



National Association of Residential Property Managers

Sponsorship Guide for NARPM® Courses

Profit for Your Chapter

A GUIDE FOR SPONSORING A NARPM® COURSE

This guide is prepared by the Professional Development Committee as a tool for local chapters to sponsor a NARPM® Course. Following these guidelines will aid your chapter in planning and holding a successful course.

Be sure to read through the guide carefully and follow the procedures. The biggest thing to remember is "Give your organization plenty of time to prepare and follow the guide as closely as possible." Consult with NARPM® National or the Professional Development Committee if you have a problem. The Time Matrix at the end of this publication will help you plan and complete your sponsorship.

NARPM® wants your sponsorship to be successful. We are here to help you in any way we can. So, sit down, take your time and good luck on your sponsorship.

Susan Melton, MPM® RMP®, 2010 Professional Development Chair

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Planning the Course

TIME REQUIREMENTS

It is important to plan at least five (5) months before the course date for the following reasons:

- It takes time to determine which courses and dates interest the group, to analyze possible attendance figures and plan the finances.
- A written request must be made to NARPM® National to hold the class.
- Once a request is made, NARPM® National has to coordinate the availability of the instructors, their travel schedules, and the schedule of other courses in progress.
- Information on the facilities, dates, etc. must be supplied to NARPM® National before the registration flyer can be produced.
- The promotion and marketing by the chapter must be planned and implemented.
- This process takes time - the first step is to completely read this guide to see what is involved.

It is a requirement to request a course four (4) months prior to hosting a course. The request form can be found on page 11.

CHOOSING THE COURSE TO SPONSOR

- Discuss sponsorship with the chapter for member input and support before making the request.
- See how many members would support and assist in this project.
- Conduct a poll of the chapter membership/real estate community to see how many people would participate.
- Conduct a poll of what course topics should be sponsored. The courses available in addition to Ethics are:

Ethics is a 3-hour course and may be taught by any member who holds a MPM®, has taken the course, and who is approved by the Professional Development Chair.

6-Hour Courses

Marketing
Operations
Habitability Standards &
Maintenance
Tenancy

12-Hour Courses

**Risk Management
Operating a Maintenance
Company
**Personnel Procedures
Owner/Client Relations

** Risk Management and Personnel Procedures are currently being rewritten and will become two 6 hour classes each with a Part I and Part II. Estimated time of completion is June 2010, until then the 12 hour course will be taught.

We are currently working on making all courses 6-hour courses with the completion estimation date of all 12-hour courses to be split into 6-hour courses by June 2011. The courses will no longer be referred to as RMP® or MPM® courses because we want the membership to know that they are available to all – even if they have not applied for a designation. Designations will still require 18 hours of NARPM® courses for the RMP® designation, plus an additional 24 hours of NARPM® courses for the MPM® designation.

DETERMINING THE DATES FOR THE COURSE

- Determine dates and alternative dates for holding the course or courses. Be sure to plan this date at a **minimum** of four months in advance. **Five months is advisable.**
- Consult the current class schedule in the NARPM® monthly publication, the *Residential Resource*, to see what the competition may be from other chapters. Planning a balance of courses is important to the success of the class or classes.
- Consult national events by reading the *Residential Resource*, visiting the NARPM® website, or by calling NARPM® National. Planning a course too close to the Leadership Symposium or the National Convention may cause poor attendance for the course or courses chosen.
- Avoid heavy holiday schedules, graduations, or major real estate events in the chapter area or state.
- If more than one course is chosen to sponsor, plan carefully and it may be helpful to consult the Professional Development Chair or NARPM® National.
- History has shown the most successful courses are held with 15 to 25 participants.

FORMALLY REQUESTING A COURSE

- **An application to sponsor a course must be submitted a minimum of four (4) months prior to holding the course.** This allows NARPM® National and the Professional Development Chair time to complete their responsibilities to support the success of the course.
- The application can be found toward the end of this guideline under the “*Required Forms*” section. **Do not request a specific instructor; they are on a rotation basis.**
- Send the application to NARPM® National either by mail or fax.

