

**PROGRAM OF WORK AND BUDGET  
LAWS AND RULES REVIEW COMMITTEE**

**Chair: Frances T. Gendrano**

**Vice-Chair: Walter Harvey**

**FISCAL YEAR 2012**

**REAL ESTATE RECOVERY FUND**

- continuous program
- provide information and advice; process and administer claims; coordinate responsibilities with consultant attorneys; administer contracts with consultant attorneys; administer records management
- maintenance and review of budget, finance, and records for RERF; develop and adopt investment guidelines, administer any contract with consultant; provide quarterly and annual financial statements
- develop a collection program; continue to administer the State Tax Intercept Program; determine feasibility of contracting with collection agencies; consult attorney with assistance of private investigator to search for debtors of outstanding judgments
- administer contracts with consultant attorneys; consultant attorneys to make recommendations on whether to renew assigned judgments for collection purposes and periodically initiate collection efforts, such as researching conveyance and real property tax records
- provide annual statistical data about the claims/payouts/issues; provide quarterly case summary reports and to include in bulletin/annual report/webpage; provide the aforementioned to any interested party
- administration and funding of staff position
- determine feasibility and recommendations of electronic administration, including scanning of documents for record purposes and electronic case tracking
- develop, print, and distribute simple plain language brochure on the requirements and procedures to file for the recovery fund; include on website

**REAL ESTATE LICENSING, REGISTRATION & CERTIFICATION  
ADMINISTRATION**

- continuous program
- review and recommend amendments to licensure requirements to improve consumer protection, streamline the licensing program for new real estate licenses, including salespersons, brokers, corporations, partnerships, sole proprietors, branch offices, broker experience, including laws, rules, policies, procedures, forms, information, records management, review process, etc.; implement recommendations from "Review of Services and Organization" program of work, as applicable
- administer appeals for license/certification/registration denials, including subpoenas, review, refer, and coordinate with Hearings Office, Special Deputy AG, AG's Office, PVL, testify at hearings
- administer subpoenas for records/documents, appearance, or deposition for civil or criminal cases before the courts or from government agencies, review, refer and coordinate with Licensing Branch, Special Deputy AG, AG's office, OIP, court reporter
- plan, implement, and administer any new Acts and rules amendments that affect real estate licensing
- review and prepare summaries of all disciplinary cases and application appeal cases for Bulletin/webpage/annual reports; periodically research and present analysis of disciplinary cases
- research and report on the feasibility of consultant providing appropriate services to assist in licensing, including but not limited to provisional licensing at exam site, records management, and databases for certificates, joint program with ERC

**CONDOMINIUM HOTEL OPERATOR REGISTRATION**

- continuous program
- administer registration program; administer the biennial CHO re-registration program, participate in Batch Renewal Program

- review and recommend amendments to the administration of CHO registration, including forms, information, records management, fidelity bond, review process, etc.
- provide listing of all registered and include in REC webpage
- determine sources to locate unregistered CHOs, including county records, HVB, advertising, etc.; initiate initial compliance through education
- develop and distribute startup kits for CHOs, similar to CMAs

#### **ADVICE, EDUCATION, AND REFERRAL**

- continuous program
- via telephone/correspondence/walk-in/fax/website/email, provide advice, education, and referral to applicants, licensees, government officials, consumers, public, media/press, including research, reproduction, mailing, etc.
- print or reprint and distribute REC educational materials, including PB/BIC distribution; provide educational materials through REC website
- administer and provide requestors with access to public information and records, including requests for copies, subject to compliance with the Uniform Information Practices Act and other related laws; work with the PVL Program Specialist and OIP
- respond to inquiries, requests, and constituency requests for the Congressional members, Governor, Lt. Governor, Director, Deputy Director, Licensing Administrator, DCCA Division Chiefs, Legislators, Mayor, Council Members, and other government officials, including research, troubleshooting, collaboration, mediation, and drafting response
- collect and provide quarterly statistical data on telephone, walk-in, correspondence, fax, website hits, and email assistance
- expand consumer information, especially on website, joint program with Technology and Website
- joint program with Education Review Committee

