

**All American Training Institute**

A Division of All American Home Inspectors Association

**School Catalog**

Volume 4

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## Corporate Office

822 N A1A Highway

Suite 310

Ponte Vedra, FL 32082

www.ati-training.com

info@ati-training.com

855-735-2021

**Training Location**

1500 N University Drive

Waukesha, WI 53188

All American Training Institute (ATI) is owned by All American Property Inspectors Association, an S-corp.

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**Mission**

It is the mission of All American Home Inspectors Association (AAHIA) to provide exceptional resources to individuals who desire to become a member of our association. Through a hands-on, instructor-led, training approach members will gain invaluable skills and knowledge needed to be successful in the industry. Our staff is committed to each member and is dedicated to catapulting our members’ success.

The All American Training Institute’s (ATI) mission is to provide exceptional training to individuals choosing to change industries or improve their skills within their current field. Through hands-on instructor training individuals will leave ATI with the skills and knowledge needed for success. ATI’s staff is here for each student during and after training. ATI’s mission is not only to train you, but to also support your future success.

**Entrance Requirements and Enrollment Processes**

Entrance into one of ATI’s courses is open to any qualified individual. No interested and qualified individual will be denied enrollment based upon race, ethnic origin, sex or religion. In order for a student to qualify they must:

1. Have a telephone or in person interview with an admissions representative of ATI
2. Sign an Enrollment Agreement
3. Be at least 18 years of age or have signed parental consent
4. Have the physical ability to navigate through a property including climbing, bending and lifting
5. Have the ability to read and write

**Students with Special Needs**

We do not discriminate against individuals with special needs and will strive to make any accommodations we are capable of. These students should contact Katie Cooper, Vice President of Operations and Compliance, to arrange for any special accommodations needed. Individuals who attend this course to become a home inspector must be able to visually inspect and physically navigate through a property including bending, climbing and lifting. Students who cannot perform the physical functions of a home inspector will not benefit from training and will not be admitted.

**Language of Training**

Courses are offered in English. English as a Second Language (ESL) is not offered at ATI.

**Transfer of Credits**

Courses offered do not contain credit value. There is no guarantee that courses taken at ATI can be transferred to another institution. It is the sole discretion of the receiving institution to allow credit from the course. No life experience or challenge exam can be applied toward any course at ATI. ATI doesn’t apply credit from any previous training you may have attended.

This class is not measured in vocational credits and a degree will not be awarded upon completion.

**Late Enrollment**

Application is allowed up to the first day of a class. Students who wish to apply or enroll after a course has begun must apply for a future class. Students are not allowed to enroll in a course which has already begun.

ATI doesn’t utilize standard course terms. Classes are eight days in length and the program term starts the first day of class and ends on the last day of class.

**Enrollment Processes**

Students can register in person at; 120 Park Avenue Pewaukee, WI 53072 or over the telephone 855-735-2021. Students will be notified either in person or over the telephone of their acceptance into the course.

Enrollment will not be complete until the Enrollment Agreement is signed and a copy is provided to the registrant. A course deposit is required at the time of signing the Enrollment Agreement.

**Deposit**

A $500.00 deposit is required for registration.

**Collection Policies**

Tuition dues must be paid prior to or on the first date of class attendance. Failure to pay balance will result in forfeiture of space in that class, students my transfer to a future class if they require additional time to pay the balance of their dues.

**Loans**

ATI does not offer loans and does not participate in the Federal Student Financial Aid (FAFSA) program.

**Payment Schedules**

8-Day Home Inspection Training Course $3,000.00

Home Inspection Essentials $899.00

**Locations and Facilities**

**Wisconsin**

Classes are held at UW Waukesha 1500 N University Drive, Waukesha, WI. The facility has the administrative office, a large training area, private restroom and a break area. There is a lab located on the lower level with props.

The classroom is equipped with training materials, an LCD projector and Audio and Visual equipment.

The Chief administrators are:

1. Scott Newcomer – President
2. Amy Newcomer – CFO and Vice President of Business Development
3. Catherine (Katie) Cooper – Vice President of Compliance and Operations

Courses are not offered over a holiday. Classes will not be held during a week containing a holiday.