APPOINTING A COURSE COORDINATOR AND COMMITTEE

The course coordinator is an important duty and must:

- Act as a contact person and, coordinate with National, the instructors, the hotel, and the classroom facility.
- Handle continuing education credits “if applicable.”
- Mail the registration flyers.
- Arrange for local advertising.
- Answer questions about the course.
- Handle course evaluations.
- Handle registrations on the day of the course and sign in students on the class roster.
- Request reimbursement of expenses, etc.

Forming a committee of 3 to 4 people to help the local course coordinator is advised. The course coordinator may use this service for /MPM® certification service requirements.

INVESTIGATE CONTINUING EDUCATION CREDIT FOR THE COURSE

- **It is the chapter’s responsibility to arrange continuing education credit for any national course.** The National Association of Residential Property Managers cannot take any responsibility for continuing education credits. Whether to apply for continuing education certification is solely up to the sponsoring chapter.
- **Contact the state's real estate commission to see if NARPM® courses are approved in the state for continuing education credit.**
- If the courses are approved for continuing education, participants could obtain continuing education credits as well as learning more about NARPM®. This can be a good drawing card for members and non-members.
- Do NOT advertise the course as approved for continuing education credit unless it is certain. (The best way is to call the Real Estate Commission in the state and obtain it in writing). Also there may be procedures particular to each state that is required to be followed to obtain continuing education credits. The chapters are responsible for following any procedures and providing required information.

COURSE BASICS

- NARPM® does not discriminate on the basis of race, sex, color, religion, national origin, age, handicap, or veteran status in provision of education programs and activities, which it sponsors. It is NARPM® policy to adhere to ADA (American with Disabilities Act) guidelines in all its courses.
- Students must score at least 70% on the final exam for the appropriate RMP® or MPM® credit.
- Students may have to score 75% on the final exam to meet the minimum continuing education requirements for their state real estate commission, if they wish to receive state credit. Check with the local contact person in advance to confirm approval of the course by the state commission and the score needed to meet the state requirements.
- Attendance for the full course session is necessary if taken for renewal credits or for the appropriate RMP®/MPM® designation.
- Scheduled dates, locations, instructors, and prices are subject to change.
- Applicants with a returned check due to insufficient funds will be assessed a service charge.

- No children, pets, or guests are allowed in the classroom.
- All classrooms will be designated NON-SMOKING.
- No audio or video recording is permitted. Materials may be duplicated only for personal use of the student.
- Attendees do not have to be NARPM® members or be an applicant for a designation. However, attendees are encouraged to apply for candidacy.

Planning the Finances/Profits

BASIC COURSE FEES

The following fees are set by NARPM® on a national level and cannot be changed by the local sponsoring chapter. These fees are subject to change by the NARPM® Board of Directors.

- **6-Hour Courses:**
 - The course fee for a 6 Hour course is \$250 for a NARPM® member and \$350 for non-members. There is a \$55 early bird discount for registrations postmarked 30 days prior to the course.
 - NARPM® members who have the RMP®/MPM® designation may take the course for a fee of \$150 with a \$50 early bird discount for registration postmarked 30 days prior to the course.
 - A student may repeat a course within 24 months of the original enrollment for a fee of \$150 on a space available basis with a \$75 early bird discount for registrations postmarked 30 days prior to the course
 - A designee candidate may take the course for \$250 with a \$70 early bird discount for registration postmarked 30 days prior to the course
 - A certificate for \$100.00 off a 6 hour course is provided to new members to be used within 12 months of their original membership date. This certificate is to be sent in with their registration.
- **12-Hour Courses:**
 - The course fee for a 12 hour course is \$450 for a NARPM® member and \$550 for non-members. There is a \$55 early bird discount for registrations postmarked 30 days prior to the course.
 - NARPM® members who have the MPM® designation may take the course for a fee of \$350 with a \$150 early bird discount for registrations postmarked 30 days prior to the course
 - A student may repeat a course within 24 months of the original enrollment for a fee of \$300 on a space available basis with a \$150 early bird discount for registrations postmarked 30 days prior to the course.
 - A designee candidate may take the course for \$450 with a \$90 early bird discount for registration postmarked 30 days prior to the course

COURSE REGISTRATION FEES

- All course registrations are to be sent directly to the NARPM® National.
- Chapters can only take fees during the registration on the course day. Registrants on the day of the course are to make a check payable to National Association of Residential Property Managers. These checks are to be forwarded directly and immediately to NARPM® National with the registration form.

