

Continuing Education + Code of Ethics  
= Automatic NRDS/M1 Updates



- Continuing Education Overview
- Before you start...
- Setting things up!
  - Create Certification
  - Set Certification as Default
  - Create Component(s)
  - Add Components to Events
  - Complete a Component
- Tracking Progress
- Reporting

## **What is the Continuing Education module?**

The Continuing Education module within GrowthZone allows associations to administer, track, and report on the professional certifications of their members. With the proper setup, associations can save themselves and their members time in managing the courses, exams, and other tasks.

## **What is the Continuing Education module?**

The module is built so that both simple and complex scenarios can be accommodated. It is important to note that the Continuing Education module does not deliver instruction or coursework, rather, it keeps track of necessary elements and the completion date of each.

## What is the Continuing Education module?

The Continuing Education module is required in order for GrowthZone to automatically update the Code of Ethics section on the Real Estate tab after a registrant is marked as attended.

If you do not have GrowthZone's Continuing Education module and are interested in adding it to your subscription, contact [the Engagement Team](#).

## Continuing Education- The Simple Setup

This Continuing Education/Code of Ethics setup is being built under the following assumptions:

*No Fees are being charged for components (courses)\**

*No Objectives are required*

*No Categories are needed*

*No prerequisites are required*

*No Terms & Conditions are necessary*

*No need to track "completion"- only tracking attendance/hours to update the Code of Ethics data being sent to NRDS/M1*

With this simple approach, we are only using a couple key areas of the module.

\*At the component level- there may be fees at the event level!

# Continuing Education Overview

Component Details

Type

Course

Description

COEC certification

Fee

Item

Price

Objectives

CODE

NAME

Component Documents

None to display

Component Certificates

Component Certificates

Download document for Golf and Learn Expo Code of Ethics 2021

Code

2021C6

Name

Code of Ethics 2021

Close

Most associations provide a **certificate** to event attendees to document credit for **completing a component (course)**. This is done by **linking a certification component to an event**, which is also **tied to the continuing education certification** created to track ongoing continuing education. The **credits** and **certificates** are tracked within the Database and are visible to the member in the Info Hub.

# Before you start...

There are a few things you will want to consider before creating your continuing education program:

- Custom Fields
- Document Generation
  - Component Certificate Template
  - Roster
- Automated Messaging