Administration Offices will be closed on the following days:

 New Year’s Day Good Friday

 Memorial Day Fourth of July

Labor Day Thanksgiving

Day after Thanksgiving Christmas Eve Day

Christmas Day New Year’s Eve Day

Scott Newcomer is the instructor. Scott is the co-founder of the American Home Inspectors Training Institute (AHIT). His background includes owner and CEO of a national home inspection franchise and former owner of Newcomer’s Home Inspection Service Inc, which performed over 25,000 home inspections. Scott has been conducting inspections since 1988 and currently is the owner of House to Home Inspection Services, a multi-inspector firm. Scott graduated from the University of Wisconsin with a B.S. in Construction Management.

**Programs/Courses**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course**  | **Length**  | **Hours**  | **Total Costs** | **Credential Earned** |
| 8-Day Home Inspection Course  | 8 Days  | 72 Hours | $3,000.00 | Certificate of Completion  |
| Home Inspection Essentials | 3 – 24 Weeks | 120 Hours  | $899.00 | Certificate of Completion |

**Course Descriptions**

**8-Day Home Inspection**

This course will provide students with the knowledge and skills of how to conduct a proper and professional home inspection. Students will learn the systems of a home, how they work together and what common defects are normally present. Report writing per Standards of Practice is taught along with business and marketing skills. This course will prepare students to sit for the Wisconsin State Home Inspector Examination and the National Home Inspector Examination. Exam content and questions will be covered in class and an exam study guide will be provided. Through five mock in-field inspections students will learn firsthand how to inspect and report their findings. Students will benefit from the hands-on, technical approach of teaching.

**Home Inspection Essentials**

This program is designed to ensure you understand the proper process of a Home Inspection and current Home Inspection practices. This hands-on approach will familiarize you with the systems of a building and how the systems work as a whole. Common construction methods will be covered illustrating common issues and concerns. This course also explains correct report terminology and writing along with the Standards of Practice (SOP).

**Clock Hours**

Every 50 minutes of classroom, in-field or lab instruction is equivalent to 1 clock hour.

**Student/ Teacher Ratio**

The maximum students allowed in a classroom are 22. The student teacher ratio for in-field training is 12:1.

**Classroom Schedule**

Class will start at 8:30 and begin with attendance each day. There is a one-hour break for lunch and other shorter breaks as needed. Class will conclude at 5:30 each day. The class runs for eight days Saturday through Saturday. Students must attend all days and pass a final examination with a score of 80% or better to receive a certificate of completion.

**Syllabus**

All American Training Institute Instructor: Scott Newcomer

8-day Home Inspection Training Course Phone Number:

Saturday – Saturday 120 Park Avenue

8:30am – 5:50pm Pewaukee, WI 53072

 Scott@ati-training.com

72 Clock Hours

**Prerequisite(s):** None

**Welcome**

Welcome to the 8-day Home Inspection Training Course, we are excited to have you in class. I am Scott Newcomer and I will be your instructor over these eight days. In this class we will work together and I will help you learn how to properly perform home inspections and how to start and grow your business.

**Course Organization**

This is a lecture-lab class combined with in-field mock home inspections. Topics are presented by the instructor, photos are explained and assignments are to be completed by the students during lab, in-field mock inspections and independently. A comprehensive final exam will be given to determine if the student has mastered the course material.

**Course Objectives**

1. To familiarize students to the systems of a home
2. To educate students on how to perform inspections and report their findings per industry standards of practice
3. To prepare students to start and grow their home inspection business
4. To build confidence in students to ensure future success

**Course Topics**

1. Inspecting and Reporting on Exteriors
2. Inspecting and Reporting on Roofs
3. Inspecting and Reporting on Structures
4. Inspecting and Reporting on Interiors
5. Inspecting and Reporting on Plumbing
6. Inspecting and Reporting on Electrical
7. Inspecting and Reporting on HVAC
8. Report Writing
9. Standards of Practice
10. Licensing Law and Regulations
11. Business Building and Marketing

**Required Texts**

Textbooks will be provided to students at the time of registration.

* Home Reference Book - Carson Dunlop

**Classroom Conduct**

Students are expected to behave in a professional manner and exhibit respect for their instructors and peers. Students are expected to dress in business casual clothing. Students can be terminated from class for violating the following rules:

1. Unprofessional or disrespectful conduct
2. Unsatisfactory class participation
3. Disrupting peers
4. Excessive tardiness
5. Cheating
6. Attending school while under the influence of drugs or alcohol
7. Sexual harassment
8. Discrimination or bullying
9. Carrying a dangerous weapon
10. Smoking within the school’s property or at a mock inspection site

**Attendance and Make-Up Work**

Attendance is taken twice a day, once in the morning and again after lunch. Attendance records are kept within the student’s file. Students are expected to attend on time every day. If an emergency occurs where a student may miss a class day or be tardy the student should work with the instructor to arrange any make-up for any missed time.

