
International Association of
Assessing Officers

**Roles and Responsibilities:
Instructors**

Revised 2022



IAAO

Roles and Responsibilities: Instructors

Responsibilities

The procedures outlined below are to be followed unless the Professional Development Department has given prior written approval for variations. Instructors should read this section to familiarize themselves with the functions of IAAO.

IAAO instructors must:

- Admit all students who have registered for the offering.
- Teach the program assigned to them.
- Teach the specified number of hours for workshops and courses (exclusive of the final examination) in accordance with IAAO requirements for CEUs
- Administer all final examinations or direct students to online proctored exams set up by the Professional Development Department.
- Report any violation of examination security, class admission procedures, or alterations in the class schedule.
- Maintain a class attendance record and return it to IAAO and the coordinator. Students will not receive CEUs without a record of attendance. For virtual, live-online courses, this means students must have a webcam and be seen by the instructor who will take attendance several times throughout each day.
- Collect all materials and exams following the appropriate exam time allotted.
- Distribute instructions to students for completing online evaluation form for all classes instructed.
- Complete and return the logistical report/instructor comment report (formerly known as “the pink sheet”). Any corrections should be recorded on the instructor comment form included in the material and returned with test results. IAAO staff will review the errors to establish which are clerical/formatting errors and which represent appraisal problems. When the error is clerical or formatting, it will be corrected by staff on the electronic copy and a hardcopy reproduction printed. When the error is not easily identified as clerical or formatting, staff will work with identified SMEs to correct in a timely manner.

IAAO Instructors are not responsible for:

- Collecting tuition or fees.
- Distributing materials that should be distributed by the sponsor; or
- Administering examinations to anyone not properly registered.

IAAO Instructors must not:

- Allow students to take the examination without IAAO permission.
- Give answers to any examination questions.

- Grade student examinations; or
- Indicate to a student whether they passed the examination.

Application and Selection Requirements

All IAAO instructors must be members in good standing. All instructors must complete the Instructor Evaluation Workshop (IEW).

Prior to attending an IEW, all applicants are required to submit a detailed application to the Professional Development Department. All applications must be accompanied by a full resume. Any applicant with insufficient relevant experience or education may be rejected.

Each applicant must present proof satisfying at least one of the following requirements:

- A minimum of a bachelor's degree in any field and five years of experience directly related to the subject matter to be taught.
- Five years of teaching experience in real estate valuation directly related to the subject matter to be taught. To qualify as teaching experience, the educational offering must meet at least one of the following minimum requirements:
 - Approval by the Appraisal Qualifications Board Course Approval Program.
 - Offered by a governmental valuation licensing/certification agency for credit.
 - Taught through an accredited college or university; or
 - Approved for credit through an established professional valuation organization, jurisdictional assessor, or valuation agency.
- Five years of specialty teaching (cadastral mapping or assessment administration) experience directly related to the subject matter to be taught.
- Seven years of real estate valuation experience directly related to the subject matter to be taught.
- Seven years of specialty experience (cadastral mapping or assessment administration) experience directly related to the subject matter to be taught.

One year of valuation experience is defined as a calendar year where more than 50% of the professional time was spent appraising real property, personal property, or businesses; and where a significant portion of income was derived from performing (real property, personal property, or business) valuation services.

One year of specialty experience is defined as a calendar year where more than 50% of the professional time was spent performing cadastral mapping or assessment administration and where a significant portion of income was derived from providing cadastral mapping or assessment administration services.

Instructor Evaluation Workshop (IEW)

Each instructor for IAAO must have attended and passed an Instructor Evaluation Workshop (IEW) either in classroom or virtually. The IEW must have been sanctioned by the Education Committee.

The IEW is an intensive three-day interactive workshop used to qualify individuals to teach for IAAO. The IEW can be taken in either a virtual format, an in-person format, or both.

Students who successfully complete the virtual IEW may later take the in-person IEW at a discounted rate for the entirety of the workshop or choose to present only on the final day at a further discounted rate. Either option, if passed, qualifies for teaching in-person courses.

Students who successfully complete the in-person IEW may later take the virtual IEW at a discounted rate for the entirety of the workshop or choose to present only on the final day at a further discounted rate. Either option, if passed, qualifies for teaching virtual courses.

Expectations

The IEW is not intended to teach individuals how to instruct, but to evaluate participants' ability to teach IAAO material in a classroom setting. Each participant is expected to understand the general subject matter and any specific course material to a degree they can answer typically asked questions from students on the course. They should expect to spend at least 30 hours in advance preparing an initial five-minute presentation. During the IEW, they will be expected to develop three additional five-minute practice presentations, and one final 10-minute presentation. Participants must demonstrate and are evaluated on their teaching style, classroom presence, ability to engage learners, clarity and accuracy of their classroom presentation, familiarity with and comprehension of the course material, and organization of subject matter.

