

# AGENCY, EMPLOYMENT & THE STANDARD OF CARE

RISK MANAGEMENT  
CERTIFICATION CORE COURSE

## WHY ATTEND

This course addresses risk management topics and issues related to agency, employment and the standard of care. Many disputes arise as a result of the parties' failure to understand the terms of employment agreements and what constitutes an appropriate standard of care agency relationship. This course is designed to help brokers and agents reduce their risks related to agency and employment agreements in Arizona.

This course accompanies chapter 22 of *Arizona Real Estate: A Professional's Guide to Law and Practice*, by K. Michelle Lind, Esq., General Counsel for the Arizona Association of REALTORS®. Portions of this course may have been reprinted from the text. It is highly recommended that students read the full text to gain an understanding of the complexities involved in every real estate transaction.

## Upon completion of this course, you will be able to:

- Describe what constitutes the standard of care required in Arizona.
- Implement strategies to avoid risks related to failing to adequately perform the duties required in an agency relationship.
- Explain how a commission is and is not earned under a listing agreement, as interpreted by Arizona courts.
- Reduce risks associated with commission disputes under co-brokerage agreements.

*Note: All classes in the rCRMS program are standalone, but if your goal is to earn the rCRMS certification, all courses must be completed within two years and recertified every two years. Recertification requirement is attendance at one of the certification's contract courses.*

## rCRMS CERTIFICATION PROGRAM DETAILS

The certification program consists of three core courses, one contract course (two days), and one elective course. For more information, visit [www.aaronline.com](http://www.aaronline.com)

**Give clients the utmost protection during their transaction...earn the rCRMS certification.**

Registration is now open:

<http://www.regonline.com/2013crms>

### DATE

October 22 2013  
9:00 a.m. – 4:15 p.m.

### LOCATION

AAR  
255 E. Osborn, Phoenix

### PRICE

\$89 by October 17

### INSTRUCTOR

Mary Frances Coleman

### C/E

3-agency/3-commissioners  
standards

ARIZONA ASSOCIATION  
OF REALTORS®

800-426-7274

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