Students who have been terminated may appeal to the school director and remittance is solely at the discretion of the school director.

Students may request a leave of absence from a school administrator for extraordinary circumstances. The school administrator will make arrangements for the student to attend a future class. The leave of absence must be made up within one year of request the leave.

The school does not have a probationary period for unsatisfactory grades or progress. The class is graded as a pass/fail. If a student attends all training, participates, and passes the final examination with a score of 80% they will pass the class. If they don’t meet these requirements they will fail and will need to re-take the class.

Students who arrive to class 15 minutes past the start of class will be marked as tardy. Once a student is tardy twice that 15 minute portion of class must be made-up.

Students will receive their pass/fail grade on the last day of class. A certificate of completion will be mailed to them within two weeks of passing.

**Syllabus**

All American Training Institute Instructor: Scott Newcomer

Home Inspection Essentials Distance Course Phone Number: 855-735-2120

Saturday – Saturday 120 Park Avenue

8:30am – 5:50pm Pewaukee, WI 53072

 Scott@ati-training.com

120 Clock Hours - Online

**Prerequisite(s):** None

**Welcome**

Welcome to the Home Inspection Essentials Online course, we are excited to have you in class. I am Scott Newcomer and I will be your instructor over these eight days. In this class we will work together and I will help you learn how to properly perform home inspections and how to start and grow your business.

**Course Organization**

This is a distance learning course that consists of at home reading assignments, activities, quizzes and tests. Topics are presented in each chapter, photos are explained and assignments are to be completed independently. A comprehensive final exam will be given to determine if the student has mastered the course material.

**Course Objectives**

1. To familiarize students to the systems of a home
2. To educate students on how to perform inspections and report their findings per industry standards of practice
3. To prepare students to start and grow their home inspection business
4. To build confidence in students to ensure future success

**Course Topics**

1. Inspecting and Reporting on Exteriors
2. Inspecting and Reporting on Roofs
3. Inspecting and Reporting on Structures
4. Inspecting and Reporting on Interiors
5. Inspecting and Reporting on Plumbing
6. Inspecting and Reporting on Electrical
7. Inspecting and Reporting on HVAC
8. Report Writing
9. Standards of Practice
10. Licensing Law and Regulations
11. Business Building and Marketing

**Required Texts**

Textbooks will be provided to students in a PDF format, hard copy books can be sent if the student will pay for shipping.

* Real Estate Home Inspection - Mastering The Profession by Dearborn

**Attendance and Make-Up Work**

Attendance is taken whenever a student logs into their online classroom. Attendance records are kept within the student’s file.

Students who have been terminated may appeal to the school director and remittance is solely at the discretion of the school director.

Students may request a leave of absence from a school administrator for extraordinary circumstances. The school administrator will make arrangements for the student to attend a future class. The leave of absence must be made up within one year of request the leave.

The school does not have a probationary period for unsatisfactory grades or progress. The class is graded as a pass/fail. If a student attends all training, participates, and passes the final examination with a score of 80% they will pass the class. If they don’t meet these requirements they will fail and will need to re-take the class.

Students will receive their pass/fail grade on the last day of class. A certificate of completion will be mailed to them within two weeks of passing.

**Student Services**

**Student Records**

Student records are maintained at the corporate headquarters in Pewaukee, WI. Records are maintained physically and electronically for six years after a student exits a program/class. Student’s transcripts shall be held indefinitely. Records shall include:

* Student’s Name
* Student’s Address and Contact Information
* Copy of the Enrollment Agreement
* Payments and/or Refunds
* Attendance Records
* Date of Completion/Termination/Withdrawn
* Grievances or Complaints
* Transcript

Student records are confidential. Only the school Administrator and student will have access to student records without written permission from the student. Files are saved securely on the school’s firewalled server and are backed up each night.

**Placement Services**

Placement services are not offered through ATI. Business and marketing skills are taught in class to enable graduates to become self-employed. When multi-inspector firms contact us with the need to hire more home inspectors we make the notice public to our graduates via our Facebook page.