Senior Instructor Evaluation Panel

The instructor evaluation panel is selected by the Professional Development Department and approved by the Education Committee. The panel must be senior instructors who are experts in the coursework. Members of the panel will be rotated each year to allow for a broader range of opinions of the participants, especially for those who have taken the workshop more than once. It is advised that one panel judge has experience judging at least one previous IEW.

The instructor panel's decision is final. Participants who do not pass the IEW will receive specific feedback from the instructor panel and are welcome to attend a future IEW.

Instructor Categories

There are junior, regular, and senior instructors. The following is the progression of instructors:

Junior Instructor

A junior instructor is defined as having successfully completed the following:

- An IEW
- Attended at least 50 minutes of each 60 minutes of instruction and passed the final examination or served as either an author or reviewer of the IAAO course or workshop they

wish to instruct.

Equivalent education and examination challenges do not substitute for this requirement.

Regular Instructor

A regular instructor must successfully complete an evaluation assignment and have attended at least 50 minutes of each 60 minutes of instruction and passed the final examination, or served as either author or reviewer, of the course or workshop they wish to instruct. Equivalent education and examination challenges do not substitute for this requirement.

The Evaluation Assignment

An evaluation assignment pairs a junior instructor with a senior instructor. Evaluation assignments are arranged by the Professional Development staff. A junior instructor may accept an evaluation assignment for a course he/she is eligible to teach. During the assignment, the junior instructor must teach at least 10 hours of a 30-hour course; however, is not permitted to instruct on the afternoon of the day preceding the exam.

The senior instructor will function as an evaluator of the junior. The senior instructor will complete an evaluation form provided by the Professional Development Department. Specific information about the junior instructor and about the procedures for overseeing and evaluating the junior instructor will be given to the senior instructor prior to the course.

The Education Committee will take both the senior instructor's evaluation and the student evaluations of the junior instructor from the course into consideration before granting regular instructor status to the junior instructor.

Junior instructors on an evaluation assignment do not receive an honorarium, but travel, hotel, and food will be reimbursed by IAAO up to the maximum allowed if the assignment is completed within three years of their initial IEW completion. The maximum expense reimbursement is subject to IAAO expense reimbursement policy. Contact the Professional Development Department for more information.

Senior Instructor

A senior instructor must have met the requirements of a regular instructor, hold an IAAO professional designation, and have completed three teaching assignments as a regular instructor.

Course Eligibility

Before being allowed to teach a course, an instructor must take the class in-person or virtually. In addition, they must pass the student exam, if one exists, with a minimum score of 85%. If an instructor has challenged the exam and achieved a passing score, they must still audit the course (at no expense) before being allowed to teach it. For courses with instructor exams, the instructor must pass that exam with a minimum of 85% as well.

All instructors should provide the Professional Development Department with a list of courses they feel qualified to teach. Instructors must have relevant knowledge and experience, and be aware of their strengths.

Maintaining Instructor Status

All instructors must meet the following requirements within the two-year certification cycle.

- Pay IAAO member dues
- Complete all necessary paperwork per the Professional Development Department (e.g., confidentiality agreement, signed acknowledgement of current instructor requirements and procedures, etc.).
- Attend instructor meetings provided throughout the year by the Professional Development Department or review the recordings. Valuable information is provided in these meetings on material updates and procedural changes. Instructors who do not meet this requirement must attend the current year's meeting before they will be added to the active instructor list.
- Complete IAAO Course 171: IAAO Standards of Professional Practice and Ethics initially, then another ethics offering every two years.
- Take IAAO Course 411: Building a Healthy Workplace. If state or local laws prohibit content of the course, instructors are allowed to opt out.
- Attend at least one hour of education every year related to presentation, facilitation skills, adult learning theory, use of technology in the classroom, or public speaking, either live or online. Training will be made available on the IAAO learning management system under the Instructor Resource Center. Documentation shall be submitted to the Professional Development Department as proof of completion.
- All instructors, except those currently serving on the IAAO board or as an officer, must instruct an IAAO course/workshop/one-day forum at least once in a period of two consecutive years. Instructors who do not meet this requirement will be removed as active instructors and must attend and pass another IEW in its entirety.
- Senior instructors must maintain their IAAO designations including the USPAP requirement.

Guidelines if Instructor Lapses

Anyone who has not met the requirements by the end of their certification cycle will be placed on probation for six months from teaching any course. Those who do not satisfy all the requirements within these six months will lose their instructor status. To regain their status, they will be required to satisfy the requirements (including paying previous and current years' dues) and complete an in-person IEW or complete an evaluation assignment with a senior instructor.

Instructors are responsible for checking their status via the Instructor Certification Program in the IAAO learning management system where outstanding requirements can be found.

Instructors who are serving on the board or as an officer may request the Education Committee allow more time to fulfill these requirements.

