NEW BROKER’S CURRICULUM AND TEST DEVELOPMENT

In August 2004, representatives from Promissor, the Commission’s testing administrator, will be in Hawaii to meet with Real Estate Branch staff and real estate industry representatives to review both the broker and salesperson licensing exams. This group will also be engaging in “item writing,” developing questions and answers for possible new exam questions.

Based on the new broker’s curriculum that was recently approved by the Commission, the broker’s licensing exam will be reviewed and amended to reflect new material included in the updated curriculum. While the curriculum is not a totally different animal, there is new material included, such as the responsibilities of a principal broker as reflected in Hawaii Revised Statutes Section 467-1.6, policies and procedures manuals for brokerages, and brokerage management, to name a few new content areas.

At a typical test development session, which may be scheduled over two or three days, the committee members are divided into a brokers committee and a salespersons committee. Members represent different aspects of the real estate industry. Each committee reviews and revises, if necessary, the pool of test questions (items) on the Hawaii state-specific portions of the real estate licensing examinations, and writes new test questions if necessary. The committees work with the examination content outlines for both the salesperson and broker examinations. The number of questions in the exam question pool is indicated, and if a particular section of the subject matter outlines needs additional questions, the committees will formulate new questions and answers.

Each committee receives statistical information from Promissor including percentages of candidates who pass or fail each exam, the percentage of people who select each answer, and a numerical rating as to the effectiveness of the question. Both the salesperson and broker examinations contain five (5) pretest questions. These questions do not
count in the candidates’ exam score, and are not identified as pretest questions. After the pretest questions have been “tested,” a determination is made as to whether to include the questions in the examination pool of questions.

There are multiple forms of each test. If a candidate ends up taking the salesperson or broker examination multiple times, they will not take the same test twice.

A lot of time and effort goes into the review and item writing sessions. In the very near future, scenario-type questions may appear more frequently, and technology will play a larger role in the style of testing used.

**COURSE AND INSTRUCTOR MONITORING**

May 2004 marks the start of the Commission’s course and instructor monitoring program. The purpose of the monitoring program is to verify that classes are being taught as certified, the time frames are met, the general quality of the course is acceptable, and course and other requirements are being followed. The Commission will send Real Estate Branch staff and others to sit in on randomly selected continuing education courses and prelicense classes. Monitors will present a letter of verification to the instructor when they attend the course being monitored. Monitoring will be unannounced. Based on the evaluation of the course and instructor, the Commission may contact the instructor, provider, or school, if necessary, for follow-up.

Here is a copy of the evaluation form monitors will be completing.
Landlord Training Program: Keeping Illegal Activity Out of Rental Property

Chronic drug house activity is a major cause of neighborhood decay and most drug house activity is on rental property. The Landlord Training Program is designed to help owners and property managers keep illegal drug activity and other criminal activity off their property.

Dates

July 15 Maui (Renaissance Wailea Beach Hotel)
July 16 Kauai (Kauai Marriott)
July 19 Big Island (Outrigger Waikoloa)
July 20 Oahu (Japanese Cultural Center)

Time: 8:30 a.m. to 5 p.m. Includes lunch.

Program Content

Effective property management can have a major impact on the health of a community. There are legitimate techniques which can be used to stop the spread of drug activity on rental property. The training includes:

- The role of the landlord
- Crime Prevention Through Environmental Design
- Applicant Screening
- Rental Agreements
- Ongoing Management
- Resident Involvement/Community Building
- Warning Signs of Drug Activity
- Crisis Resolution
- Working with the Police
- Section 8 (Subsidized Housing)

Included with the training is a comprehensive manual, complete with applicable laws and references.

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<td>IMPORTANT! Select a session:</td>
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<td>Cost: $20 per person Add $15 for two elective CE credits and check the box to the right.</td>
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<td>Check: Payable to Hawaii Association of REALTORS® and mailed to the address below.</td>
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<td>Signature</td>
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Registration Deadline: July 9. Additional $10 for registrations received after the deadline.

