

**Arizona Department of Real Estate  
Education Division  
Volunteer Monitor Program - Recruitment Information**

**MONITOR CRITERIA AND PRIORITY**

**MONITOR PROCESS**

The Arizona Department of Real Estate (ADRE) has the responsibility and authority to monitor schools; instructors; courses; school's records; and facilities in concurrence with the Arizona Revised Statutes (A.R.S.). The statutes for education audit purposes are A.R.S. 32-2135(C)(E)(F). Commissioner's Rule R4-28-404(G) also reinforces the responsibility and authority. Approved schools and instructors are the parties to be monitored. The Monitoring Process varies and is contingent upon priorities determined by the Education Manager and the Education Auditor. The purpose of monitoring real estate education is to ensure that approved schools and instructors are in compliance with Arizona Revised Statutes and Commissioner's Rules.

The Volunteer Monitor Program utilizes volunteer licensees to provide feedback to the ADRE by attending courses in Arizona's approved real estate schools. The process for monitoring approved courses and instructors requires the Education Auditor to prioritize the courses for review. Course assignments and outlines are emailed to Volunteer Monitors with specific instruction about concerns, if warranted. The content and accuracy of the real estate course in correlation with the approved course outline will be monitored. In reality, each Volunteer Monitor serves as the eyes and ears for the ADRE.

The program enlists volunteer licensees from around the state to go into classes in their local areas. Volunteer Monitors are key team members with the ADRE, performing an important role with their systematic review of schools, courses and instructors approved by the ADRE. This valuable analysis is given directly and only to the ADRE and is assessed by the Education Auditor. This confidential report then serves as a benchmark to enhance the real estate education process.

Volunteer Monitors are required to attend an in-depth orientation before representing the ADRE in the classroom. Subsequently, the Volunteer Monitor must review the related course materials before attending a specific class. Upon arrival, the monitor informs the school administrator of the monitor's presence and purpose. After observing the course and/or instructor, the monitor completes the report explaining his/her critical observations. The report is emailed back to the ADRE with detailed comments. If a school, course or instructor is not in compliance, and there are major discrepancies (identified in the Monitor Orientation), the monitor will contact the Education Auditor immediately. The Education Auditor will evaluate and disburse the resulting information to the schools in a discreet yet judicious manner.

## **VOLUNTEER MONITOR QUALIFICATIONS AND ORIENTATION**

Volunteer Monitors are chosen primarily for their observed interest in education and continuing participation in education. Recommendations are often obtained from Brokers who have a vested interest in education and understand the conservative profile that a Volunteer Monitor must meet. Volunteer Monitors must be education-minded, discreet, and be willing to cooperate diligently in the effort to improve the educational process for Arizona. **Volunteer Monitors shall not be an ADRE licensed instructor or affiliated with an ADRE approved school.** The Education Auditor will interview candidates, deciding which candidates will best represent the ADRE as volunteers.

Volunteer Monitors must go through an in-depth Orientation addressing the Education Criteria, the tenets of good education, and the procedures that must be followed within the classroom and reporting process. The Orientation is performed in a casual and interactive manner, with student groups discussing all facets of the monitoring process, and brainstorming to substantiate the components of good education. Classroom reports are to be returned to the ADRE by Volunteer Monitors within five days after attending the course. Reports on Distance Learning Courses allow one to two weeks for Volunteer Monitors to take, and return computer courses due to complexities of downloading and working through instructions.