## **RULE MAKING, CHAPTER 99**

- carryover program
- study and evaluate Chapter 99, HAR, and Chapter 467, HRS, for possible rule making; REC decisions, informal and formal opinions, declaratory rulings, update criteria for qualifications of equivalency to salesperson and broker prelicensing education certificate, criteria for rehabilitation of applicants with negative history, consumer-brokerage relationships, MCE, prelicensing matters, advertising, personal transactions of licensees, disclosure to consumers of services/costs/ right to negotiate terms, restorations, principal broker, CHO, all compensation issues in writing and prior to engagement, criteria for applicants and licensees on parole, probation, incarcerated, or other government supervision, referral fees, license recognition, internet advertising and websites, and deregulation where possible without reducing consumer protection and/or reducing State resources, hold at least two briefing sessions on draft and public hearing draft in all counties
- research, draft, review and comment, informal consultation with the Deputy Attorney General and initiate rule making; administer process, hearing process and approval procedures, public notices
- upon request, provide briefings to licensees and organizations
- provide informal notice of public hearing and proposed amendments through REC website; provide formal notice of public hearing and proposed amendments as per UIPA
- print and distribute a copy of any rule amendments to principal brokers and brokers in charge, if feasible in conjunction with amended law distribution; determine and recommend on the feasibility of electronic distribution

## **SUBCOMMITTEES**

- carryover program
- subcommittee on applicants with criminal and other legal background issues: study and consult, provide report and any recommendations including rule and/or statutory amendments

## **MEETINGS**

- continuous program
- plan, coordinate, and conduct monthly LRRC meetings; including arrangement for facilities, agenda, testifiers, and minutes; pre- and post-meeting requirements, briefing of and coordination with Chair; provide agendas and meeting schedules to participants, HAR, and upon request, include on REC website
- joint program with Education Review Committee and Condominium Review Committee
- coordinate dates and times with HAR and Boards of Realtors to avoid conflicts

## **LICENSING RENEWAL**

- continuous program
- develop and administer plan for license renewal, work with PVL on electronic renewal, distribution of renewal application forms, including coordination of MCE, initiate publicity program on the renewals, including bulletins, website, Board of Realtors bulletins, other organization newsletters, local media, notices to PBs
- conduct workshops with Licensing Branch on Electronic Renewal, Batch Renewals, and Steps to a Better Renewal, sites to include Honolulu, Lihue, Kahului, Hilo, and Kona, work with local boards of realtors and key organizations, in conjunction with Specialists Office for the Day
- work with Licensing Branch to distribute a licensing roster of all current real estate salespersons and brokers to principal brokers to update records at least 6 months prior to renewal deadline; educate principal brokers about PVLD's website's listing of all current licensees associated with principal broker, joint program with Technology and Website
- joint project with Licensing Administrator

## **LEGISLATIVE AND GOVERNMENT PARTICIPATION**

- coordinate with Administration

- provide briefings to Legislators and staff, act as resource to Legislators, draft language, draft committee reports, etc.
- research, study, and draft written testimony on non-REC bills; provide oral testimony at hearings, etc.
- respond to and work on inquiries/complaints/requests for information/general assistance, including the Congressional Members, Governor, Lt. Governor, Legislators, Mayors, Council Members, and other government officials, including foreign governments, especially Pacific Rim
- joint program with Education Review Committee

#### **INTERACTIVE PARTICIPATION WITH ORGANIZATIONS**

- continuous program
- continue active participation with Hawaii, Pacific Rim, National and International organizations and government agencies for the exchange of information and concerns, sharing of educational and research efforts, joint projects of mutual concern, training, etc., through attendance and participation at local, regional, international, and national meetings
- joint program with Education Review Committee

#### **LEGISLATIVE ACTS AND RESOLUTIONS**

- continuous program
- review legislative Acts; amend Chapter 467 public copy and work with ASO for publication; develop summary briefing for bulletin/website, Commissioners/Staff
- plan and implement requirements of Acts and resolutions
- purchase or reimburse ASO and distribute copy of amended Chapter 467 and rules to all principal brokers and brokers in charge, and new brokerage firms; reserve copies for future distribution, study feasibility of distribution through proposed PB/BIC email system
- upon request, provide legislative briefings

