

## Serving Generational Clients

### General Information Page

**All offerings shall be completed within one year from the date of registration.**

#### Sponsor Information

**Course Provider Name:** Allied Real Estate Schools

**Web Site Address:** AlliedSchools.com

**DRE Sponsor ID #:** 6111

**Phone Number:** 866-256-2930

**Email Address:** colibriregulatory@colibrigroup.com

**Address:** 218 Liberty Street, Warren, PA 16365

#### Course Description

As our nation changes over time, you need to stay aware of demographic shifts that impact the buying and selling of real estate. Demographics refer to statically gathered information that characterizes a given population by distinctive criteria. For instance, demographic analysis may divide persons into groups based on age, income, gender, or religion. And persons in a defined demographic group tend to demonstrate similar characteristics, such as preferred methods of shopping or a bias toward buying products with certain features.

In this course, we focus on demographic groups of people called generation groups. In Chapter 1, you will learn about the label for generation groups based on birth year and life experiences. In Chapters 2 and 3, you will learn about generational-specific buying and selling trends and how to better identify and serve the individualized needs of group members. Specifically, Chapters 2 and 3 cover a detailed review of the following four topics based on current home buying trends to ensure agents have important tools for guiding different generation group members through the home buying process:: Environmentally-friendly; homes: Accessory dwelling units: Planned unit developments; First-time home buyer preparedness.

**Method of Course Presentation:** Correspondence/Internet

**Course Category:** Consumer Service

**Credit Hours:** 3

**Course Fee:** \$14.99

\*fee subject to change

#### Textbook, Workbook, or Outline Information

**Title:** Serving Generational Clients

**Author:** McKissock, LLC (www.mckissock.com)

**Copyright Data:** N/A

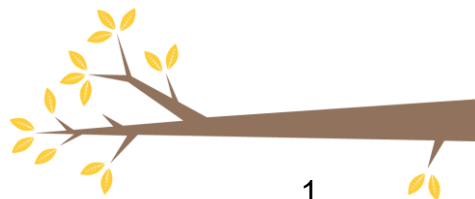
**Pages:** 44 pages

**Edition (if applicable):** N/A

#### Refund/Cancellation Policies

##### Online courses

Starting from the date of purchase, students have 30 days to request a refund.



### **All modalities**

If a course is completed, it does not qualify for a refund. If the student purchased a membership or package and completed at least one for-credit course, a refund is no longer available for the entire membership or package. Physical textbooks, manuals, and shipping are non-refundable. Any refunds for packages that included physical textbooks will be refunded less a \$50 refund fee.

### **Final Examination Criteria**

**Number of Questions:** 15

**Time Allowed:** 15 minutes

**Minimum Passing Percentage:** 70%

**Question Type:** Multiple Choice

**Number of Different Versions:** 2

### **Additional School Exam Policies and Procedures**

Although course materials may be printed for student reference, final exams are delivered through the system and may not be downloaded or printed. The course final exam is a closed-book exam. Upon time expiration, the exam is graded as-is, and the student will receive the results immediately. If you do not pass the first exam attempt, you may review the course again and make a second attempt, but you will not get credit for the course until you successfully pass the exam. The final exam questions are randomly selected from a pool of questions. After a second failed attempt you will be re-enrolled in the course and you will need to go through the course again and pass the course final exam in order to receive credit.

### **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 exam:

- A current California driver's license.
- A current identification card described in Section 13000 of the California Vehicle Code
- 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	4-27 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	6-39 credit hours = 90
12-14 credit hours = 30	40 credit hours and over = 100
15-18 credit hours = 40	questions

### Online Evaluation Statement

A course and instructor evaluation is available on the California Department of Real Estate (DRE) website at [www.dre.ca.gov](http://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](http://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

To enroll in a course, the student will be required to create a username and password for the system, which will be used for this and all future course transactions. When finalizing the enrollment, the student must pay by credit card either by phone during normal business hours or online.

### Support

Questions regarding course content or technical issues may be submitted via email to Allied Real Estate Schools or the course instructor using the conveniently located link on the left-hand

Help Tab of each course or via the “Contact Us” tab at the top of each page of our website. Students may also call our 800-number during our regular business hours, as follows, to speak with a customer service representative.

Monday-Friday: 7:00 am – 6:00 pm (PST)  
Saturdays: 7:30 am – 3:00 pm (PST)

### Evaluation & Completion Instructions

Once a course final exam has been passed, a survey page will be displayed. This survey was developed by our school and helps us to monitor the quality of our courses to ensure we offer education that is consistent with the online courses we present.

### Recordkeeping

Completion results are kept both in an online database and in our office at 218 Liberty Street, Warren, PA 16365 for a minimum of five (5) years. Our database records are logged to show all relevant information for each student and are backed up nightly, weekly and monthly to ensure we never lose information regarding students certificates, etc. Upon passing the course final exam, a course completion certificate will be issued to the student indicating that the student has successfully completed the course. Certificates of completion will be posted directly to the “student dashboard.