

I. INSTRUCTOR DETAILS

The Course Sponsor is responsible for reserving the instructor's hotel room; the hotel will require a credit card from you to secure the reservation. Note: CRS is responsible for paying the Instructor's hotel bill. The room should be guaranteed for late arrival the evening before the first day of the Course and be held for a minimum of two nights.

Keep in mind the following details:

- Single, non-smoking room with a king-size bed
- Room service and restaurant facilities on premises
- Easily convenient transportation to/from the airport
- Cleanliness
- Security
- Close proximity to CRS Course facility

Contact the instructor at least two weeks prior to the Course to discuss the hotel accommodations and Course specifics. You should provide the instructor with the hotel reservation confirmation number. Find out if a third night is necessary.

The Council may schedule a second instructor who will assist and observe the Course. CRS will notify you if this occurs. Typically, the Council tries to send a second instructor to a Course with more than 85 students. If a second instructor has been assigned you will be contacted by a Council staff member and may be requested to make a hotel reservation for this instructor. You will not be charged any additional costs for the second instructor.

II. PRODUCT SALES & COURSE MATERIALS

Two weeks prior to the Course, you will receive a call from the Course Coordinator who will want to know the approximate number of students registered. This will determine the amount of Course materials and products CRS will send*.

A. Product Sales

Your organization can earn a 10-percent profit on CRS Quality-Tested Products after the first \$1,000 of merchandise is sold (not including software or calculators). Not only will you boost your profits, but you will also give your employees or members the opportunity for expanded learning and to improve their business. A check with your portion of the product sales is sent to you after the Council has received the product orders and payment.

Products and Course handouts should be set up on the products table at the back of the room. Keep boxes of products, exams, evaluation and answer sheets stored under the products table for security.

Please make sure that all membership and product order forms are filled out neatly, with payments attached. It is suggested you staple the purchaser's

business card to the order form. (When products are taken from the class, an order must still be filled out, and noted on the order form, “not to be shipped/taken at class.”)

*The sale of product is optional for all Courses. Please let the Course Coordinator know if you do not want product sent to a course.

B. Course Materials

You can expect the Course material to arrive three business days prior to the Course. Upon receipt, please take time to inspect your cartons of Course materials.

If you are sponsoring a CRS 204 Course, the Council sends a small supply of financial calculators for those students who may have forgotten to bring one. These are available for students to borrow. **These calculators are not for sale and are to be returned at the end of the day.** If a student wishes to purchase a calculator, a supply of calculators for sale is also sent.

Your cartons of Course materials will have an itemized packing list on each carton and will include the items listed below. Please report discrepancies between the packing list and materials you received to the Course Coordinator at 800.462.8841 ext. 4441.

Student registration items:

- Spiral-bound Course outlines
- Badge Holders
- CRS Brochures
- CRS Resource Guides
- CRS Product Catalogs

Instructor Materials:

- Examinations
- Exam answer sheets
- Student evaluation forms
- Course CDs in a bubble pack labeled “Instructor”

Course Sponsor Items:

- CRS Membership Referral Directory (for display, does not need to be returned)
- Packing tape
- Padded return envelope (to be used to return final Course roster and completed examinations to CRS)
- Pre-printed UPS labels to return excess Course material/products to DTI Warehouse.

III. CRS-PROVIDED COUPONS

If a student presents a coupon for \$50 off a CRS Course, please accept the coupon, deduct \$50 from the student's registration fee, and return the original coupon to CRS along with the alphabetized class roster that is sent to the Council after the Course. Upon receipt of the coupon(s), CRS will deduct the appropriate amount for the number of coupons you have accepted and returned to us from your Course invoice. An original coupon must be submitted for the Council to reduce the student fee on your invoice; copies will not be accepted. **Pay close attention to the expiration date on a coupon and check with the Council before accepting a coupon that has expired.**

IV. ON-SITE ADMINISTRATORS

Each sponsor is required to provide an On-Site Administrator to assist with the logistical tasks during the Course. This person can be either a volunteer or employee who is present at all times to ensure that the Course runs smoothly. If you do not appoint one, you could be denied future Core CRS Courses. Their duties include:

- Contacting the instructor before the beginning of the Course to establish a time to meet before the Course starts
- Registering students
- Assisting the instructor and the students with questions
- Troubleshooting problems that may arise
- Setting up the classroom according to contract specifications
- Taking product orders

V. INVITE CRS CHAPTER REPRESENTATIVE

Non-CRS Chapter Sponsors are required to invite their state's CRS Chapter President or other chapter representative, so they can make a presentation to the students in regards to membership in the state CRS chapter. Visit <http://www.crs.com/Chapters/188> to learn who the president for your state is.

VI. COURSE TIMES

Every Core CRS Course Sponsor must follow the same timetable for the Course presentation. The CRS Instructor will remain throughout the beginning of the exam or as required for continuing education credit. The instructor will also determine the time for lunch, breaks and exam. Note: CRS 204 may run past 4:00 p.m. due to the nature of the Course material.

Day 1	7:30 a.m. to 8:30 a.m.	Registration
	8:30 a.m. to 5:00 p.m.	Course presentation
Day 2	8:30 a.m. to 4:00 p.m.	Course presentation
	4:00 p.m. to 5:00 p.m.	Course Examination

VII. COURSE CD-ROM

Each Core CRS Course has a CD-Rom that is to be distributed to each student. Please give all the CD-Roms to the instructor before the start of class. The instructor will determine when the CD will be distributed.

VIII. CONTINUING EDUCATION CREDIT

Once a Course is scheduled with CRS, the Continuing Education Coordinator will notify each sponsor by letter informing them of their state's status in regards to continuing education credit approval. If applicable, the Continuing Education Coordinator will also provide each sponsor with Course materials and documents required to obtain continuing education credit approval in their state. For additional questions and concerns regarding continuing education, please contact the Continuing Education Coordinator at 800.462.8841 ext. 4440, or visit <http://www.crs.com/Education/289> for the most current information.

IX. COURSE ROSTER

CRS cannot process your Course's exams without a final class roster*. The roster should be sent to CRS within three business days after the Course presentation. All attendees must be on this list, even if some opt not to take the final exam. The roster must be typed, readable, alphabetized by student's last name, as well as include student's company's name, street address, city, state, zip, phone number, fax number and e-mail address. CRS would appreciate the inclusion of the student's NRDS Identification (located on their NAR Membership card) and Real Estate License numbers. The format can either be columnar or in a spreadsheet. Supply a copy either by mail, fax or e-mail.

*See a sample on page 63 in the appendix or visit http://www.crs.com/File/Excel/Roster_Template.xls for an Excel version of the template.

X. CANCELLATION

Should you need to cancel the Core CRS Course for any reason, please contact the Council no later than two weeks prior to the start of the Course. Sponsors will be refunded \$750 for cancellations made at this time. Sponsors will forfeit their \$1,000 deposit for cancellations made within two weeks preceding the scheduled Course. Send an e-mail to the Education Program Coordinator, Andrea Laue, at alaue@crs.com that details the Course date, location, Course number, Course sponsor, the reasons for canceling the Course and your marketing efforts.

The Course contract identifies each party's financial responsibility in regards to acts of God, war, government regulation, disaster, strikes, civil disorder, curtailment of transportation facilities or other emergency making it inadvisable, illegal or impossible to provide the services described in the contract.

If the Core CRS Course is cancelled but was planned in conjunction with a CRS approved one-unit Course with the same instructor that is not cancelled, the Council will not be responsible for the instructor's flight and hotel accommodations. Sponsors must refer to their contract with the instructor to find out who bears this cost.