**Grievance Procedure**

Students should first address any disagreements or complaints directly with the individual involved. Disagreements or complaints should be explained in person with a written outline of the disagreement or complaint. If there isn’t a satisfactory resolution the student should then contact the Vice President of operations, Katie Cooper. Complaints must be in writing and all interactions will be documented and kept in the student’s file. ATI will make every attempt to come to an agreeable resolution. If the complaint cannot be resolved then he/she may contact the Wisconsin Education Approval Board (EAB). 431 Charmany Drive, Suite 102Madison, WI 53719. Phone: (608) 266-1996 Fax: (608) 264-8477 Email: eabmail@eab.wisconsin.gov <http://eab.state.wi.us/>

**Cancellation and Refunds**

A. A student who cancels within 3 business days of signing the enrollment agreement shall receive a refund of all monies returned.

B. Thereafter, if a student withdraws or is terminated from training prior to completing 60% of the course a student will be entitled to a pro-rata refund which will be provided within 30 days of termination less:

1. The cost of any textbook or supplies accepted and not returned in resalable condition

Tuition liability is divided by the number of hours in the program. Total tuition liability is limited to the term during which the student withdrew or was terminated and any previous terms completed.

If termination occurs School may keep

Prior to 10% of hours 10% of dues

Past 10% but prior to 20% 20% of dues

Past 20% but prior to 30% 30% of dues

Past 30% but prior to 40% 40% of dues

Past 40% but prior to 50% 50% of dues

Past 50% but prior to 60% 60% of dues

Past 60% of hours 100% of dues

The official date of termination or withdrawal of a student shall be determined by:

• The date of which the student notifies the school that they will withdrawing from the program either in writing, via telephone, via email, via fax or in person.

• The date a student violates published school policy and is terminated from the program.

• If a student stops attending at any time, the refund will be based upon the last date of determined attendance.

Students will receive a refund within 30 days of official notification of withdrawal or dismissal.

Students utilizing the 3 business day cancellation privilege will receive a refund in 10 days.

Placement assistance services are not provided and the school cannot guarantee a job to any student or graduate.

Instructors are available Monday – Friday 8:00am – 5:00pm CST to answer any student or graduates questions. Instructors are also available to assist graduates start their home inspection business and answer any technical questions the graduate may have in the field while inspecting.

Student referrals to prospective employers are not based upon direct contact with the employer regarding current job openings.

**Veterans Refund Policy**

The non-refundable portion of registration fees will not exceed $10.00. All other charges to the student, including tuition, books and supplies issued by the school, registration fees in the excess of $10.00, and other fees will not exceed the pro-rata portion of total charges that the length of the completed portion of the course bears to the total length of the course. This policy is in compliance with the requirements of 38 CFR 21.4255

**Classroom Course Schedule**

To be determined

This all inclusive course is designed to ensure you understand the proper process of a Home Inspection and current Home Inspection practices. This hands-on approach will familiarize you with the systems of a building and how the systems work as a whole. Common construction methods will be covered illustrating common issues and concerns. This course also explains correct report terminology and writing along with state law regarding Home Inspectors and licensing including the Standards of Practice (SOP).

In addition to learning how to perform a proper and professional Home Inspection, you will also leave with a thorough understanding of how to start and grow your business. A Realtor® will not only present to you how to gain referrals, but also how to keep them while continuing to get more.

ATI offers more than thorough Home Inspection training, by choosing us you are receiving an entire set-up for success.

* Business Processes and Start-Up
* Marketing Techniques
* In Field, Hands-on Technical Training
* Post Class Business Assistance and Technical Inspection Support

After passing the final, proctored examination with a score of 80% or better you will receive an official certificate transcript to allow you to sit for the Illinois State Home Inspector licensing examination. You will also be prepared to sit for the Wisconsin State Examination and the National Home Inspector Examination.