PROFITS

- NARPM will split course profits with the sponsoring chapter or chapter in formation.
- The sponsoring chapter will get 25% of the profits from the course.
- The **exception** for chapter 25% is during national meetings and the National Convention. If the local chapter of the host city contributes to the registration process on the course day and the local promotion of the course prior to the day of the course, the local chapter will receive 10% of the profits.
- Profits are determined by NARPM® National and are **after all expenses**.
- All expenses include costs covered under chapter responsibilities and NARPM® National responsibilities covered on the following page.
- Distributions of the course profits for the sponsoring chapter are usually made approximately 60 days after the course is held. If the chapter experiences delays, they should contact National.

NATIONAL RESPONSIBILITIES OF EXPENSES

- NARPM® National will have the registration flyers printed and will send a master to the local contact for duplication and mailings.
- NARPM® National will supply labels as requested by the sponsoring chapter for local areas or states. Be sure you request them in a timely manner and be specific. In addition, National will provide the appropriate number of course binders with course materials, handouts, evaluation forms, tests, name tent cards, etc.
- NARPM® National will send out four (4) email blasts (One 60 days prior to class, one 45 days prior to class, one 30 days prior to class, and one 20 days prior to class. Contact info@narpm.org for details.
- NARPM® National will provide mailing labels for all RMP®/MPM® candidates nationally and to other NARPM® members in the state and area if requested; however, all courses appear in *Residential Resource*.
- NARPM® National will place the course on the course registration flyer in the *Residential Resource*.
- NARPM® National will pay the instructors and reimburse their expenses.
- NARPM® must approve the location facility and cost for the course chosen. NARPM® wants to maintain a high quality standard for all courses.

CHAPTER RESPONSIBILITIES OF EXPENSES

- The sponsoring chapter is to distribute the registration flyers to local chapter members and other potential prospects and then submit the expenses for postage and copying to NARPM® National within 30 days of completion of the class.
- The sponsoring chapter is to pay for the course facilities and then submit the expense to NARPM® National within 30 days of completion of the class.
- The chapter is **not** to obligate the National Association of Residential Property Managers for a block of hotel rooms. This should be discussed with the hotel facility in the event the course is canceled.
- The chapter should show due diligence in obtaining an appropriate facility and understand \$100-\$150 is fairly standard for a good classroom facility and should be responsible for their negotiations.

MINIMUM NUMBER OF STUDENTS

- A course may be held with six (6) students for a 12 hour course and seven (7) for a 6 hour course but the chapter will not be reimbursed for expenses. Classes will be cancelled if minimum numbers have not registered 30 days prior to date of class.
- The course will require a minimum of **ten (10) students in order for the chapter to be reimbursed for their expenses.**
- This minimum number of students is required to ensure success in covering the costs of the course for both NARPM® National and the chapters.
- As the number of students increase above the minimum, profits to the chapters will increase. Following good marketing procedures will contribute to the success of the course. Please refer to the section "Marketing the Course."
- Please refer to the finance chart on page 6 to understand the breakdown of the expenses.
- The Professional Development Committee and NARPM® National are committed to supporting the success of the course and will work to promote the minimum 10 students.

REGISTRATIONS

- **All registrations must be made on the registration form** and faxed or mailed to the address provided on the form (National).
- You should encourage members to send in their registrations at least 30 days prior to the course. This will ensure they do not have to pay the increased fee.
- Any applicant who has a returned check due to insufficient funds will be assessed a service charge.