- joint program with CRC on condominium laws, workshops for real estate licensees, consider CE elective credit, include a copy of condominium education materials in the distribution to principal brokers and brokers in charge
- purchase or reimburse ASO and distribute copy of Chapters 514A and 514B to all principal brokers and brokers in charge, and new brokerage firms
- Commissioner: **Gendrano**, Senter  
Staff: **Pangilinan**, Choy Fujimura, Grupen, Yee

#### **NEIGHBOR ISLANDS OUTREACH**

- continuous program
- hold a minimum of 3 LRRC meetings on neighbor island sites, with CRC and ERC; counties of Kauai, Maui, and Hawaii are the pre-selected sites with dates to be determined
- consideration to hold meetings in collaboration with local Board of Realtors, HAR, educational organizations, condominium organizations, etc.
- joint program with ERC and CRC

#### **REVIEW OF SERVICES AND ORGANIZATION**

- continuous program
- analyze and initiate steps to improve the services provided or amend processes without compromising consumer protection, to streamline for effectiveness and efficiency, amendments to laws, amendments to rules, amending forms, amending the system, staffing, equipment, reorganization, partnerships with consultants, etc.
- conduct meetings and exchanges with Licensing Branch to improve services, clarify and amend procedures/forms/policies/rules/public responses; conduct training sessions for Licensing Branch personnel
- development and implementation of improved and timely license verification and history program with disciplinary and complaint information, forms, computerization; work with DCCA's website on license information and complaints history

- collect computerized data on applications and provide periodic statistical reports including numbers of filings, processing time, etc.
- joint program with Licensing Administrator for overall REB and PVL services

#### **APPLICATION PROCESSING AND FORMS**

- continuous program
- study and evaluate the processing of application forms, the wall and pocket card license; evaluate and amend forms and instructions; assist in computer programming issues
- develop user friendly applications and instructions in coordination with Licensing Branch and PVL
- study and report on other electronic/computer methods to improve application processing and providing a database, including additional uses of bar coding and services offered by testing companies and others
- continue providing more application forms through Internet in coordination with PVL. See ERC program of work under "New Technology Program"

#### **ARELLO NATIONAL DISCIPLINARY ACTION DATA BANK**

- continuous program
- continue participation in the ARELLO National Disciplinary Action Data Bank to assist in background review of applicants and assist in consumer protection nationally, prepare and provide periodic reports to ARELLO
- participation through testing contract whereby every exam applicant will be reviewed through data bank
- request and review applicants with data bank, follow-up negative reports with host jurisdiction and secure further information on the disciplinary matter

#### **CASE LAW REVIEW PROGRAM**

- continuous program
- monitor, collect, and report on case law, disciplinary actions on other licensing areas that are relevant to real estate licensees, judgments and decisions on Hawaii court cases, federal court cases, and other states court cases; material cases to be considered for Real Estate Bulletin and webpage
- report on Hawaii specific cases to ARELLO annually

#### **RULE MAKING, CHAPTER 53, FEES**

- continuous program
- monitor and review services provided in relation to fees charged, research/study, make recommendations, develop drafts, administer rule making, hearing, approval; in coordination with Licensing Administrator
- administer with Licensing Administrator any submission through review process, hearing, approval, and implementation

#### **COMMISSIONERS EDUCATION PROGRAM**

- continuous program
- research and draft amendments to REC Reference Book, July 2007
- hold training sessions for new Commissioners and provide educational opportunities for Commissioners
- continue usage of CLEAR Board Member Training Manual and ARELLO Commissioner Training Program
- participate in training of Commissioners as provided by ARELLO, REEA, CAI, CLEAR, and other organizations

#### **DIVISION AND DEPARTMENT PROGRAMS**

- continuous program
- coordinate and work with PVL, DCCA, and others on any program of mutual concern, joint program with ERC and CRC