There is no tenure for instructors. Maintaining instructor status depends on continued good teaching practices in the classroom and good standing with IAAO.

Staying Current on IAAO Course Material: Rewrite

When there is a rewrite of a course/workshop, instructors must pass the student exam with a minimum score of 85%, and meet one of the following criteria to become certified on the new material:

- Audit the course/workshop at no charge.
- Attend a course overview at the next IAAO Annual Conference following the rewrite.
- Attend a local review, which can be offered by local chapters or state coordinators and are instructed by previously certified instructors.
- Participate in a webinar review of the updated course materials.

If changes in a rewrite are significant, the Education Committee may limit options to an audit of the course/workshop at no charge. In such case, a passing score of 85% on the student exam is required.

Staying Current on IAAO Course Material: New Curriculum

When a new course or workshop has been developed, instructors must meet one of the following criteria to become certified on the new material:

- Attend a course overview at the next IAAO Annual Conference following the course development and pass the student final exam, if one exists, with a minimum score of 85%.
- Attend a local review by an instructor who is qualified in the material and pass the student final exam, if one exists, with a minimum score of 85%.
- Participate in a webinar review of the new course/workshop and pass the student final exam, if one exists, with a minimum score of 85%.

Instructors have 12 months from the date of public notice on the IAAO website that a new course or workshop has been developed to meet the requirements and, if not, the instructor must attend and pass the exam for the course or workshop at their own expense.

The rollout of a new course will be presented to current instructors by the Subject Matter Expert(s) (SME) who created the new material. Feedback from both the SME and those attending the class will be considered for any revisions to the course. The instructors attending will take the final exam and must pass with a score of at least 85% to begin the qualification process to teach the new material. If an instructor's exam exists for the material, they must also pass that exam.

If the new course is such that the course materials cannot be adequately covered with the above options, the Education Committee may require instructors to audit the course/workshop at no charge to become approved and pass the student final exam, if one exists, with a minimum score of 85%.

The exam may be taken after the training, or with a proctor according to IAAO rules and procedures. IAAO will provide the proctored exam at cost (expenses only) for each instructor attending the course overview, local review, or webinar.

The Director of Professional Development and/or the Education Committee may make exceptions as deemed appropriate.

Instructor Assignments

Process

The Professional Development Department is responsible for assigning instructors to IAAO-conducted as well as contract courses and workshops. This is done initially by email, followed by a written confirmation letter and contract. Only staff may make instructor assignments. The sponsor of a certified program is responsible for selecting the IAAO approved instructor.

On occasion, a sponsor or coordinator may directly ask an instructor to teach at its IAAO contract program. Unless this is for a certified program, the instructor shall refer all such requests to the Professional Development Department. All certified program negotiations concerning salary and expense reimbursement are carried out between the instructor and the contracting coordinator.

The confirmation letter from IAAO confirms the teaching assignment and provides the following information:

- Last revision dates of the SRM – instructors are expected to update their materials to reflect the most accurate and current content to be in alignment with the materials students will receive.
- Program to be taught
- Dates and location of the program and whether live in-person or live-online/virtual
- Location of classroom facilities and name and address of the local sponsor

For contract and IAAO-conducted courses (including both in-person and virtual), instructors sign and return the contract to IAAO, retaining a copy for themselves. A countersigned copy of the contract will be forwarded to the instructor.

Course Materials

Instructors should consult their dashboard in Learn (the IAAO LMS) to determine if they have the most current courseware. Because courses see frequent updates and revisions it is required that instructors check revision dates of the courses listed in the LMS (located in learn.iaao.org).

Digital copies of courseware will be provided at no charge to instructors. Instructors may print the SRM for their own use. Requests for hardcopies of SRM's are available from the Professional Development Department and require the instructor to pay the shipping fee.

Virtual Teaching Requirements

With the increased use of virtual format for courses, instructors will need to meet requirements to teach IAAO material. Instructors who obtained their status before the invent of virtual IEW, will be grandfathered in to teach virtually if they meet the following requirements prior to the 2021 in-person IEW:

1. Take an instructional course from IAAO on the use of virtual technology
2. Teach a virtual course achieving positive feedback from students and the coordinator of the course

After the 2021 in-person IEW, instructors will be required to pass a virtual IEW to teach virtually.

Evaluations

The Director of Professional Development shall review all course and workshop evaluations as they are submitted. The Education Committee shall conduct a quarterly review of all student comments and an annual review of instructor pass/fail rates. The review will be done anonymously. The Committee will only have the instructor identification number as an identifier for each instructor to eliminate bias. The Committee shall recommend training and quality improvement measures for the instructor cadre.

Pass/Fail Rates

The class list is provided to coordinators showing the number and names of students who passed, failed, or did not take the exam (NE). Students will have the option of opting out of having their score released to coordinators to protect their privacy. Instructors will not be given names.