Hawaii Association of REALTORS® • 1136 12th Ave., Ste. 220 • Honolulu, HI 96816
Fax: (808) 737-4977 • Phone: (808) 733-7060, Neighbor Islands 1-888-737-9070
Website: www.hawaii实在tors.com

Notice of cancellation must be received 48 hours prior to the session, otherwise there will be no refund. Payment must be submitted with registration.
PROMISSOR OUT OF STATE TESTING

Hawaii real estate candidates may now test at any Promissor test center in the United States at no additional charge. There are currently more than 200 test sites available. Interested candidates may make a reservation at 800-274-7301, the same telephone number to register for the Hawaii real estate exam.

The same testing procedures and requirements remain in place. All appropriate documentation must be brought to the test center by the candidate. Documentation must be original and current (school completion certificate or prelicense education equivalency certificate, uniform section equivalency, broker experience certificate). Candidates will still receive a score report immediately after testing is complete. For those candidates who pass the exam, a license application will also be issued.

If candidates are interested in the test site locations, they may log on to www.promissor.com. Under “Find Test Information” click on “State Regulatory Exams – Real Estate/Appraiser exams.” From the drop-down menu, click on “Hawaii Real Estate,” and under “Testing Services” click on “Locate Test Center.”

REAL ESTATE EDUCATORS ASSOCIATION
25TH ANNUAL CONFERENCE

The 25th annual Real Estate Educators Association (REEA) will be held June 20-23, 2004, in San Antonio, TX. Under the theme, “REEA – the Lone Star in Real Estate Education,” the conference will include a REEA Instructor Development Workshop on Saturday, June 19, 2004.

Other topics included in this year’s agenda are a REEA Distance Learning Workshop, a session on “ARELLO Distance Education Certification – Everything You Wanted to Know and More,” and a session on “Instructor Assessment Program (IAP) Cram ($35.00) and Exam ($75.00).” All of these sessions will be held on Sunday, June 20, 2004.

The real action begins on Monday, June 21st, with concurrent sessions in the morning and early afternoons on multiple topics of interest to real estate educators, and a roundtable discussion in the afternoon on “Challenges in Real Estate Education: Where Do We Go From Here?”

Tuesday, June 22nd, also includes “track sessions” where attendees select a track that most interests them and follow the track for the morning session. Usually, tracks for regulators, education directors, school instructors/company trainers/speakers, and school owners are made available. The afternoon will be for concurrent sessions, including topics on “How to Deliver a Dynamic Presentation – When You Can’t See the Back Row,” “Humor: Have a Lasting Impact Through Stories and Laughter,” “Feng Shui,” “New Ways to Teach Old Topics,” and “Communicating in a Multi-Cultural World.”

The concluding session on Wednesday, June 23, is one of the highlights of the REEA conference, the “Legal Update” by Chuck Jacobus, J.D. Hope to see you there!
TEST DEVELOPMENT IS A COLLABORATIVE EFFORT
Melissa Billings
Promissor

At Promissor, we recognize that the paramount purpose of a licensing exam is to ensure that entry-level practitioners meet, and hopefully surpass, the competency benchmark in their given profession. This is the desired outcome for every testing program in any industry. What many people do not consider, however, is the behind-the-scenes effort that goes into developing, maintaining, and administering a testing program. A collaborative effort between Promissor and Hawaii real estate professionals, the development of the state section of the real estate licensing test is a complex but rewarding process that employs high development standards, thus assuring the reliability and defensibility of state testing practices.

Because state rules and regulations provide the basis for licensure testing, our test developers rely heavily on the input of local officials and practitioners in developing a testing pool relevant to current industry standards that can evolve as state-specific rules and regulations change. At the beginning of a testing program, an analysis is performed to determine what knowledge areas are essential to practice the profession within the state. The result of this effort is a content outline, which acts as a summary of the subject areas, derived from state laws and regulations, that will be tested on an exam. A panel of Subject Matter Experts (SMEs), consisting of practicing professionals, industry leaders, regulators and educators, is then recruited to act as the review committee for all test development processes.