- review, analyze, and coordinate positions on Chapter 436B as it relates to Chapters 467, 514A, and 514B with PVL and the AG's Office, including self-executing provisions
- RICO Advisory Panel: work, recommend, and coordinate with RICO

**HUD/ARELLO FAIR HOUSING AGREEMENT**

- continuous program
- administer the terms of the agreement and coordinate review by HUD officials
- participate with ARELLO Fair Housing Committee and work with ARELLO on the terms of the agreement

**PROGRAM OF WORK AND BUDGET  
EDUCATION REVIEW COMMITTEE  
Chair: Scott A. Sherley  
Vice-Chair: Rowena Cobb**

**FISCAL YEAR 2012**

**CONTINUING EDUCATION CORE COURSE**

- carryover program
- research and report on recommendations on the future of the core course and justification for continuation, including course development through a consultant, utilization of existing courses, multiple options for licensees to meet core course requirement, feasibility of utilizing other courses as an equivalency to the core course, joint development program with HAR, review ARELLO jurisdiction's programs, electronic delivery and record keeping; consider contracting with a consultant
- administer REC core course and equivalent core courses, its certification; distribution of curriculum materials to providers, provide monitoring and evaluation
- administer contract with consultant for REC core course; including, among other areas, electronic delivery, feasibility of electronic database for certificates and record keeping, instructor orientation and/or IDW; finalize the procurement of services to develop the REC core course
- joint education program with the CRC on those issues that are pertinent to real estate licensees

**SALESPERSON CURRICULUM AND RESOURCES**

- carryover program
- administer and implement the salesperson curriculum in collaboration with prelicensing schools and instructors, PSI, and PVL; continuous consultation and review with ARELLO, REEA, and other jurisdictions
- feasibility of a consultant for the research and development of electronic delivery of the new salesperson curriculum via stand-alone modules that are compatible with classroom delivery; conduct instructor orientations; provide periodic updates; develop electronic database for recordkeeping and certificates

- work with PSI on the salesperson's examination, including review of exam curriculum, items, cut scores, developing new items through item writing sessions, pretest items, etc.; conduct instructor briefings; initiate new salesperson's examination
- administer salesperson curriculum and provide updates

#### **BROKER CURRICULUM AND RESOURCES**

- carryover program
- administer and implement Broker curriculum in collaboration with prelicensing schools and instructors, PSI, and PVL; continuous consultation and review with ARELLO, REEA, and other jurisdictions
- feasibility of a consultant for the research and development of electronic delivery of part of the new broker curriculum compatible with the classroom delivery; conduct instructor orientations; feasibility of electronic database for recordkeeping and certificates
- administer broker curriculum and provide updates

#### **ADVICE, EDUCATION, AND REFERRAL**

- continuous program
- provide advice, education, and referral to applicants, licensees, government officials, consumers, public, organizations, etc., including research, reproduction, mailing, etc.
- develop a distribution system of educational and informational products to each principal broker and broker in charge, consider utilizing an email service and/or special webpage for principal brokers and BICs
- publish and distribute educational and informational materials; provide educational materials through REC website; update agency educational materials and provide through website
- administer and provide requestors access to public information and records, including requests for copies; subject to compliance with the Uniform Information Practices Act and work with the PVL Program Specialist or the Office of Information Practices
- respond to inquiries, requests and constituency requests for the Congressional members, Governor, Lt. Governor, Director, Deputy Director, Licensing Administrator, DCCA Division Chiefs, Legislators,

County Officials, and other government officials, including research, troubleshooting, collaboration, mediation, and drafting responses

- collect and provide statistical data on telephone, walk-in, and correspondence assistance
- study and report on the feasibility of providing information and advice with less resources, including use of telephonic prerecorded information system and participation in local e-mail systems and e-government
- maintain and improve the webpage through the internet; consider controlled use of e-mail
- joint program with LRRC

#### **ADMINISTRATION OF PRELICENSE EDUCATION PROGRAM, SCHOOLS, AND INSTRUCTORS**

- continuous program
- administration of prelicense school and instructors, applications, approval process, information, renewals, certification, records management, re-evaluation, etc.; periodic meetings, consider electronic delivery of records management (electronic database administration, joint program with New Technology Program and REC Website)
- coordination of instructor's examination program
- administration of evaluation system on schools and instructors
- research, development, printing, and distribution of quarterly "School Files", a bulletin for educators; a joint program with the Continuing Education Program
- periodic meetings with schools and instructors for exchange of concerns, information, amended laws and rules, etc.