**Day One - Classroom**

* 8:00 - 8:10 Attendance (10 min)
* 8:10 - 9:10 Welcome (1 hr)
	+ What you will learn
	+ About AATI
	+ Overview of Inspections
	+ Overview of an Inspector
	+ Standards of Practice Introduction
	+ 9:10 – 9:30 Knowledge Quiz (20 min)
	+ 9:30 – 10:00 Report Writing Overview (30 min)
		- Types of Inspection reports
		- Common Defects and Recognition
		- Reporting Findings
	+ 10:00 – 10:15 Break
	+ 10:15 – 11:00 Report Writing Overview (45 min)
	+ Common Terms
	+ Visible Evidence
	+ Risk of Exceeding SOP
	+ Communicating Findings
	+ 11:00 – 12:00 Exteriors (1 hr)
		- Purpose of Inspection
		- Site Inspection
			* Vegetation
			* Grading
			* Drainage
			* Retaining Walls
		- Foundations and Footings
		- Siding and Wall Coverings
			* Aluminum
			* Brick
			* Vinyl
			* Steel
			* Asphalt
			* Hardboard
			* Stucco
			* Wood
			* Exterior Insulation
		- Structural Framing
		- Doors, Trim, Flashing and Windows
		- Driveways and Sidewalks
	+ 12:00 – 1:00 Lunch – on own
	+ 1:00 – 3:00 Exteriors (1 hr)
		- Gutter Drainage Control
		- Porches, Steps, Stoops and Railings
		- Garage Inspections
		- Pool Inspections
		- Irrigation Systems
	+ 3:00 - 3:15 Break
	+ 3:15 – 6:00 Roofs (2 hr 45 min)
		- Purpose of Inspection
		- Types of Roofs
			* Asphalt
			* Cedar Shake
			* Cedar Shingle
			* Tar
			* Rolled Roughing
			* Clay
			* Concrete
			* Slate
			* Metal
			* Asbestos
			* Roof Components
				+ Skylights
				+ Chimneys
				+ Vent Stacks
				+ Flashings

**Day Two - Classroom**

* 8:00 – 9:15 Roofs (1 hr 15 min)
	+ Environmental Opponents
	+ Framing
	+ Typical Repair Methods
	+ Drainage Systems
	+ Typical Defects
* 9:15 – 10:00 Interiors (45 min)
* Purpose of Inspection
* Walls
* Ceilings
* Floors
* Doors
* 10:00 – 10:15 Break
* 10:15 – 12:00 Interiors (1 hr 45 min)
* Windows
* Stairs, Steps and Railings
* Kitchen
* Countertops
* Appliances
* Cabinets
* Islands
* Attics, Crawlspaces and Insulation
* Fireplaces and Wood Burning Stoves
* 12:00 – 1:00 Lunch – Brought in
* 1:00 – 3:00 Structure (2 hr)
* Purpose of Inspection
* Components of Structure
	+ Stresses
	+ Shifting
	+ Weight
	+ Floor and Wall Framing
	+ Support Systems
		- Poured Concrete
		- Concrete Block
		- Brick
		- Stone
		- Wood
		- Footings
		- Drainage
* 3:00 – 3:15 Break
* 3:15 – 4:15 Structure (1 hr)
	+ Flood Control
	+ Roof Structure
	+ Ventilation
		- Under-Roof
		- Under-Floor
		- Vapor Protection
* 4:15 – 6:00 Electric (1 hr 45 min)
* Purpose of Inspection
* Main Service Panel
* Size
* Location
* Overcurrent Protection
* Service Entrance
* Cables
* Raceways
* Distribution
* Fuse Boxes
* Breaker Boxes
* Subpanels

**Day Three Classroom**

* 8:00 – 10:00 Electric (2 hr)
* Light Fixtures
* Switches and Receptacles
* Ground Fault Circuit Interrupts
* Types of Wiring
* Aluminum Wiring
* BX Cable
* Romex Cable
* Conduit
* Knob and Tube
* 10:00 – 10:15 Break
* 10:15 – 12:00 Plumbing (1 hr 45 min)
* Purpose of Inspection
* Water Supply
* Private Water and Wells
* Public Water
* Fixtures and Faucets
* Drain, Waste and Vent Systems
* Water Heater Systems
* 12:00 – 1:00 Lunch On Own
* 1:00 – 3:00 Plumbing (2 hr)
* Fuel Distribution
* Drainage Control
* Sump Pumps
* Ejector Pumps
* Piping
* Sewer Distribution
* On-Site Wastewater Treatment Systems
* 3:00 – 3:15 Break
* 3:15 – 6:00 HVAC (2 hr 45 min)
* Purpose of Inspection
* Heating Equipment and Distribution
* Gas Forced Air
* Fuel Oil Forced Air
* Heat Pumps
* Electric Forced Air
* Hydronic Heating
* Fuel Sources
* Flue Pipes
* Spent Gas Removal