All instructors will be evaluated based upon their student evaluations, including student feedback and pass rates in relation to the national course average. The normal acceptable range is determined by using +/- 1.5 standard deviation from the national course average.

Student, Coordinator, and Instructor Comments

Special attention will be paid to any significant comments by students or coordinators brought to the attention of the Professional Development Department staff. Instructors receive the same feedback and are encouraged to take appropriate action to remedy any problems. Poor instructor performance may result in either temporary or permanent suspension of instructor status.

Evaluation Process

The Education Committee may conduct evaluations and investigate individual situations in response to complaints about an instructor. The Education Committee shall review existing guidelines biennially. The guidelines should include provisions for a quarterly review of the instructor evaluation process.

Any instructors serving on the Education Committee will be evaluated by the Chair of the Education Committee or any representative the chair appoints. The on-site coordinator, Director of Professional Development or Education Committee may take immediate action to prevent damage to the integrity or reputation of the IAAO education system.

If an evaluation is returned to the Professional Development Department that warrants review due to the disappointing nature of the pass/fail percentage or student comments between quarterly reviews, the Director of Professional Development should inform the Committee Chair immediately so the situation can be addressed. The Committee Chair and Director of Professional Development will immediately begin an evaluation of the complaint.

Instructor Grievance Process

The evaluation of the grievance may include one or more of the following actions:

- interview with the instructor about the noted concerns
- interview with the coordinator about the noted concerns
- the course's surveys including the comments, pass/fail rate, number of surveys returned, and number of positive surveys weighed against the negative surveys. Any major infraction can be considered independent of other comments.
- conference call with the complainant(s) or follow-up by written correspondence to confirm the details of the complaint(s)
- telephone interviews from randomly selected participants in the course/workshop relating to the complaint(s) or the sponsor for the course
- written copy of the complaint(s) (with names of the complainant(s) omitted) sent to the instructor. The instructor will have 10 days to respond to the Education Committee and may request a meeting with the Committee.

The Education Committee Chair and Director of Professional Development will report their findings to the Committee. The Committee will then make the final decision on the appropriate action to take.

Education Committee Decisions Regarding Grievances

The Committee shall review all information and will take one of the following actions with the instructor.

- No action to be taken
- Written reprimand to the instructor, with the reprimand being placed in the instructor's file
- Written reprimand requiring the instructor to recertify by attending an IEW before instructing again
- Conduct a review with the Chair of the Education Committee and at least two senior instructors approved by the Committee but not currently serving on the Committee. Failure to follow recommendations arising from this review may result in the removal of instructor status.
- Removal as an instructor

The Committee will notify the instructor, in writing of their findings. If the offense is considered worthy of the instructor's removal from the instructor cadre, the Education Committee **may** first conduct the above-mentioned reprimands, IEW, and review steps before the removal letter is sent to the instructor.

If any instructor violates the instructor's conduct requirements or commits an ethics violation, this will result in an immediate suspension of instructor status and will be reported to the Ethics Committee for review and will not be eligible for appeal or reinstatement through an IEW.

An instructor's status will also be revoked given any of these circumstances:

- upon a severe violation of the education manual directives
- if two reprimand letters have been sent for the same violation
- if more than three documented phone calls have been made to the individual regarding their behavior in class previously.

Unlike an infraction involving an ethics violation, the other aforementioned infractions may be appealed.

The coordinator, Director of Professional Development, or Education Committee may take immediate action to prevent damage to the integrity or reputation of the IAAO education system.

Instructor Appeals Process

If an instructor wishes to file an appeal of their removal, it must be done within 30 days of the date of the letter and they may send a written appeal detailing their objections to the removal and their defense of their teaching status, to the IAAO President, Director of Professional Development, and the Chair of the Education Committee.

Level 1 Appeal

The Education Committee will consider the appeal, along with the previously gathered information. The Education Committee may choose to further investigate using any of the guidelines if they feel more information is needed to reach a decision in the case.

Level 2 Appeal

If the Education Committee upholds the removal, the instructor can appeal further to a panel constructed of the Chair of the Education Committee and two senior instructors not on the Education Committee.

Level 3 Appeal

If the removal is further upheld, the instructor may appeal to the Board of Directors and their decision will be final.

The instructor will be notified in writing of each level's decision. To appeal to the next level, the instructor will need to notify the same individuals in writing of their wish to appeal further, 14 days after the date on the letter. The appeal process will take no longer than 90 days for all levels.

Regaining Instructor Status

An instructor who is removed for an infraction other than a conduct, ethics or jurisdictional issue may regain their instructor's status if they take and pass another IEW. If the instructor has lost their rights to teach virtually, they will be required to take the virtual IEW and pass. Removal for other reasons may require them to take both the virtual and classroom versions of the IEW depending on the offense and the format in which it occurred.