CANCELLATIONS

- The course **can and may be cancelled** if the minimum number of registrations has not been received by NARPM® National by noon, thirty (30) days prior to the course date.
- If NARPM® cancels the course because minimum registrations have not been met, or for any other reason, then tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.
- If a registrant cancels, no refunds will be made after the original class begins, however tuition paid may be applied to a later class on a space available basis. A \$25.00 transfer charge will be assessed. A refund of 50% of course tuition will be made up until 30 days before the class is to begin. Notice of cancellation should be sent by registered mail to NARPM® National.

APPROXIMATE BREAKDOWN OF EXPENSES

- The following figures are a "guideline only" of expenses on the costs of the course and expected profit.
- None of the figures are guaranteed, but are based on past courses.
- The figures are subject to the number of students, copying costs, amount of postage, costs of facilities, and travel expenses of the instructors. For example - travel may be less or materials may be more.
- The instructor fees are a "set" fee and decided by the NARPM® Board of Directors.
- Course fees are set by NARPM® and cannot be changed.

The following is based on "MINIMUM NUMBER OF 10 STUDENTS:"

RMP® Course Breakdown		MPM® Course Breakdown	
Income		Income	
\$195 x 10 students	1950.00	\$395 x 10 students	3950.00
Less Expenses		Less Expenses	
Instructor - set fee	-800.00	Instructor - set fee	-1600.00
Travel - est.	-400.00	Travel - est.	-800.00
Materials - est.	-150.00	Materials - est.	-300.00
Postage - est.	-150.00	Postage - est.	-200.00
Facilities - est.	-100.00	Facilities - est.	-200.00
Subtotal	350.00	Subtotal	850.00
x 25%	\$87.50	x 25%	212.50

Remember, the more students registered, the more profit. The chapter marketing efforts determine this profit. To learn more, continue reading.

Marketing the Course

CHAPTER RESPONSIBILITIES

Remember that the success of this course depends on the chapter's commitment to marketing and promotion of the course.

- After choosing the course, submitting it to NARPM® National and receiving authorization to proceed on the dates requested, details on the facilities should be finalized so they can be submitted to National as quickly as possible. This will ensure the registration flyers are prepared in a timely manner. **This must be submitted 100 days prior to the course date (three months and ten days).**

Once the registration flyers are received from NARPM® National, begin marketing. The following are suggestions to increase your class count:

- Mail to members in three chapters, the state, and surrounding states. Labels can be obtained from NARPM® National.
- Mail to other sources such as local boards of REALTORS®, yellow pages of property managers, and real estate companies.
- Take registration flyers to all local chapter functions prior to the course and make announcements on how this will benefit both members and non-members.
- The committee should make telephone contacts two-three weeks after the mailings.
- Emails to local members are encouraged. Contact NARPM® National for information and/or help sending blast emails to current RMP®/MPM® candidates and emails to nearby states/chapters
- The committee should follow-up 30 days prior to the course.

- Place press releases and ads in local newspapers, chapter newsletters or any other appropriate publication. (See the Suggested Forms)
- Save 50-75 registration flyers for follow-ups and last minute registrations the day of the course.

NARPM® NATIONAL RESPONSIBILITIES

- NARPM® National will mail the course registration flyer master and requested labels to the Chapter coordinator 90 days before the course.
- NARPM® National will place the course on the course registration flyer in the *Residential Resource*.
- NARPM® National and the Professional Development Committee Chair will follow the progress of the registration and keep the chapter informed of the head count.

Administering the Course

PRIOR TO THE COURSE

- **If the required registrations or more have been received prior to the course cutoff date, the course will be a go. National will notify the instructors and the local chapter coordinator.**
- NARPM® National will then furnish the local chapter coordinator with the course materials.
- The local coordinator should assist the instructor in making arrangements for hotel accommodations, travel from airport, preparing course materials, and necessary equipment. The coordinator should, when possible, arrange for transportation to and from the airport.
- Some chapters have an informal get together in the hotel or at a nearby restaurant before or after the course ends. Check with the instructor regarding schedule and availability for an informal get together after the course. This is entirely up to the local chapter but is a good way for everyone to discuss the course, meet new people, network, talk informally with the instructor, etc.

ONE OR TWO DAYS BEFORE THE COURSE

- The local coordinator should call and remind everyone about the course.
- Last minute registrations should be accepted on a space available basis.