#### **ADMINISTRATION OF EXAMINATIONS**

- continuous program
- administration of real estate licensing examination program, including contract administration with PSI under the new contract, information, trouble shooting, review and amendments to application booklets, periodic reports, daily exams, examination at PSI sites out-of-state, provision of transition from past to current test administrator, etc.

- coordinate periodic PSI workshop for schools, instructors, Commissioners and REB staff, test site administrators
- administer instructor examination program
- monitor all exam sites (including neighbor islands) at least once per year, report, recommend, etc.
- participate in the national uniform test development programs
- continue participation in the ARELLO examination certification program and the ARELLO education fund fee
- coordinate, conduct, and administer test development sessions with PSI, including selection and coordination of subject matter experts and panel members, develop list of volunteers from various specialty areas in real estate
- monitor and review curriculum; provide timely laws and rules update report to PSI; coordinate the implementation of any amended curriculum for the salesperson and broker into the examinations; and assist with issues on exam content/curriculum/exam questions
- joint program with the LRRC on the feasibility of the consultant providing appropriate services to assist in licensing, including a database system for an online reference file for prelicensing school certificates, prelicensing education equivalency certificates, uniform section equivalency of prelicensing examination certificates, broker prelicensing experience certificates that will eliminate the inspection of certificates at exam sites and submission to Licensing Branch
- provide statistical analysis of salesperson and broker candidates issued a prelicensing education certificate versus educational equivalency certificate (by category), broker experience certificate versus broker experience equivalency certificate, uniform equivalency certificate versus passage of both parts, as to passage of licensing examination on initial attempt

**ADMINISTRATION OF CONTINUING EDUCATION PROGRAM, PROVIDERS, AND INSTRUCTORS**

- continuous program
- administration of continuing education program, providers, instructors, courses, information center, records management, etc.

- research, development, printing, and distribution of quarterly "School Files", a bulletin for educators; a joint program with the Prelicense Education Program, consider utilizing a special email system and/or webpage
- development, printing, and distribution of continuing education course schedules, consider as part of a proposed email program to principal brokers
- periodic meetings (including neighbor island sites) with providers and instructors for the exchange of concerns, information, amended laws and rules, etc.; consideration on providing these meetings in conjunction with Neighbor Island Outreach and Real Estate Specialists Office of the Day
- feasibility study into the delivery of CE courses through other means, including home study, interactive video and computer programs, HITS, television, cable TV, self study with challenge exams, internet, etc.
- study, develop, draft, report findings for implementing post-licensing requirements for salespersons and brokers
- study, develop, and report findings on criteria to determine equivalencies to continuing education courses
- study, draft, and implement any recommended amendments to the MCE program via legislative act, including forms, instructions, and rule making
- continue to provide information on providers, courses, instructors, and class schedules to be distributed via REC webpage and hard copies
- continue to provide on REC website: CE course completion of each licensee, course schedules, list of approve providers/instructors/courses, core course equivalencies

#### **ADMINISTRATION OF CONTINUING EDUCATION ELECTIVE COURSES**

- continuous program
- provide administrative information to elective course providers and licensees, assist providers in submissions, review submission applications, review submitted curriculum, make recommendations, and records management

#### **EDUCATION EVALUATION TASK FORCE (EETF)**

- continuous program
- administer advisory subcommittee consisting of various members of the real estate industry, HAR, Local Boards, etc.; review, study, and make recommendations to ERC on education issues and education program of work items; subcommittee to meet periodically
- study real estate education-related issues, concerns, and recommendations, working with HAR and CE and prelicensing education providers/instructors/industry/local boards, including considering special requirements for PBs and BICs, increasing hours, annual mandatory courses, course examination, and privatization
- consider post-licensing requirements for new salespersons and brokers, and special requirements for PBs and BICs, especially education which should be considered in conjunction with brokerage firms orientation/education programs
- continued review of administration and effectiveness of division of core course and its two part implementation