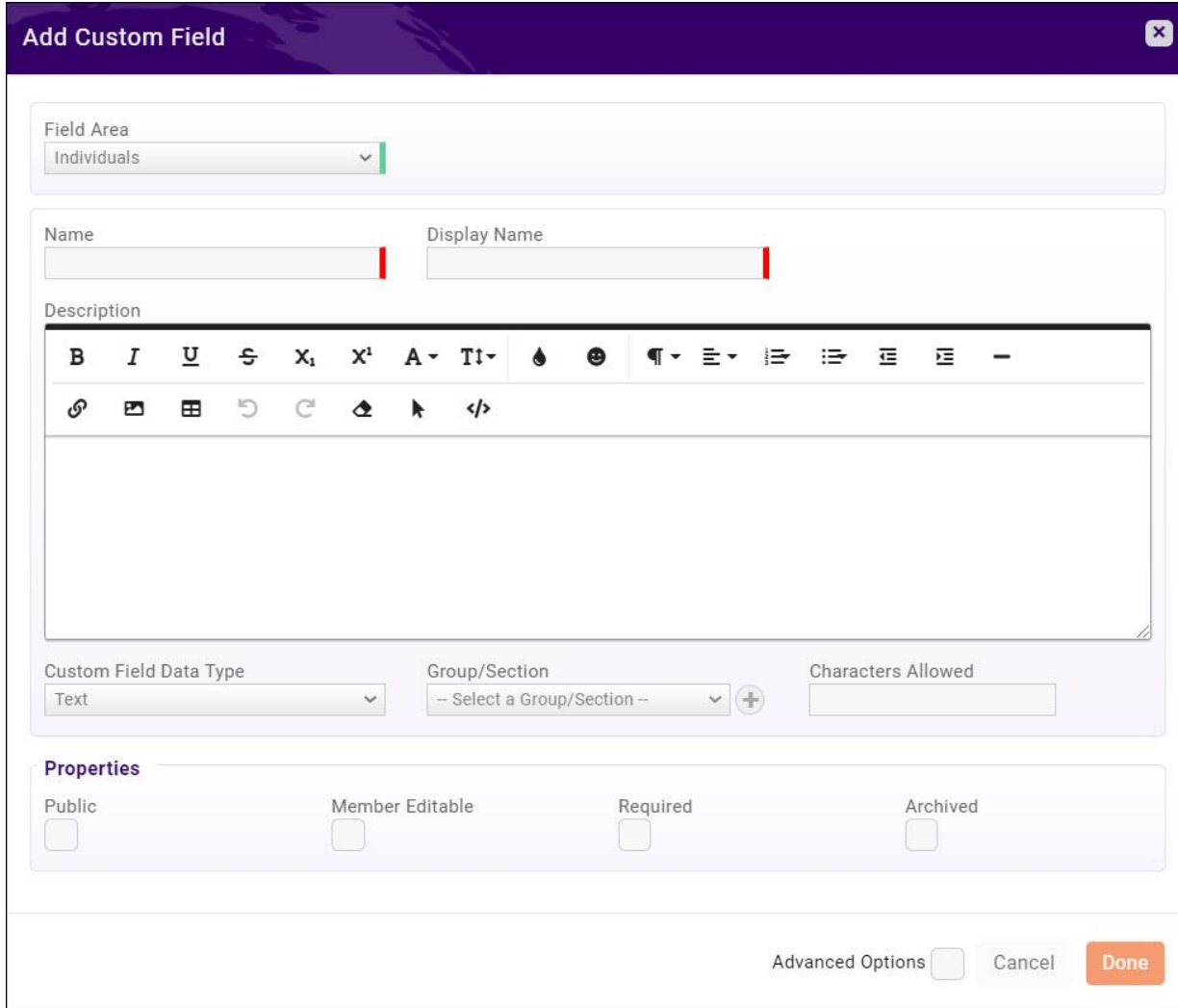


Some associations need to include a unique identifier on certificates. There are 2 options for custom fields:

- **Individual Custom Field:** is included in the contact record and can be visible/updateable in the Info Hub.
- **Event Custom Field:** is related to a specific event (class), and can be reported on, but is not tied to a contact record and cannot be added to a certificate.

GZ Knowledge Base: [Custom Fields](#)

# Custom Fields



The screenshot shows the 'Add Custom Field' dialog box. At the top, the title bar says 'Add Custom Field' with a close button. Below the title bar, there is a 'Field Area' dropdown menu set to 'Individuals'. Underneath, there are two text input fields: 'Name' and 'Display Name'. Below these is a 'Description' field with a rich text editor toolbar. The toolbar includes buttons for bold (B), italic (I), underline (U), strikethrough (ABC), subscript (x₂), superscript (x²), font color (A), text color (T), bulleted list, numbered list, indent, outdent, link, unlink, table, undo, redo, insert image, insert video, and source code. Below the description field, there are three more fields: 'Custom Field Data Type' (set to 'Text'), 'Group/Section' (a dropdown with '-- Select a Group/Section --'), and 'Characters Allowed' (an empty text box). At the bottom, there is a 'Properties' section with four checkboxes: 'Public', 'Member Editable', 'Required', and 'Archived'. At the very bottom of the dialog, there are three buttons: 'Advanced Options' (with a plus icon), 'Cancel', and 'Done'.

Individual Custom Fields can be enabled for use in event registration in the [Event Settings Defaults](#).

These fields will need to be set up in advance using **Individuals** as the field area.

- Name/Display Name: these should be the same, no symbols
- Properties: **Public** and **Member Editable** should be selected. **Required** is optional.

There are several templates GrowthZone uses within the Continuing Education module. They are included in your subscription and can be used “as is” or they can be copied and customized as needed.

- Certificate Templates (not discussed in today’s session)
- Component Certificate Templates
- Roster Templates

GZ Knowledge Base : [Setting up Document Templates](#)

## Component Certificate Templates

Most associations provide a certificate to event attendees to document the credit they receive for completing a class. This is done by linking a component to an event and having a component certificate template linked to the component. Component certificates must be set up as a Certificate Component-type document template to be available.

GZ Knowledge Base : [Setting up Document Templates](#)

# Document Generation



Certificate of Completion

Name: [REDACTED]

Real Estate License Number: [REDACTED]

Address:

Course Title: Code of Ethics

Course Certification Number: [REDACTED]

Course Location:

Course Instructor(s):

Provider's Name:

Provider's Certificate Number:

Course Completion Date: 9/12/2018

Number of Clock/CE Hours: 3.00

Signature:

A handwritten signature in black ink that reads "Tammy Lapierre".

Tammy Lapierre, Kennebec Valley Board of REALTORS

KEEP THIS CERTIFICATE AS VERIFICATION THAT YOU COMPLETED THE PROGRAM NAMED. IF YOU ARE AUDITED UPON THE NEXT LICENSE RENEWAL, YOU WILL BE REQUIRED TO SUBMIT THE REAL ESTATE COMMISSION CERTIFICATES SHOWING YOU COMPLETED A **MINIMUM OF 21 HOURS OF APPROVED CONTINUING EDUCATION THAT INCLUDES THE REQUIRED CORE COURSE DURING YOUR CURRENT LICENSE TERM.**

Access the component certificate template in Setup -> Document Generation Templates -> ContinuingEducationUnit.docx, or create your own.

You will probably want to customize the template, as in its default state it is simply a list of fields!

See Continuing Education/Certificates Merge Fields for available merge fields for use in Component Certificate Templates.

## Roster Templates

Many certifying bodies like state governments and national organizations require proof that an individual has attended a training class. In GrowthZone, you can create rosters for events that are linked to certification components by using the Mail Merge option on the **Continuing Education Roster Report**.

GZ Knowledge Base: [Setting up Document Templates](#)

## Roster Templates

GrowthZone has a template called **CertificationRoster.docx**. You can make a copy of this document and edit it or upload your own file using merge fields.