Test development meetings are held regularly in Hawaii in order to review state real estate exam performance. In a typical test development meeting, the SMEs gather with test developers to review the content outline and consider any needed changes. The panel then reviews the active question pool one question at a time to ascertain the compliance of questions with rules and regulations. The panel also reviews the performance statistics of each question to make sure that each one is performing well. Our review process provides for instant, on-site revision, so all of the SMEs are able to immediately approve changes to any given question or subject area. In addition to reviewing active questions, the writing of new questions relating to new or changed laws, or evolving practices within the industry, is performed in a consortium fashion. Each question is required to have the approval of all committee members before being introduced on an examination in the next testing cycle.

The end of the test development meeting initiates the editorial and measurement process in anticipation of test construction. New questions are converted into the Promissor testing format by a test editor, and are prepared to be given an unscored trial run on an examination. Promissor employs this trial process in order to gather performance statistics, therefore determining the overall quality, reliability, and difficulty of the new questions. In addition to SME review, our measurement department constantly monitors the performance statistics of previously approved questions to guarantee consistency throughout testing forms. As a result, when tests are then built according to question statistics, each test form is “equated,” providing that no one test form is more difficult than another on the same level.

Examinations are administered in an interactive computer-based testing environment that includes graphics and other innovative capabilities. Testing in this environment provides the benefit of instantaneous score reporting after completing the examination. Candidates who pass
the examination walk out of the test center with their licensing application. This streamlining of
the application and licensure method has helped to cut much of the red tape involved in
commencing practice in the field.

Our goal in developing tests for Hawaii is to provide superior service, steadfast quality, and the
assurance that the state examination is a true reflection of the industry knowledge base. We look
forward to our continued relationship with Hawaii real estate regulators, and in providing an
efficient, professional testing experience to the practitioners that they serve.

Melissa Billings is a Test Development Editor with Promissor in Philadelphia, PA.

COMMISSION’S CORE COURSE AVAILABLE ON-LINE

“Real Estate Law Review & Update/Ethics 2003-2004,” the Commission’s core course
for the current license biennium became available at the end of April 2004. For the first time, the
core course is now available in an on-line format. ProSchools, Inc., the Oregon company
contracted by the Commission to develop the core course, has created an easy process for
Continuing Education Providers to offer the core course on-line.

The provider will provide ProSchools with some information about their school, such as
name, address, price they will charge for the course, etc. ProSchools will then create a “vendor
account” for that provider. Either the student or the administrator can sign up a student on-line.
Students may pay with a credit/debit card. A username and password will be selected by the
student/provider. Each provider will be given a “link” on their website to the core course. This
makes it appear that the provider is offering the core course, not ProSchools.

If the provider has no website, ProSchools will create a
generic site for use by the students. All fees are handled by
ProSchools. ProSchools will deduct use fees ($16.95 per
course) and forward the remaining fee to each provider.

There is an evaluation form for the on-line version that
must be completed. Evaluations should be returned to the
Commission after you have made copies for your own records.

Each provider offering the Commission’s core course
on-line, must sign a ProSchools Real Estate Partner Program
Agreement.

If you are interested in offering the Commission’s 2003-
2004 core course, you must make sure the instructor for the course attended the Instructors
Development Workshop on either March 15 or March 16, 2004. If an instructor did not attend
the IDW, and would like to teach the Commission’s core course, the instructor must take the
Commission’s core course, and then, upon completion, submit a written certification to the
Commission. You may telephone the Real Estate Branch at (808) 586-2643 to request the
certification form.
A GUIDE FOR DISTANCE LEARNERS
By Robert A. Meyer, Ph.D.

Quite often ARELLO is asked what advice we can offer to distance learner students. In response to those questions we offer these tips you may want to include with your distance education materials.