**Day Four - Classroom**

* 8:00 – 10:00 HVAC (2 hr)
* Safety Devices
* Hot Water Boilers
* Purpose of Cooling System Inspection
* Air Cooled
* Other Systems
* Distribution
* Air-to-Air Heat Pumps
* 10:00 – 10:15 Break
* 10:15 – 12:00 Report Writing (1 hr 45 min)
* Inspection Agreements
* Reporting Per SOP
* Summary Page
* Terminology
* Risk Reduction
* 12:00 – 1:00 Lunch Brought in
* 1:00 – 3:00 Standards of Practice (2 hr)
* Inspection Guidelines
* Terms and Definitions
* Describe
* Report
* Disclose
* Structural Systems
* Exterior
* Roof Systems
* Electrical Systems
* Plumbing
* HVAC
* Interior
* Insulation and Ventilation
* Fire Places and Solid Burning Fuels
* 3:00 – 3:15 Break
* 3:15 – 5:00 License Law (1 hr 45 min)
* WI SPS 131 and IL 225 ILCS 441
* General Provisions
* Licensing Provisions
* Education Provisions
* Administrative Provisions
* Administrative Rule
* License Requirements
* Application
* Renewal and Continuing Education
* Change of Information
* Work Logs
* Disclosure of Conflict of Interest
* Illinois Human Rights Act
* General Provisions
* Employment
* Real Estate Transactions
* Financial Credit
* Public Accommodations
* Civil Rights Violations
* Department of Human Rights Duties and Procedures
* 5:00 – 6:00 Review, Q & A (1 hr)
* Exterior Inspections
* Roof Inspections
* Interior Inspections
* Structural Inspections
* Electrical Inspections
* Plumbing Inspections
* HVAC Inspections
* Report Writing and SOP

**Day Five Field Training**

This is where the field training portion of your course begins. You will attend two field inspections which will highlight the proper way to inspect each section of a home and how to properly report your findings according to the Illinois SOP. These field inspections will reinforce what you have learned in class plus illustrate common issues.

* Exteriors
* Roofs
* Interiors
* Structural Systems
* Electrical Systems
* Plumbing Systems
* HVAC Systems
* Proper Report Writing
* 8:00 – Meet at school and travel to first field home inspection
* 8:30 – 12:00 Conduct first instructor-led field home inspection (3 hr 30 min)
* 12:00 – 1:00 Lunch on own
* 1:00 – 4:30 Conduct second student field home inspection, return to classroom (3 hr 30 min)
* 5:00 pm – 6:00 pm Report review/Report Writing per SOP (1 hr)

**Day Six Field Training**

This is where the field training portion of your course continues. You will attend two field inspections which will highlight the proper way to inspect each section of a home and how to properly report your findings according to the Illinois SOP. These field inspections will reinforce what you have learned in class plus illustrate common issues.

* Exteriors
* Roofs
* Interiors
* Structural Systems
* Electrical Systems
* Plumbing Systems
* HVAC Systems
* Report Writing
* 8:00 – Meet at school and travel to first field home inspection
* 8:30 – 12:00 Conduct first instructor-led field home inspection (3 hr 30 min)
* 12:00 pm – 1:00 pm Lunch on own
* 1:00pm – 4:30 pm Conduct second student field home inspection, return to classroom (3 hr 30 min)
* 4:30 – 6:00 Report review/Report Writing per SOP (1 hr 30 min)

**Day Seven Field/Classroom**

* 8:00 – 12:00 Conduct fifth student field home inspection (4 hr)
* 12:00 – 1:00 Lunch On Own
* 1:00 – 2:30 Report Review (1 hr 30 min)
* 2:30 – 3:00 Contractual Law (30 min)
* 3:00 – 3:15 Break
* 3:15 – 4:30 Business Practices (1 hr 30 min)
* 4:30 – 6:00 Marketing (1 hr 30 min)
* Marketing Plan
* Understanding Realtors®
* Referral Business
* Understanding your Market
* Understanding your Competition

**Day Eight - Classroom**

* 8:30 – 10:00 Marketing (1hr 30 min)
* Marketing Materials
* Public Relations
* Advertisements
* Passive and Aggressive Marketing
* 10:00 – 10:15 Break
* 10:15 – 11:00 Building Your Businesses (45 min)
	+ The Five Step Process
	+ Building your Business Plan
	+ Pricing
* 11:00 – 12:00 Fundamentals of Business (1 hr)
* Professionalism
* Customer Service and Concerns
* Record Keeping
* 12:00 – 1:00 Lunch On Own
* 1:00 – 2:00 Fundamentals of Communication (1 hr)
* 2:00 – 3:00 Recognizing Opportunities (1 hr)
* 3:00 – 3:15 Break
* 3:15 – 4:00 Scheduling (45 min)
* 4:00 – 5:30 Additional Services (1 hr 30 min)
* Radon
* Mold
* Wood Destroying Inspects
* 5:00 – 6:00 Final Proctored Examination (1 hr)