#### **MEETINGS AND SYMPOSIUM**

- continuous program
- plan, coordinate, and conduct monthly Education Review Committee meetings; including facilities arrangements, agenda, testifiers, and minutes; complete pre- and post-meeting requirements, briefing of Chair and SEO; provide agendas and meeting schedules to participants and upon request, include in REC website
- plan, coordinate, and produce symposium, when necessary, to develop or amend program of work and budget; including facilities arrangements, speakers, agenda, testifiers, etc.
- joint program with LRRC

#### **ANNUAL REPORT AND QUARTERLY BULLETIN**

- continuous program
- research, edit, printing, and distribution of quarterly REC bulletin; contract administration with consultant, procurement code management; provide for guest articles from the real estate community  
DEADLINE TO PRINT: End of July, October, January and April

- annual report shall include CETF annual report for completion by December 31 of which costs shall be divided evenly between REEF and CETF, for distribution to Legislature and Governor only, electronic distribution
- REC bulletin and annual report shall be placed on the REC webpage immediately upon completion either by completion of article or prior to distribution, and continue studying the feasibility of eliminating printing and distribution of hard copies through utilizing user-friendly software and electronic distribution, the goal is to provide more up to date information on the webpage, including electronic delivery of bulletin to each licensee
- develop and conduct survey through bulletin for comments, recommendations, topics, internet usage, delivery by email or webpage, CE, prelicensing, etc.
- research and report on the feasibility of consultant providing appropriate services to assist in procurement, joint program with CRC

#### **REAL ESTATE EDUCATION FUND (REEF)**

- continuous program
- maintenance and review of budget, finance, and records for REEF; preparation of quarterly and annual financial statements; preparation of annual and biennial budgets; administration of fund investment programs including contract administration and procurement code management

#### **NEIGHBOR ISLANDS OUTREACH**

- continuous and carryover program
- hold a minimum of three ERC meetings on neighbor island sites, with CRC and LRRC; islands of Kauai, Maui, and Hawaii are the pre-selected sites with dates to be determined
- consideration to hold meetings in collaboration with local board of Realtors, HAR, educational organizations, condominium organizations, etc.
- special education or outreach work at neighbor island sites for issues of concern
- joint program with LRRC and CRC

## **INTERACTIVE PARTICIPATION WITH ORGANIZATIONS**

- continuous program
- active participation with Hawaii, Pacific Rim, national, and international organizations and government agencies for the exchange of information and concerns, sharing of educational and research efforts, joint projects of mutual concern, training, etc. through attendance, membership and/or participation at local, regional, national and international meetings; including Real Estate Educators Association (REEA), Association of Real Estate License Law Officials (ARELLO), Council on Licensure, Enforcement, and Regulation (CLEAR), National Association of Realtors (NAR), Hawaii Association of Realtors (HAR), Board of Realtors, Hawaii State Bar Association, Institute of Real Estate Management (IREM), National Land Council, etc.
- Commissioner and staff member participants shall participate in all communications, attend all pertinent meetings/workshops, and take an active role in representing the interests of the Commission, PVL, DCCA, and the State, especially taking an assertive role in all certification programs, participants to provide a written report to Commission/PVL/DCCA of all participation
- joint program with LRRC

## **REAL ESTATE SEMINARS**

- continuous program
- provide for statewide seminars for real estate licensees and/or consumers through a contractor via subsidy, sponsoring, assisting, or co-sponsoring
- priority to utilize existing REC educational materials, and produce cost effective programs utilizing State or public-type facilities
- cancellation policy based on minimum early registration requirement, complimentary admissions for Commissioners, staff members, RICO staff members
- administration of contract with consultant under procurement law, consider adding other consultants, including local board of realtors, government agencies, AARP, etc.
- develop and deliver seminars for PBs and BICs

- joint program with CRC on education on Condominium Laws and "Condominium Seminars and Symposium" as to those issues that are pertinent to real estate licensees