THE DAY OF THE COURSE, THE LOCAL COORDINATOR AND COMMITTEE SHOULD

- Arrange to arrive at least one hour prior to the time of the course.
- Check classroom and all necessary equipment.
- Set up the registration table with extra course registration flyers to be used by walk in registrations.
- Accept the registration form and a check made payable to NARPM® for the registration fee.
- Put out some NARPM® membership and RMP®/MPM® certification applications.
- Assist the instructor with seating arrangements for the desired classroom layout.
- Registration normally begins about 30 minutes before class begins or about 8:30 am.
- Welcome students as they come in, (direct them to coffee services, rest rooms, etc. and have registrants sign in on the certified course completion list, receive their binder and course materials, and provide a name tent.
- Share information with non-members about the local NARPM® chapter.
- **Start on time.**

- Introduce the instructor.
- Announce the time for lunch, which is one hour, and not provided for in the course fee and provide suggestions for places for lunch.
- Give out and then later collect the exams.
- The instructor and course evaluations are included in the course binder. Let everyone know how important it is to the success of the courses that we received their honest opinions and input on these evaluations. Remind everyone that the course evaluation continues on the back of the form.
- Collect these evaluations either before the exam or when the exam is turned in. **The evaluations are to be put in an envelope and sealed. They are not to be given to the instructor. The chapter coordinator is responsible for sending them to National**
- Talk informally with student attendees to get their input on the course and how we can make it better and pass this information along to the Professional Development Committee Chair.
- At the end, thank the instructor and students for participating.

A typical class schedule is as follows:

8:30	Registration
9:00 a.m.	Class Begins
12 Noon	Lunch
1:00 p.m.	Class Resumes
3:30 p.m.	Exam & Evaluations
4:00 p.m.	Class ends

After the Course

The local coordinator and committee are to send NARPM® National:

- All original instructor and course evaluations. If the instructor wishes a copy, let them know that National will tally them and send the results to them, the Professional Developments Chair and Instructor sub chair.
- The certified course completion list.
- All exams.
- Any unused materials.
- The request form for reimbursements will be sent to the chapter, once the evaluations, sign in sheets, and tests are received. The chapter coordinator will add the chapter expenses and submit to National after signing the form.

The local chapter should:

- Take advantage of the accomplishments. Send an article to the local newspaper, REALTOR® magazine or any other publication.
- If you have a chapter newsletter, write an article and make it a “big deal” to promote membership.
- If possible, plan a presentation or announcement at the local chapter meeting to members who completed the course.
- Above all, praise the local coordinator and committee for a job well done.
- Write an article for the *Residential Resource* on what worked well for your chapter.

Course Responsibility Time Matrix

Time	Form	NARPM® National	Local Chapter
5 months prior			Plan what courses, dates, and general location
			Appoint coordinator and committee
			Determine if Continuing Education Credits available
4+ months prior	required		Submit Course Request Form
	required	Approval of course & selection of instructors	
	required	Place on registration form in <i>Residential Resource</i>	Finalize location & facility, lunch arrangements
3+ months prior	required		Submit registration flyer request form
3 months prior		Master registration flyer and requested labels mailed to chapter	
2+ months prior			
	required	Follow up with Professional Development Committee Chair	Mail out to local chapter/area/states
			Announce at available functions
			Submit to publications
			Make telephone contacts
			Check with National on class count
1 month prior	required	Check class count	
2 weeks before		Check class count	Contact instructor to assist with travel and accommodations
		Ship materials to coordinator	Make telephone contacts/follow up
			Check with facilities for all necessary equipment
		National will send booth if requested and available	Email info@narpm.org for a Booth Reservation Form
Day before course			Assist instructor when necessary
			Check with facilities
Day of Course	required		Registration details (refer to guideline)
After Course	required		Submit information, forms and materials to National
	required		Submit expenses to National
	required	Mail certificates to students	
	required	Mail evaluations to Professional Development Committee Chair	
	required	Send expenses sheet and profit to chapter	
			Send to publications
			Commend members at functions

Chapter Sponsorship Request Form for NARPM® Courses

Please fill out the following and submit a minimum of four months prior to the proposed dates.

