

# Schedule

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## SECTION 1. (Morning)

Sign-in	
	Sign-in Introduction: Welcome, Materials, Classroom Guidelines, and General Information
Part 1. An Overview of the Appraiser Regulatory Structure	
	Program Description, Learning Enhancements Learning Objectives Understanding Key Terms  In the Beginning... The Path to Regulation of Real Estate Appraisers The Savings & Loan Crisis The Financial Institutions Reform, Recovery, and Enforcement Act of 1989 Appraisers in the Real World—No. 1 Title XI of FIRREA Appraisal Subcommittee State Appraiser Regulatory Agencies The Appraisal Foundation  Amendments to Title XI of FIRREA by the Dodd-Frank Act of 2010 Appraisal Subcommittee State Appraiser Regulatory Agencies Conclusion to Part 1
Part 2. Understanding the Role of the State Appraiser Regulatory Agencies	
	Learning Objectives Understanding Key Terms The Purpose and Structure of a State Appraiser Regulatory Agency Creation of the State Appraiser Regulatory Agencies  Structure of the State Appraiser Regulatory Agencies Appraisers in the Real World—No. 2 BREAK Responsibilities of the State Appraiser Regulatory Agencies Policy and Discretionary Issues Legal Issues  Meetings of a State Appraiser Board Conclusion to Part 2

### **Part 3. Complaints, Investigations, and Investigators**

Learning Objectives  
Understanding Key Terms  
An Overview of the Enforcement Process  
Step 1: Complaint Intake and Initial Processing  
Sources of Complaints Against Appraisers  
Allegations Made in Complaints Against Appraisers  
Appraisers in the Real World—No. 3  
Anonymous Complaints  
Appraisers in the Real World—No. 4  
Appraisers in the Real World—No. 5  
Various Labels or Names for a Complaint  
Step 2: Complaint Assessment  
Possible Outcomes from Step 2  
Appraisers in the Real World—No. 6  
BREAK  
Responding to a Formal Request from a State Appraiser  
Regulatory Agency  
General Comments  
Elements of an Effective Response  
An Organized and Complete Workfile  
Complaints and Errors & Omissions Insurance  
Step 3: Investigation  
General Outline of an Investigation by a State Appraiser  
Regulatory Agency  
Staff Investigators  
Board Members  
Contract Peer Reviewers  
Compliance with Title XI—Expanding the Investigation  
Training for Investigators  
Conclusion to Part 3

## **Part 4. Settlements, Hearings, Disciplinary Actions, and Adjudication**

Learning Objectives  
Understanding Key Terms  
Step 4: Review  
Disciplinary Actions/Sanctions  
Disciplinary Guidelines/Matrixes  
Midway to Upgrade Review Option  
Appraisers in the Real World—No. 7  
Step 5: Formal and Informal Review  
Informal Meetings with the Respondent  
Formal Hearing  
Step 6: Final Order  
Step 7: Compliance  
Judging a State's Enforcement Process  
More about Policy Statement 7  
Conclusion to Part 4  
Final Wrap-Up, Evaluations, Questions