#### **LEGISLATIVE PARTICIPATION, RESEARCH, AND REPORT**

- continuous program
- research, participate, and/or report on any request by the Legislature, including resolutions, agreements, and issues of mutual concern
- joint program with LRRC

#### **INSTRUCTOR'S DEVELOPMENT WORKSHOP**

- continuous program
- development, sponsoring, coordination, and/or producing of instructor development workshops for prelicensing and continuing education instructors to meet rule requirements; feasibility of video taping and/or HITS; study the feasibility of interactive video program
- research and administer requests for equivalency to other instructor development workshop
- development and production of a special instructor development workshop using continuing education core course
- administration of contract with consultant under procurement law
- consider partnership with REEA and/or with local board of realtors for an IDW

#### **EVALUATION AND EDUCATION SYSTEM FOR CE AND PRELICENSING INSTRUCTORS, COURSES, PROVIDERS AND SCHOOLS**

- continuous program
- in a collaboration with the Hawaii Association of Realtors, HARES, EETF Subcommittee, and other approved persons, continue to administer evaluation system of prelicensing and continuing education instructors which can provide an evaluation of teaching ability and subject knowledge; develop a system for student evaluation to REC that is handled independent of the instructor with consideration of electronic system; develop an evaluation system for a peer review system; the evaluation program must be in conjunction with an educational component to assist an instructor with substandard teaching ability and/or subject knowledge;

the evaluation system shall provide for periodic reporting to REC

- research and report including an evaluation on the program and recommendations as to the continuance of the program and if continued, how it is to be administered, feasibility of peer review administration, volunteers, or contractor
- research and report on the feasibility of online/electronic evaluation system
- include providers in the monitoring/evaluation system, administer on site monitoring/evaluation program that is unannounced and conducted by REB staff, Commissioners, EETF members, and others to be determined

#### **REAL ESTATE SPECIALIST OFFICE FOR THE DAY**

- continuous program
- real estate specialists set up office at RICO neighbor island offices or other sites to provide advice, education, and referral with advanced publicity, mail outs, and appointments; upon request, provide training to RICO investigators
- where possible, consider a joint program with the condominium specialist office for the day program and combining with other programs for the neighbor islands, including seminars, conventions/meetings, courses
- coordinate with local boards, holding it at the board's offices or in conjunction with a board function

#### **REAL ESTATE SPEAKERSHIP PROGRAM**

- continuous program
- subject to State government approvals and priorities, honor request to provide a speaker, resource person, or participant in a function related to real estate education. The participant to be either Supervising Executive Officer, Executive Officer, Real Estate Specialist, Commissioner, or other Staff member
- joint program with CRC on the "Recodification of Chapter 514A" as to those issues that are pertinent to real estate licensees

#### **PRELICENSING EDUCATION EQUIVALENCY ADMINISTRATION**

- continuous program
- continue evaluating educational requirements of other States and jurisdictions in coordination with ARELLO; report findings and propose amendments to the prelicensing education equivalency, forms, instructions
- review, approve or deny, or present to REC applications for prelicensing educational equivalency; including coordination with Licensing Branch and applications for broker experience certificates
- continue research with consultant PSI/HIC to develop an electronic certification system and databases for use by exam sites, prelicensing schools, applicants, and Licensing Branch

#### **UNIFORM SECTION EQUIVALENCY OF PRELICENSING EXAMINATION**

- carryover program
- administer uniform section equivalency program which recognizes the passage of the uniform part of another jurisdiction's exam
- administer exam contract provision on utilizing either part of exam for different purposes

#### **TECHNOLOGY AND WEBSITE**

- continuous program
- administration of in-house and network computer system, coordination with DCCA's coordinator, training of staff, purchases of hardware and software, programming, etc.
- utilization of laptop computer for screen projection at meetings, symposiums, training, etc.
- administer scanner for use with network and other programs
- shared with CETF budget
- work with DCCA and PVL on Department and Division plans on technology, computer systems, network, etc., including joint venturing projects and purchases
- administration and maintenance of REC website with long range goal that it be the main source of communication and information to licensees, applicants, and the consumers