Ten Rules for Distance Learners

- Read the course introduction materials thoroughly. Distance education courses are often unique in their delivery formats. The introductory material will explain how the course operates and how to proceed through the course in the most efficient manner. Do not skip this material. Understand the course requirements.
- Read the learning objectives for each unit. These help outline the material that is presented in each unit and presents the “roadmap” for your study.
- Taking notes while you go through the course can help you retain important points and serve as a review for courses that require a final exam. Summarize the main points you have learned and make notes on those items you missed or had difficulty mastering. It is often helpful to go back over the unit and formulate questions based on items you have identified as important.
- Asking yourself questions during distance education studies helps your study to be active learning. Turning the unit objectives into questions before you start the unit often helps stimulate active learning.
- Set time aside on a planned basis for your study. Distance education in many ways requires more personal discipline than classroom study. Make sure you have certain “times for class” each week. Ensure that your study time is in a quiet environment where you will not be disturbed. It is easy to procrastinate in distance education.
- Reward yourself with short breaks. In general, after you have studied for an hour it is wise to take a break. Suggestions range from taking a coffee or tea break to some physical activity to keep you alert and stimulated.
- When you encounter technical difficulties with course operation, make sure you use the specific telephone number for technical assistance. Contacting your instructor will often result in delays in resolving technical problems. Remember, in most distance education courses there is a separate contact for technical help.
- When you do not understand the material, contact the instructor. When the contact is made via e-mail, you should expect a reply within a reasonable time-frame. In rare cases where an instructor does not reply, you should contact the provider and explain you have contacted the instructor and have not received a reply.
- Know how long you have to complete the course. The time will be stated in the course introduction.
- Do your own work.

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REAL ESTATE COMMISSION
2004 MEETING SCHEDULE

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<th>Laws &amp; Rules Review Committee – 9 a.m.</th>
<th>Real Estate Commission – 9 a.m.</th>
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<td>Tuesday, May 11, 2004</td>
<td>Friday, May 28, 2004</td>
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<td>Wednesday, July 14, 2004</td>
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<td>Wednesday, August 11, 2004</td>
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<td>Wednesday, October 13, 2004</td>
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<td>Wednesday, November 10, 2004</td>
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<td>Thursday, December 9, 2004</td>
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All meetings except the May 11, 2004 and the September 8, 2004 Committee meetings will be held in the Queen Liliuokalani Conference Room, King Kalakaua Building, 335 Merchant Street, First Floor, Honolulu. The May 11, 2004 Committee meetings will be held in Conference Rooms A, B and C of the State Office Building, located at 75 Aupuni Street, Hilo, Hawaii. The September 8, 2004 Committee meetings will be held in Conference Rooms A, B and C of the State Office Building, located at 3060 Eiwa Street, Lihue, Kauai.

Meeting dates, locations and times are subject to change without notice. Please visit the Commission’s website at [www.hawaii.gov/hirec](http://www.hawaii.gov/hirec) or call the Real Estate Commission’s Office at 586-2643 to confirm the dates, times and locations of the meetings. This material can be made available to individuals with special needs. Please contact the Executive Officer at 586-2643 to submit your request.

CURRENT PRELICENSE EDUCATION SCHOOLS

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<td>942-4472</td>
<td><a href="mailto:abelee@hawaii.rr.com">abelee@hawaii.rr.com</a></td>
<td><a href="http://www.abeleeseminars.com">www.abeleeseminars.com</a></td>
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<tr>
<td>Akahi Real Estate Network LLC</td>
<td>331-2008</td>
<td><a href="mailto:akahi@jayhawaii.com">akahi@jayhawaii.com</a></td>
<td><a href="http://www.jayhawaii.com">www.jayhawaii.com</a></td>
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<tr>
<td>Century 21 Real Estate School</td>
<td>263-4074</td>
<td><a href="mailto:c21hale@aol.com">c21hale@aol.com</a></td>
<td><a href="http://www.the-islands.com">www.the-islands.com</a></td>
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<tr>
<td>Coldwell Banker Pacific Properties Real Estate School</td>
<td>748-3410</td>
<td>Pre-Licensing <a href="mailto:School@cbpacific.com">School@cbpacific.com</a></td>
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<td>263-9500</td>
<td><a href="mailto:davidcatanzaro@msn.com">davidcatanzaro@msn.com</a></td>
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<td>Dower School of Real Estate</td>
<td>735-8838</td>
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<td>Maui Community College – VITEC</td>
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<td>REEF Inc., Hawaii Institute of Real Estate</td>
<td>521-0071</td>
<td><a href="mailto:hire@808mail.com">hire@808mail.com</a></td>
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<td>Seiler School of Real Estate</td>
<td>874-3100</td>
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<td>University of Hawaii at Manoa</td>
<td>956-8244</td>
<td><a href="mailto:pamelaf@hawaii.edu">pamelaf@hawaii.edu</a></td>
<td><a href="http://www.outreach.hawaii.edu">www.outreach.hawaii.edu</a></td>
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<td>Vitousek Real Estate Schools</td>
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## CURRENT CONTINUING EDUCATION PROVIDERS