See [Continuing Education/Certificates Merge Fields](#) for available merge fields for use in Component Certificate Templates.

Automatic messages may be configured to be sent in response to certain actions. For example, an automated message may be sent to a member when they complete a component by attending an event. Your database is pre-configured with automatic messages, which you may use "as-is" or customize to meet your needs.

GZ Knowledge Base: [Automated Messaging](#)



The following automated message templates should be reviewed, customized if needed, and set for delivery:

- ✓ Registered Event Attendee
- ✓ Unregistered Event Attendee
- ✓ Certification Component Completed

*NOTE: These are global messages and are sent for EVERY registration, cancellation, and component completion. If you wish to send out event- or component-specific messaging, custom email templates can be created and sent manually.*

GZ Knowledge Base: [Automated Messaging](#)

# Create a Certification

## Certification Checklist:

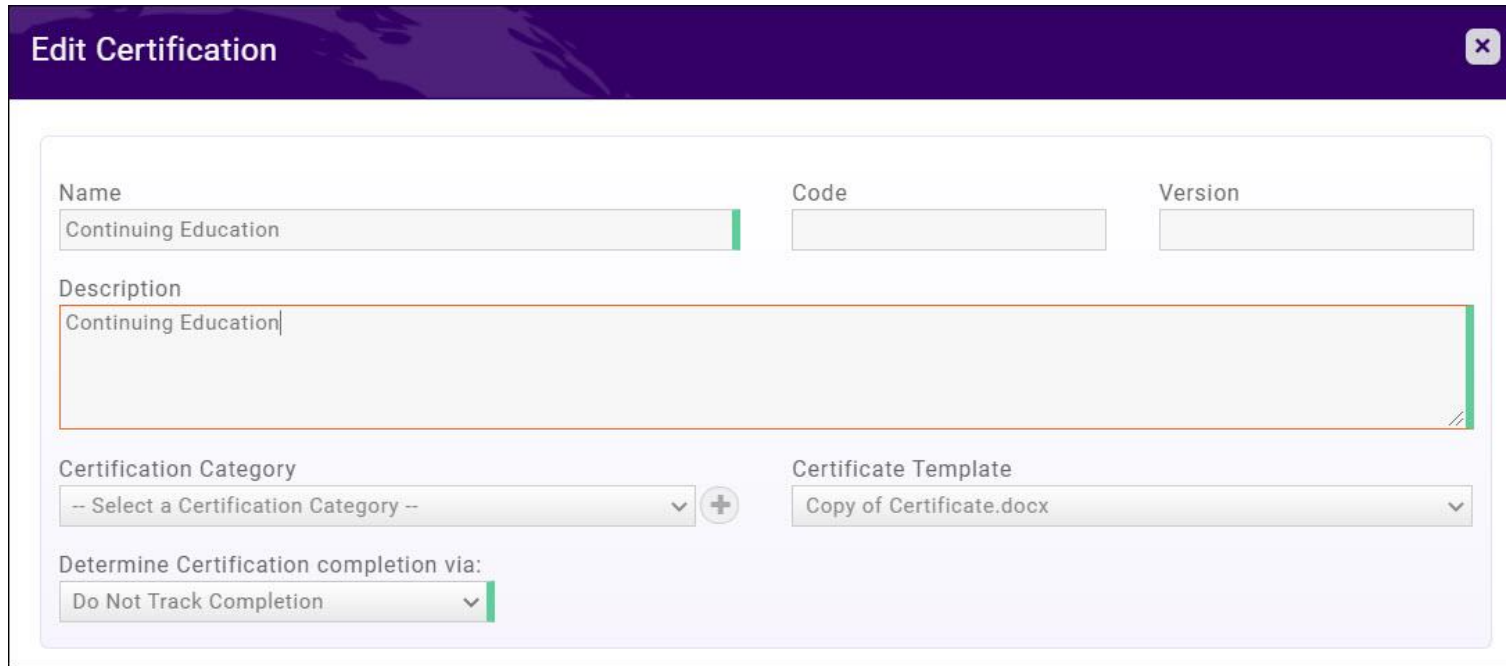
- ✓ Certification Name:  
Continuing Education or Ongoing Continuing Education
- ✓ Description:  
Continuing Education or Ongoing Continuing Education
- ✓ Determine Certification completion via:  
Do Not Track Completion\*

\*We are only tracking ongoing continuing education; the certification itself will not be completed.

GZ Knowledge Base: [Add a Certification](#)

# Create a Certification

Because of the simple set-up, we are not using most of the fields within this area. The key details such as the certificate template, credits, etc., will be set up within the components.



