

January 20, 2010
9:00 am – 3:45 pm

 **PROFESSIONAL STANDARDS**



2010 PROFESSIONAL STANDARDS WORKSHOP

WORKSHOP DATE

Wednesday, January 20, 2010
 9:00 am – 3:45 pm
 Registration and Continental Breakfast starts at 8:30 am

EDUCATION CREDIT

6 hours General C/E

Discussions will include:

- Changes to the 2010 Code of Ethics
- Common Types of Complaints
- The Ombudsman Process
- The Role of the Grievance Committee
- The Ethics Hearing
- Arbitrations
- Mediations

REGISTRATION FEE

Free for AAR Grievance Committee (GVC) and Professional Standards Committee (PSC) members

\$37.50 for AAR Ombudsmen
\$75 for Non-AAR Grievance and Professional Standards Committee members

LOCATION

Black Canyon Conference Center
 9440 N. 25th Avenue, Phoenix, Arizona 85021
 602-944-0569

NEARBY LODGING

Courtyard by Marriott	602-944-7373
Mainstay Suites	602-395-0900
Springhill Suites	602-943-0010
Townplace Suites	602-943-9510

Register online: www.regonline.com/professionalstandards

Note: The Workshop is open to AAR Grievance and Professional Standards Committee members. All other attendees are welcome if space is available. Preference will be given to AAR Certified Ethics Instructors, Professional Standards Trainees and Ombudsmen.

Questions, comments or concerns?

Contact the AAR Professional Standards Staff at 602-248-7787 or PSAdmin@aaronline.com



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Learn more about the REALTOR®
 Code of Ethics by visiting

www.aaronline.com/documents/code_ethics.aspx