Chapter	
Contact Person	
Daytime Phone	
Email Address	
Sponsoring Location	
Proposed facilities	

Mark the Ethics course first choice and second choice date preferences:

Ethics Course	1 st Date Choice	2 nd Date Choice
<input type="checkbox"/> Ethics	_____	_____

Mark 6-hour course(s) desired in order of preference. List first choice and second choice date preferences:

6 Hour Courses	1 st Date Choice	2 nd Date Choice
<input type="checkbox"/> Marketing	_____	_____
<input type="checkbox"/> Operations	_____	_____
<input type="checkbox"/> Habitability Standards & Maint.	_____	_____
<input type="checkbox"/> Tenancy	_____	_____
<input type="checkbox"/> * NARPM® 101: Basics of PM	_____	_____
<i>Check for available dates</i>		

Mark 12-hour course(s) desired in order of preference. List first choice and second choice date preferences:

12 hour Courses	1 st Date Choice	2 nd Date Choice
<input type="checkbox"/> **Risk Management	_____	_____
<input type="checkbox"/> **Personnel Procedures	_____	_____
<input type="checkbox"/> Operating a Maintenance Co.	_____	_____
<input type="checkbox"/> Owner/Client Relations	_____	_____

** Classes will be changed to two 6 hour courses in June of 2010

You will be notified if NARPM® National approves your courses and dates. PLEASE NOTE: Instructors are on a rotation schedule and are assigned. Do not request a specific instructor. Thank you.

Sponsorship of NARPM[®] Courses Mandatory Registration Flyer Form

General Information Needed	
Sponsoring Chapters	
State Location	
State Conference? <i>(yes or no)</i>	
Local Coordinator	
Coordinator Work Phone	
Coordinator Fax	
Coordinator Home Phone	
Email Address	
Facility	
Directions	
Hotel/Facility Coordinator	
Hotel Telephone	
Area/State labels needed	
Continuing Ed. Available?	
Continuing Ed. Credits	
Other Information	
RMP [®] /MPM [®] labels needed?	

Courses Scheduled		
Courses	Date of Course	Instructor, if known

PLEASE NOTE: Instructors are on a rotation schedule & are assigned. Do not request a specific instructor.

Schedule:

8:30	Registration
9:00 a.m.	Class Begins
12 Noon	Lunch
1:00 p.m.	Class Resumes
4:00 p.m.	Class ends

Please send this form to:

NARPM[®]
638 Independence Parkway, Suite 100
Chesapeake, VA 23320

Reimbursement Form for Chapter Sponsored Courses

Chapter _____

Check Payable to _____

Address _____

City, State, Zip _____

Sponsor Contact _____

Date of Course _____ Course Name _____

Income: *(Sponsor completes)*

of Attendees _____ x \$ _____
 # of Attendees _____ x \$ _____
 # of Attendees _____ x \$ _____
 # of Attendees _____ x \$ _____

Total \$ _____

6 Hr Course	Member	Non-Member
30 Days Prior	\$195.00	\$295.00
Less than 30 days prior	\$250.00	\$350.00
12 Hr Course		
30 Days Prior	\$395.00	\$495.00
Less than 30 days prior	\$450.00	\$550.00

Instructor Expenses *(National Completes)*

Instructor Fee _____
 Instructor Expenses _____ **Subtotal** _____

HQ Expenses *(National Completes)*

Course Materials (\$10x# of students) _____
 HQ Shipping/Postage Fees (\$6x# of students) _____
 Other _____ **Subtotal** _____

Chapter Expenses *(Sponsor Completes)*

Room Fee _____
 Audio/Visual _____
 Photocopies/Marketing _____
 Postage _____
 Refreshments (if any) _____
 Other _____ **Subtotal** _____

Total Expenses _____

Net Income _____

25% to Chapter _____

Reimbursement of Chapter Expense _____

Approval of Professional Development Chair _____

Course Sponsor Approval _____

All requests for reimbursements must be made within 30 days of incurring expenses. Attach all original receipts and mail to: NARPM®, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.