The screenshot shows the 'Edit Certification' form with the following fields and values:

- Name:** Continuing Education
- Code:** (empty)
- Version:** (empty)
- Description:** Continuing Education
- Certification Category:** -- Select a Certification Category --
- Certificate Template:** Copy of Certificate.docx
- Determine Certification completion via:** Do Not Track Completion

# Set Certification as Default

Setup -> Continuing Education -> General Settings

[Back to Setup](#)

### Continuing Education General Settings

[Save](#)

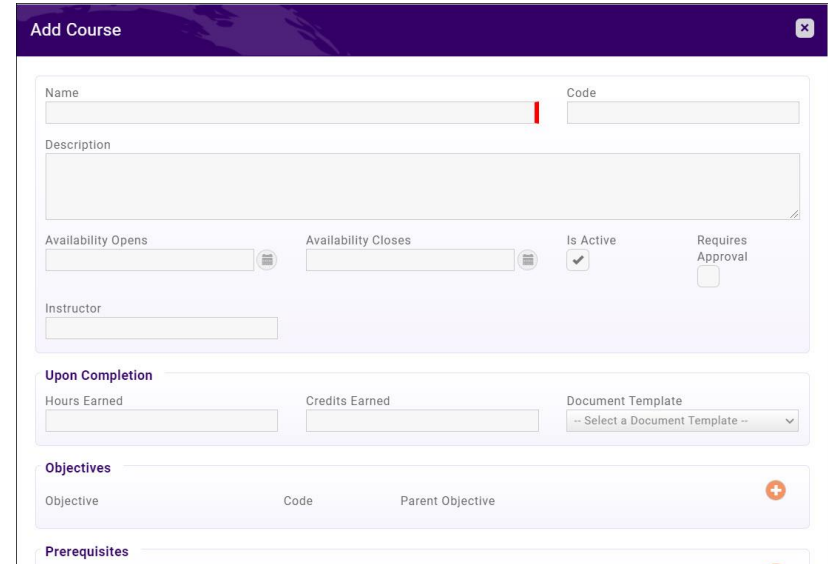
Send 'Certification Expiring' Emails n Days Before Expiration <input type="text" value="60"/>	List/Committee that receives Admin Review Required email <input type="text" value="-- Select a List/Committee that receives Admin Review Rec --"/> <a href="#">+</a>	Default Certificate Template <input type="text" value="-- Select a Default Certificate Template --"/> <a href="#">v</a>
Default Certification <input type="text" value="Continuing Ed Program"/> <a href="#">v</a>	Enroll Attendees To All Relevant Certifications <input checked="" type="checkbox"/>	

GZ Knowledge Base : [Continuing Education General Settings](#)

# Create Components

Components are individual items that count towards the continuing education. For our purposes, components are **courses**, and are not tying in exams, tasks, or objectives. Associations providing a certificate for each course must link their created certificate component template to the individual components.

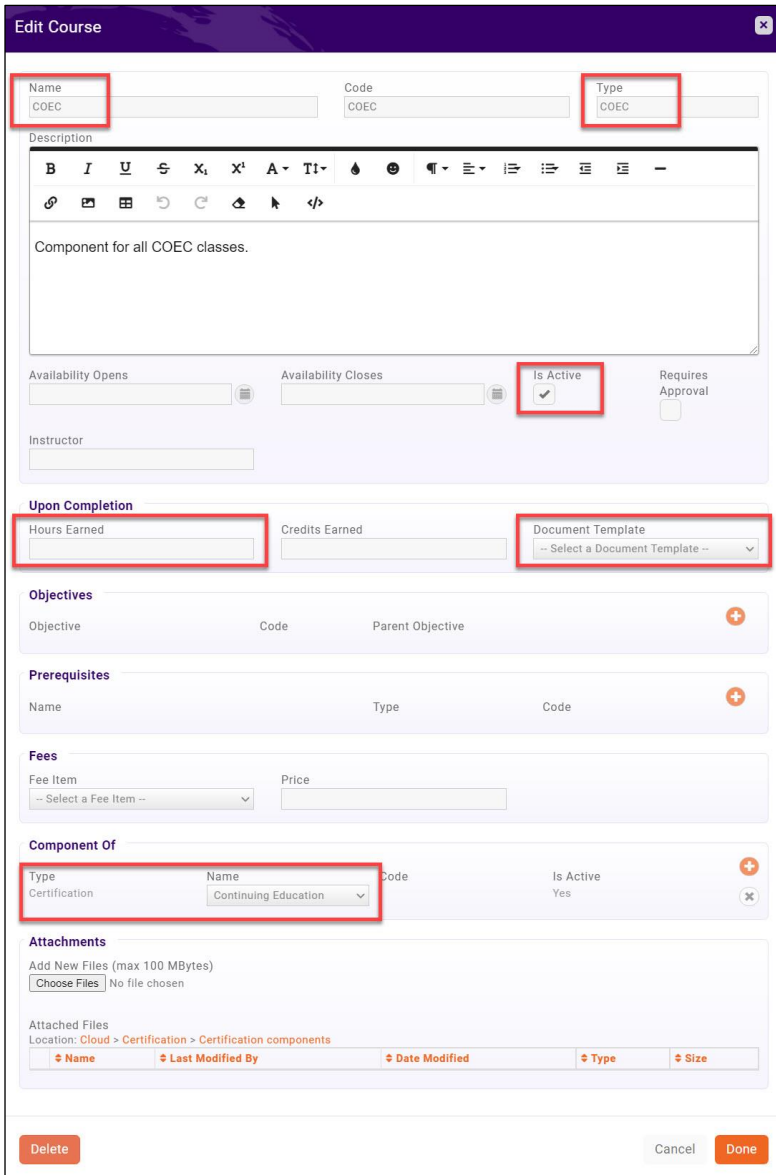
GZ Knowledge Base: [Add a Component](#)



