



**Ozark Mountain Chapter of the  
Appraisal Institute**

Presents

**Business Practices and Ethics**

**7 Hour CE Seminar**

Appraisal Institute 7 hours CE  
Missouri, Arkansas, Oklahoma  
5 hours State CE Credit

**Monday, June 15, 2009  
8:30 am to 4:30 pm**

**Registration – 8:00 am to 8:30 am**

**Location**

**OZARK GATEWAY  
ASSOCIATION OF REALTORS**  
712 South Florida  
Joplin, MO 64801  
(417) 782-6161

Ozark Mountain Chapter  
Appraisal Institute  
PO Box 1452  
Bentonville, AR 72712

**Seating Will Be Limited**

**FOR ADDITIONAL INFORMATION OR  
ASSISTANCE WITH  
REGISTRATION, PLEASE CONTACT**

Susie Fletcher at 479-366-1336  
or  
email at  
[OzarkMtnChapter@cox.net](mailto:OzarkMtnChapter@cox.net)

Chapter Website  
<http://www.ai-ozarks.org>

Ozark Mountain Chapter  
PO Box 1452  
Bentonville, AR 72712

**To Self - Registration  
Please go to:  
<http://www.ai-ozarks.org>  
and  
Click on the link to Education**

**Seminar Fee - \$ 125.00**

	Schedule
Registration	8:00 – 8:30 am
Seminar	8:30 am –4:30 pm

100% Attendance is Required

**CANCELLATION POLICY:** If a cancellation is requested in writing and received in the Chapter office 15 business days prior to the start of the course/seminar, a full refund of the tuition will be granted. Notification received 7 - 14 business days prior to the start of the course/seminar will result in a \$50.00 cancellation fee. Less than 7 days prior to program start date, forfeit of payment unless a student replacement is provided. Once the program is in progress, no refunds will be issued.

**INFORMATION:** Special accommodations are available for individuals that have been professionally diagnosed as physically or learning disabled and can provide appropriate documentation. Reasonable efforts will be made to accommodate requests received prior to the deadline for registration. If accommodation is not requested in advance, we cannot guarantee the availability of accommodation on site. For any additional information, please call the Chapter office at 479-366-1336.

---

### Seminar Instructor

Betty Jo Cagle, SRA  
Oologah, OK

Betty Jo Cagle, SRA is a graduate of OSU with BS and MS degrees. An approved instructor for Appraisal Institute courses and seminars, she also serves on hearing committees for the Oklahoma Appraisal Board. Mrs. Cagle has been a real estate appraiser for 24 years. Based in Oologah, Oklahoma, Mrs. Cagle is currently active in relocation appraisals, appraisal review, appraisals for condemnation, and teaching.

### Who Should Enroll

General and residential appraisers who are members or prospective members of the Appraisal Institute

### Course Overview

Business Practices and Ethics is a significant course in the Appraisal Institute's curriculum. Members of the Appraisal Institute must adhere to its Code of Professional Ethics and the Standards of Professional Appraisal Practice, and must do so in an increasingly complex business environment. This course is designed to familiarize current and potential members with the obligations of a professional appraiser.

This course is very different from the existing *Business Practices and Ethics* course. It addresses topics that were not included in the past, such as International Standards, diversity, and Regulation No. 5. The examples and case studies address real-life, up-to-date matters, such as mortgage fraud and advocacy. This new course contains relevant and much-needed information for members.

The new materials emphasizes

- which standards apply to Appraisal Institute members and when they apply
- the key principles of the Code of Professional Ethics and Standards of Professional Appraisal Practice of the Appraisal Institute
- how to identify-and avoid-behavior that violates the Code of Professional Ethics
- the correct way for Associate and Designated Members to use the Appraisal Institute's designations, emblems, and logo
- how the Appraisal Institute's enforcement process works and what it means to an individual member
- the importance of diversity as business strategy
- business practices that are unacceptable in a customer service industry such as appraisal practice and ways to avoid them

**NOTE:** Due to some content specific to the Appraisal institute, the AQB has approved this course for 5 hours of CE.

*Appraisal Institute members will receive 7 hours of A.I. credit.*