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<td>885-2117</td>
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<td>528-2246</td>
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<td>Honolulu Board of REALTORS®</td>
<td>732-3000</td>
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<td>John Reilly</td>
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<td>873-8585</td>
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<td>874-3100</td>
<td><a href="mailto:seiler@maui.net">seiler@maui.net</a></td>
<td><a href="http://www.rickseiler.com">www.rickseiler.com</a></td>
</tr>
<tr>
<td>Thomas J. Douma</td>
<td>879-6000</td>
<td><a href="mailto:tom@inspectiongroup.com">tom@inspectiongroup.com</a></td>
<td><a href="http://www.hawaiiinspectiongroup.com">www.hawaiiinspectiongroup.com</a></td>
</tr>
<tr>
<td>University of Hawaii at Manoa</td>
<td>956-8244</td>
<td><a href="mailto:pamelaf@hawaii.edu">pamelaf@hawaii.edu</a></td>
<td><a href="http://www.outreach.hawaii.edu">www.outreach.hawaii.edu</a></td>
</tr>
<tr>
<td>Waikiki Realty Real Estate School</td>
<td>955-8282</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## CONTINUING EDUCATION CREDIT

You may take more than one core course for continuing education credit, but one of the core courses will count as an elective course for 4 credits. As long as you take a core course (4 credit hours) and elective courses that total a minimum of 10 hours, then you will have satisfied the continuing education requirement for this biennium, and may renew your license on active status.
The State of Hawaii Real Estate Commission's Real Estate and Condominium Specialists will set up offices for a day to discuss real estate licensing and condominium concerns with interested parties.

The Real Estate Specialist will be available to discuss questions about licensing laws and rules, licensing applications, broker experience certificate applications, examination administration, continuing education, new legislation, Real Estate Commission procedures, educational programs, and other related topics.

The Condominium Specialist will be available to discuss questions about boards, associations, meetings, condominium managing agents, condominium association registration, condominium hotel operators, fidelity bonding, condominium property regime statute, public reports, project registration, new legislation, reserves, and other condominium-related topics.

This program is funded by the Condominium Education Fund and the Real Estate Education Fund.

The Specialists’ Office for the Day will be held from 10:00 a.m. to 1:00 p.m., at the Kauai Board of REALTORS' Office, located at 4359 Kukui Grove, # 103, Lihue, Kauai, on Friday, May 21, 2004.

If you have any questions, you may contact a Real Estate Specialist or a Condominium Specialist at (808) 586-2643 or dial toll free from the island of Kauai, 274-3141, ext. 6-2643. You may also write to: Real Estate Commission, 335 Merchant Street, Room 333, Honolulu, Hawaii 96813.

Dates, times and locations are subject to change. Please call prior to the date listed to confirm. This material can be made available for individuals with special needs. Please call the Senior Real Estate Specialist at 586-2643 to submit your request.
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Kapiolani Community College
Saturday, May 22, 2004
8:30 a.m. – 2:30 p.m.

Interested? Want more information?
Check our website: http://smallbusinessfair.state.hi.us
e-mail: Tax.Training.Outreach@hawaii.gov
call: (808) 587-1786

Hawaii Small Business Fair Organizing Committee:
* Business Action Center * Department of Taxation * Department of Transportation *
* Hawaii Community Loan Fund * Hawaii Small Business Development Center * Hawaii Women's Business Center *
* Internal Revenue Service * Kapiolani Community College * Leeward Community College *
* University of Hawaii Pacific Business Center * SCORE * U.S. Small Business Administration *