The screenshot shows the 'Add Course' form in the GrowthZone software. The form is titled 'Add Course' and has a close button (X) in the top right corner. It contains several input fields and checkboxes:

- Name**: A text input field.
- Code**: A text input field.
- Description**: A large text area for a detailed description.
- Availability Opens**: A date/time picker.
- Availability Closes**: A date/time picker.
- Is Active**: A checkbox, currently checked.
- Requires Approval**: A checkbox, currently unchecked.
- Instructor**: A text input field.
- Upon Completion**: A section containing:
  - Hours Earned**: A text input field.
  - Credits Earned**: A text input field.
  - Document Template**: A dropdown menu with the option '-- Select a Document Template --'.
- Objectives**: A table with columns 'Objective', 'Code', and 'Parent Objective'. There is a '+' button to add new objectives.
- Prerequisites**: A section for adding prerequisites, partially visible at the bottom.

# Create Components

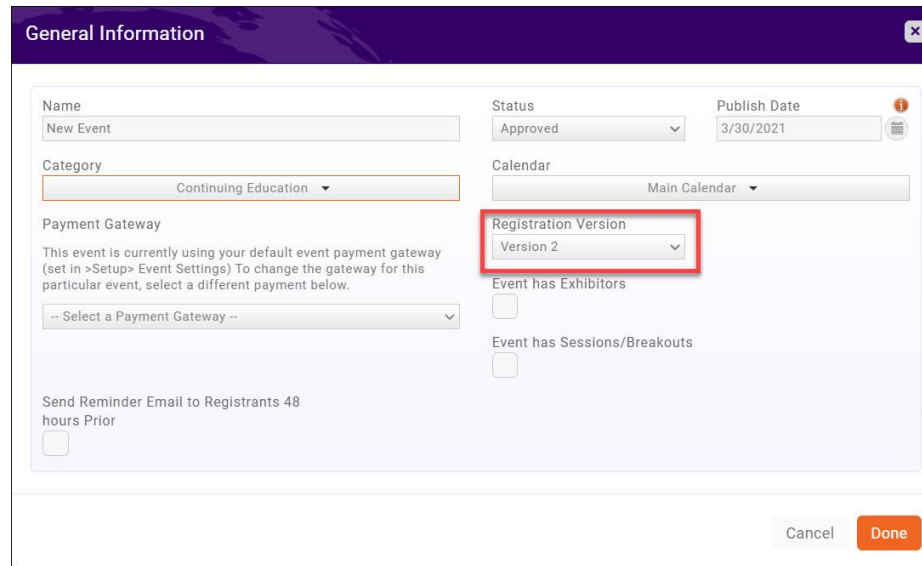


Because we are keeping things simple in relation to tracking, many fields are not used but the following are required:

- ✓ **Name** – Enter the course name for component.
- ✓ **Type: COEC or COEN** (you will need to make one component for each COE type) **IMPORTANT!** For the component to automatically update the Code of Ethics fields on the Real Estate tab, this **MUST** be completed!
- ✓ **Is Active:** enabled by default (needs to be checked for the component to be available)
- ✓ **Hours Earned / Credits Earned** – Enter the hours received for attendance.
- ✓ **Documentation Template** – Point to the component certificate template created/customized previously.
- ✓ **Component Of** – This must be attached by selecting your Continuing Education Certification. (If default certification is selected in General Settings, this will automatically populate.) **If not attached to the certification, attendees will not be enrolled or receive credit.**

# Events/Education Classes

NOTE: Always use version 2 of the registration. Key features are tied to this version which include the option to utilize custom fields attached to registration and certificates. As of November 30, all new events will default to Version 2 and Version 1 will no longer be available.



The screenshot shows a 'General Information' form for creating a new event. The form includes the following fields and options:

- Name:** New Event
- Status:** Approved
- Publish Date:** 3/30/2021
- Category:** Continuing Education
- Calendar:** Main Calendar
- Payment Gateway:** -- Select a Payment Gateway --
- Registration Version:** Version 2 (highlighted with a red box)
- Event has Exhibitors:** ☐
- Event has Sessions/Breakouts:** ☐
- Send Reminder Email to Registrants 48 hours Prior:** ☐

Buttons at the bottom: Cancel, Done

GZ Knowledge Base: [Select Event Registration Version](#)

## Additional Attendee Setup Options:

- Registration Form Settings
- Custom Fields
- Registration Types: Free, Simple Paid, Table/Team, Advanced
- Registration Discounts
- Additional Items
- Instructions and Confirmation Messaging






## Custom Fields

Individual Custom Fields: If using the individual custom fields you must ensure that 'Is for Attendee' is selected as an additional property and applied to specific registration types under advanced settings.

