

Cultural Competency for Real Estate Professionals

General Information Page

Sponsor Information

Course Provider Name: WebCE, Inc.

DRE Sponsor ID #: 6229

Email Address: customerservice@webce.com

Website Address: www.webce.com

Phone Number: (877) 488-9308

Address: 12222 Merit Dr, Suite 500
Dallas, TX 75251

Course Description

Want to grow your business and your professional image? To do so, it's important to have a broad understanding of cultural knowledge, attitudes, and behavior. In this course, we'll learn critical tips and techniques about customs, cross-cultural communication, and business practices in the amazing, diverse quilt of the United States and avoid unintentional blunders that may insult clients or trigger discrimination lawsuits. Instead, by demonstrating that you understand and respect them, clients will become avid fans. Re-brand yourself as the real estate professional who actually celebrates diversity and inclusion!

Whether unintentional or subtle, whether actual or perceived, housing discrimination is against the law. People have a right to live wherever they can afford to live, and real estate licensees have an obligation to protect that right.

Upon completion, students will be able to:

- summarize the historical perspective of housing equality in the United States
- distinguish the "buying power" and trends of diverse markets throughout the country
- identify "glocal" clues in the marketplace
- evaluate the discriminatory effect of limited English proficiency (LEP)
- describe cultural norms, preferences, and challenges
- apply cultural and behavioral communication skills that enhance service and inclusion
- recognize roadblocks to embracing diversity and inclusion
- support the One America Principles and the National Association of REALTORS® (NAR) Fair Housing Declaration
- list individual, personal, and professional goals to ensure equal and ethical services for all

Method of Course Presentation: Internet

Course Category: Consumer Service

Credit Hours: 3

Course Fee: \$19.95*

*Prices are subject to change at any time

Textbook, Workbook, or Outline Information

Title: Cultural Competency for Real Estate Professionals

Pages: 69

Author: WebCE, Inc.

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Course Timing Policy

All California DRE-approved continuing education courses adhere to a 50-minute hour format.

Refund/Cancellation Policy

We want our customers to have a great experience with our products while learning something valuable for their career. If you are not completely satisfied with the products you have purchased, you can request a refund through our customer service. Refund terms may apply, see below:

- Courses must be incomplete and non-expired.
- Fees for books, shipping, and state-filing may not be eligible for refunds.
- Refunds for courses purchased as part of a discount or special offer, will be adjusted accordingly.

Once the refund has been issued, any incomplete courses cannot be reinstated.

Call WebCE's Support Services Department at 877-488-9308 or send an email to customerservice@webce.com for a product exchange or refund.

Final Examination Criteria

Number of Questions: 15

Question Type: Multiple Choice

Time Allowed: 15 Minutes

Number of Different Versions: 2

Minimum Passing Percentage: 70%

Additional Exam Policies and Procedures

WebCE, Inc. maintains an exam bank for each course. Exam questions are randomly selected each time an exam is created therefore, no two exams are alike. Online exams are graded instantaneously and the results are displayed for the student to see upon submitting the exam. In the event the student fails the final exam, they will be allowed 1 retake presented with a different set of questions. Should the student fail both attempts, they will be required to retake the course before regaining access to the exam.

Certificates of Completion are available for printing to those students who successfully complete a course. All final exams are open book, however students may only refer to the instructional material provider for the course. In accordance with Commissioner's Regulation 3006(o), prior to accessing the final exam, all students are required to certify Under Penalty of Perjury that the participant enrolled is the person completing the course and that the course was not completed in less time than the approved credit hours.

DRE Disclaimer Statement

This course is approved for continuing education credit by the California Department of Real Estate.

However, this approval does not constitute an endorsement of the views or opinions which are expressed by the course sponsor, instructors, authors, or lecturers.

Course Identification Statement

Participants shall present one of the following forms of identification immediately before the administration of the final examination:

- A. A current California driver's license.
- B. A current identification card described in Section 13000 of the California Vehicle Code
- C. Any identification of the participant issued by a governmental agency or a recognized real estate related trade organization within the immediately preceding five years which bears a photograph, signature and identification number of the participant.

Examination Regulatory Notes

- Participants taking a correspondence offering or package of offerings shall be limited to completion of final examinations for a maximum of fifteen (15) credit hours during any one 24-hour period. A participant shall not be granted access to additional segments of the final examination for offerings or a package of offerings that exceed fifteen (15) credit hours until the appropriate 24-hour period has elapsed.
- An offering may include a provision for one retaking of a different final examination by a participant who failed the original examination provided the questions in the re-examination are different questions than those contained in the original examination. A participant who fails the re-examination cannot receive credit for the course. Such a participant is not barred from enrolling in and completing the same course, but must retake the course and pass the final examination with a score of 70% or better to receive credit.
- Questions used in a final examination shall not duplicate any more than 10% of questions used in any other quiz or examination utilized during the presentation of the course.
- Final examinations for CE courses consisting only of multiple choice, true/false and/or fill-in the blank questions shall be limited to a maximum of 10% true/false questions.
- Time calculations for a final examination consisting of multiple choice, true/false and/or fill-in the blank questions should be allowed a maximum amount of one (1) minute per question. The minimum number of questions for a continuing education final examination consisting only of multiple choice, true/false and/or fill-in the blank questions is:

1 credit hour = 5	19-23 credit hours = 50
2 credit hours = 10	24-27 credit hours = 60
3-5 credit hours = 15	28-31 credit hours = 70
6-8 credit hours = 20	32-35 credit hours = 80
9-11 credit hours = 25	36-39 credit hours = 90
12-14 credit hours = 30	40 credit hours and over = 100 questions
15-18 credit hours = 40	



Expanding Minds. Elevating Careers.

Online Evaluation Statement

A course and instructor evaluation is available on the California Department of Real Estate (DRE) website at www.dre.ca.gov. Access this form by typing in "RE 318A" in the search box located in the upper right corner of the home page.

Course Provider Complaint Statement

A course provider complaint form is available on the California Department of Real Estate (DRE) website at www.dre.ca.gov. Access this form by typing in "RE 340" in the search box located in the upper right corner of the home page. An informational form regarding course provider complaints, "RE 340A" is also available.

Registration

WebCE, Inc. courses can be purchased either by phone or via the internet at www.webce.com. Students have one year from the date of registration to complete their offerings.

Instructors

The approved instructor is available to students via email should they need support for content-related questions. This information is provided on our website. The instructor makes a good faith effort to respond to student inquiries within 24 business hours.

Certificate of Completion

Once you have read all the course materials and passed the final examination, you will receive a certificate of completion that can be accessed in your WebCE account.

Course Survey

Upon completion of this course, you will have the opportunity to share your opinion on the information and presentation of this course. An email will also be sent to you once you have completed all courses in an order to share your opinion about your WebCE experience.

Record Retention

Each student's course history is stored on our website for a minimum of seven (7) years.

Technical Support

Our technical support is available during our business hours, which is Monday - Friday from 8:00 a.m. CST to 6:00 p.m. CST, and on Saturdays from 10:00 a.m. to 3:00 CST. This information is posted on the website under "Contact Us."

Complaint Resolutions

A satisfied customer is our most valuable asset. We are committed to resolving any and all customer concerns and complaints. Any customer concerns or complaints should be directed to:

**WebCE, Inc.
Support Services
12222 Merit Dr, Suite 500
Dallas, TX 75251
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