Environment**
~ Inside - 70%; Outside - 30%
~ Temperature - average office climate and outdoor weather
~ Hazards - depends on the job site (anticipated to be minimal)

**Real Estate Broker's License Career Opportunities**
A real estate broker's license is required for many professions.
~ Buy and sell residential and commercial property
~ Originate any type of loan or mortgage
~ List and sell other businesses
~ Develop partnerships or syndications
~ Serve as broker/ manager for real estate salespeople
Real Estate Salesperson

Job Description
A real estate salesperson is responsible for the listing and sale of property. Self-marketing to obtain clients, showing property, negotiating contracts, market analysis and customer relations are important components. A real estate license is always required and valuable skills include sales, communication, organization, creativity, and persistence.

Companies, Which Employ Real Estate Salespersons
Residential and commercial real estate companies, developers, new home sites, residential and commercial property management firms.

Degree of Independent Judgment Required on the Job
A high degree of independent work and judgment is required. Applicant must have complete knowledge of real estate market, contracts, customer relations, and sales ability. All licensed salespeople work for a licensed broker who may require floor time and who oversees all transactions.

Average Working Hours
Salespeople set their own hours and most work 40-50 hours per week including some weekend and evening hours.

Equipment, Machines, Tools Used in Today’s Office
~ Personal computer, printer
~ Calculator, telephone, fax, photocopier

Physical Demands
~ Standing, walking – as necessary to examine and show property, attend meetings
~ Sitting – computer (searching Internet, listing properties, etc.), or in car 70% of work day
~ Lifting, carrying – 10-20 lbs. on rare occasions
~ Crouching, bending, reaching – on occasion
~ Visual – frequently to examine property, read contracts, and reports
~ Hearing – frequently in person and on the telephone to work with buyers, sellers, employees, suppliers
~ Communication – good verbal skills required to make presentations, negotiate sales, interact with colleagues and clients
~ Writing – clear, accurate writing required to complete forms and contracts
~ Driving – frequently required to transport clients

Typical Environment
~ Inside – 70%; outside – 30%
~ Temperature – average office climate and outdoor weather
~ Hazards – depends on the job site (anticipated to be minimal)
Real Estate Salesperson’s License Career Opportunities
A real estate salesperson’s license is required for many professions:
  ~ Residential/ Commercial Real Estate Sales
  ~ Real Estate Host/ Hostess
  ~ Property Manager
  ~ Loan Processor/ Officer