Event Custom Fields: Any event specific custom fields can be tied to registration and pulled into event reporting for specific event. These custom event fields can be tracked via reports but will not merge into event certificates.

# Add Components to Events

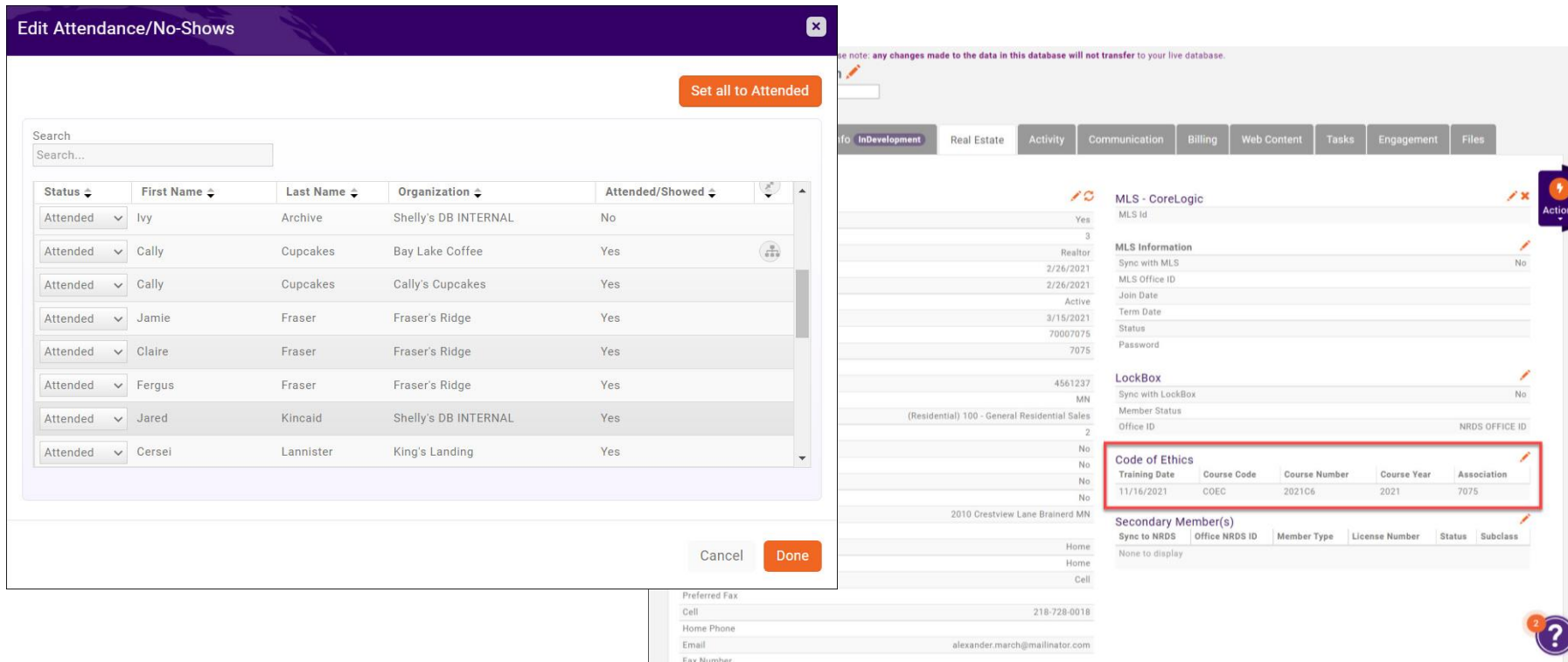
Once the event is created, you can attach the appropriate component to it on the Overview tab. This will pull in the component, code, instructor, and hours or credits that will be earned.

Continuing Education 					
Component	Code	Instructor	Hours Earned	Credits Earned	Actions
Test Cert Course 1	ABC123	Shelly Test	2		 

Alternatively, you can create a new component from within the event by clicking the orange “+” and filling out the required fields.

# Complete a Component

Marking the attendee as “Attended” in that event will mark that component as completed, and will update the Code of Ethics section in their Real Estate tab. It will then sync to NRDS/M1.



The screenshot displays the GrowthZone software interface. On the left, a modal titled "Edit Attendance/No-Shows" is open, showing a table of attendees. The table has columns for Status, First Name, Last Name, Organization, and Attended/Showed. The "Set all to Attended" button is visible. Below the table are "Cancel" and "Done" buttons. On the right, the main interface shows the "Real Estate" tab selected. The "Code of Ethics" section is highlighted with a red box, showing a table with columns for Training Date, Course Code, Course Number, Course Year, and Association. The table contains one row with the following data: Training Date: 11/16/2021, Course Code: COEC, Course Number: 2021C6, Course Year: 2021, Association: 7075. Other sections visible include "MLS - CoreLogic", "MLS Information", "LockBox", and "Secondary Member(s)".