- feasibility and purchase of fax on demand services for applicants, licensees/registrants, and the public, which will include all applications and instructions, info sheets, etc. with consideration for joint venturing with PVL
- continue to work on the feasibility of placing all REC forms, applications, information sheets, change forms, education forms, licensing forms on REC website
- study and report on the feasibility of email service to PBs and BICs
- research and develop a comprehensive electronic delivery program for educational programs, courses, information, assistance to schools and providers, etc.; for licensees and candidates; including an electronic student evaluation system for prelicensing and CE; contract with consultant; (1) see below
- research and develop an electronic database for prelicensing school certificates, prelicensing educational equivalency certificates, uniform section examination equivalency certificates, broker experience certificates, continuing education certificates, continuing education equivalency certificates; data to be inputted by schools, providers, LB, REB; online review of eligibility by candidates, licensees, test sites, LB, REB; linkage or part of licensing database; contract with consultant; joint program with Administration of Examinations; (2) see below
- develop a system to collect the email addresses of licensees for administrative and educational purposes that is consistent with the OIP law

#### **RECORDS MANAGEMENT**

- carryover program
- evaluate, plan, reorganize, and implement a centralized, consistent, user friendly, computerized glossary of the existing and future records and files (documents and computer); administration with REB, PVL, and DCCA policies and other statutory requirements
- administration of Records Report System and Uniform Information Practices Act with consultation with the Office of Information Practices; user friendly access to public information
- research alternatives for records storage (computerization, scanning, optic readers, CD Rom, microfilm, etc.) and public information provided via local email systems or egovernment; implement new

scanning/CD of records and the delivery of public information through website

- consider consultant, or special training

#### **INFORMATION DISTRIBUTION SYSTEM**

- carryover program
- research, development, and implementation of a centralized information distribution system for all the education products produced by the REC and HREREC; a standardized policy and procedure for distribution, purchasing, copyright, specific permission copying or generic permission copying of brochures, reports, video tapes, etc.

#### **NEW SALESPERSON AND NEW BROKER STARTUP KITS**

- continuous program
- package and distribute startup kits to newly licensed salespersons, which will include but not be limited to the Licensee Guide, latest annual report, past available bulletins, and special distribution materials with a cover letter, Chair's message, to include recommendation to initiate own reference library
- package and distribute startup kits to newly licensed sole proprietor, corporation, and partnership brokers, which will include but not be limited to PB/BIC Brochure, Advertising Brochure, Fair Housing Brochure, RICO handout, Chapters (467, 436B, 99), REB Info Sheet, latest annual report, past available bulletins of interest, and other special distribution materials with a cover letter, Chair's message, to include recommendation to initiate own reference library, costs of printing, purchasing, and distribution of materials by Real Estate Education Fund
- revise contents of startup kits based on curriculum, costs of printing, distribution of materials

#### **COOPERATIVE EDUCATION, RESEARCH, AND ADMINISTRATION PROGRAM**

- continuous program
- actively participate and sponsor cooperative education, research and administrative programs for those persons, Branches, Divisions, Department personnel, Attorney General's Office that provide direct or indirect services to REC or are part of a real estate related program

#### **DIVISION AND DEPARTMENT PROGRAMS**

- continuous program
- coordinate activities and programs of mutual concern with PVL and DCCA.
- joint program with LRRC and CRC

#### **STAFF AND COMMISSIONERS DEVELOPMENT**

- continuous program
- development and training of staff and commissioners for better administration of the real estate programs
- participate in training and educational opportunities provided by REEA, ARELLO, CAI, CLEAR, and other organizations

#### **REAL ESTATE REFERENCE LIBRARY**

- continuous program
- subscribe and purchase real estate reference materials for public review, study and report on the feasibility of a program through the Hawaii State Library system, similar to the Condominium Review Committee's program
- organize all real estate reference materials, including periodicals, books, reports, seminar/workshop materials, other states information, etc., into a standardized system that is user friendly and computerized
- review and decide on pertinent reference materials, purchase and stock REB reference library and consider State Library System
- include in REC webpage a catalog of public reference materials available in REB office