Status	First Name	Last Name	Organization	Attended/Showed
Attended	Ivy	Archive	Shelly's DB INTERNAL	No
Attended	Cally	Cupcakes	Bay Lake Coffee	Yes
Attended	Cally	Cupcakes	Cally's Cupcakes	Yes
Attended	Jamie	Fraser	Fraser's Ridge	Yes
Attended	Claire	Fraser	Fraser's Ridge	Yes
Attended	Fergus	Fraser	Fraser's Ridge	Yes
Attended	Jared	Kincaid	Shelly's DB INTERNAL	Yes
Attended	Cersei	Lannister	King's Landing	Yes

Training Date	Course Code	Course Number	Course Year	Association
11/16/2021	COEC	2021C6	2021	7075


# Complete a Component

When a component is completed, attendees will receive:

- An email with their certificate attached (after being marked as attended by staff)
- Access to their certificates in the Info Hub

Overview Search Continuing Education Catalog

MY CONTINUING EDUCATION

CERTIFICATION	STATUS	START	COMPLETE	HOURS	CREDITS	EXPIRES	ACTIONS
Ongoing Continuing Education	In Progress	12/1/2019		59	12		

Education Component Downloads

- Download document for The Dirty Dozen WEBINAR
- Download document for Farm Vehicles and Equipment Coverage WEBINAR (0 Bytes)
- Download document for Homeowners Hot Topics...What You Need to Know WEBINAR (0 Bytes)
- Download document for Life Insurance...Benefits for the Living WEBINAR (0 Bytes)
- Download document for ACSR #2 - Personal Automobile Insurance (0 Bytes)
- Download document for Dispelling the Myths of Workers' Compensation (0 Bytes)
- Download document for Personal Auto Hot Topics...What You Need to Know WEBINAR Personal Auto Hot Topics...What You Need to Know WEB (0 Bytes)
- Download document for Cyber Liability WEBINAR Cyber Liability WEBINAR (0 Bytes)
- Download document for E&O Roadmap to Homeowners Insurance WEBINAR E&O Roadmap to Homeowners Insurance WEBINAR (0 Bytes)
- Download document for Ethically Speaking Ethically Speaking (0 Bytes)

Close

# Tracking Progress

You can track any/all contact's progress on the **Tracking** tab within the Certifications module.

Overview

Tracking

Certifications

Components

Objectives

Bulk Entry

Search...

Show only...

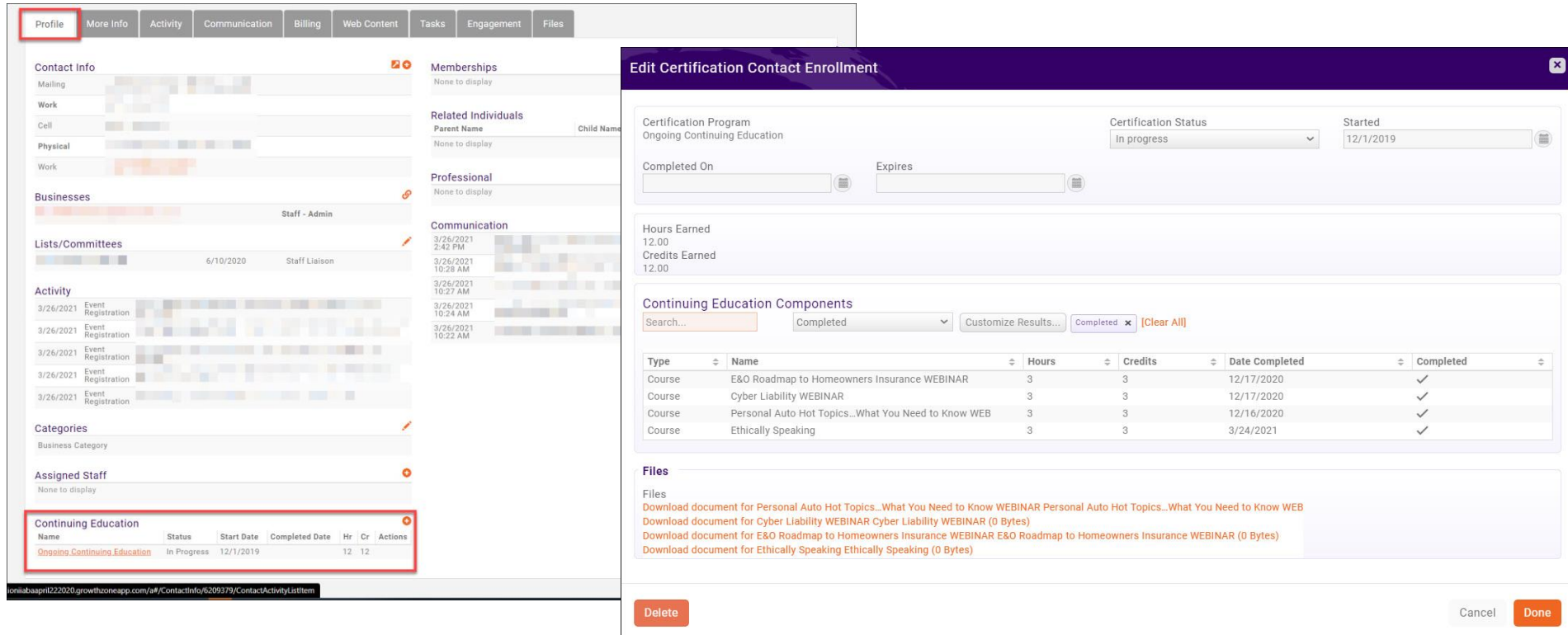
Customize Results...

+ Add

Contact Name	Certification Name	Start Date	% Complete	Hr	Cr	Completed Date	Status	Actions
Claude Monet	<a href="#">GrowthZone Training Certification</a>	2/8/2019		0.00	0.00	2/8/2019	In Progress	<div><div>✓</div><div>✕</div></div>
Frank Mayers	<a href="#">GrowthZone Training Certification</a>	1/12/2018		0.00	0.00	11/8/2018	Active	<div><div>✓</div><div>⬇</div><div>✕</div></div>
Josie Mayson	<a href="#">GrowthZone Training Certification</a>	1/15/2018		0.00	0.00	1/15/2018	Admin Review	<div><div>✓</div><div>✕</div></div>
Danna Macaroon	<a href="#">GrowthZone Training Certification</a>	2/8/2019	100	0.00	0.00	2/8/2019	Active	<div><div>✓</div><div>⬇</div><div>✕</div></div>

# Tracking Progress

You can also view a contact's progress and access their certificates via the Profile tab of their contact record.



The screenshot displays the GrowthZone software interface. The main window shows a contact's profile with tabs for Profile, More Info, Activity, Communication, Billing, Web Content, Tasks, Engagement, and Files. The Profile tab is selected, showing contact information, memberships, related individuals, professional information, communication history, lists/committees, activity, categories, and assigned staff. A red box highlights the 'Continuing Education' section at the bottom of the profile, which shows a table with columns for Name, Status, Start Date, Completed Date, Hr, Cr, and Actions. The table contains one entry: 'Ongoing Continuing Education' with status 'In Progress', start date '12/1/2019', and 12 hours and 12 credits.

An 'Edit Certification Contact Enrollment' modal is open, showing details for a certification program. The modal includes fields for Certification Program, Certification Status, Started, Completed On, and Expires. Below these fields, it shows 'Hours Earned' and 'Credits Earned', both set to 12.00. The 'Continuing Education Components' section includes a search bar, a dropdown for 'Completed', and a 'Customize Results...' button. A table lists the components, including 'E&O Roadmap to Homeowners Insurance WEBINAR', 'Cyber Liability WEBINAR', 'Personal Auto Hot Topics...What You Need to Know WEB', and 'Ethically Speaking', each with 3 hours and 3 credits, and a 'Completed' checkbox.

Type	Name	Hours	Credits	Date Completed	Completed
Course	E&O Roadmap to Homeowners Insurance WEBINAR	3	3	12/17/2020	✓
Course	Cyber Liability WEBINAR	3	3	12/17/2020	✓
Course	Personal Auto Hot Topics...What You Need to Know WEB	3	3	12/16/2020	✓
Course	Ethically Speaking	3	3	3/24/2021	✓

The modal also includes a 'Files' section with download links for the components listed in the table. At the bottom of the modal are 'Delete', 'Cancel', and 'Done' buttons.

# Reporting

Access the **Code of Ethics – Agents** report to track progress and report on agents that may be missing completions.

Back

Code of Ethics - Agents Run Report

Contact Type: Agent Membership Status: None Selected Membership Type: None Selected Membership Level: None Selected

Membership Category: None Selected Tags: Add Tags State Province: None Selected Missing Code of Ethics for Current Cycle: ☐

Select Criteria/Filters

Criteria / Filters: +

Display Options

Fields to Display: Contact Name, Default Email, Default Phone, Primary Business, Code of Ethics Latest Course Number, Code of Ethics Latest Date, Code of Ethics Latest Year, MLS ID, NRDS ID Summarize By: Display Mode: Detail

Results: 1387 Page 1 of 14

Contact Name	Default Email	Default Phone	Primary Business	Code of Ethics Latest Date	Code of Ethics Latest Course Number	Code of Ethics Latest Year	NRDS ID	MLS ID
Jodie Mosher-Towle	jmoshertowle@cbplourde.com	(207) 432-6005	Coldwell Banker Plourde Real E	11/10/2021	2021C6	2021	466501363	
Stephen Robe	srobe@canacre.com	(207) 680-8031	Canacre (USA) Brokerage Inc	11/8/2021	2021C6	2021	467500308	
Paul Emery	emeryp@myfairpoint.net	(207) 474-9553	Allied Realty	11/7/2021	2021C6	2021	466500131	
Shawna Wells	ShawnaWells@outlook.com	(207) 622-2220	Vallee Harwood & Blouin Real Estate	11/3/2021	2021C6	2021	466501144	
Samuel Punderson	spunderson@sugarloaf.com	(207) 237-2100	Mountainside Real Estate	10/31/2021	2021C6	2021	83600405	
Kristina Stewart	kstewart@rizzomattson.com	(207) 557-4644	Coldwell Banker Rizzo Mattson	10/27/2021	2021C6	2021	466501153	
Michael Laffin	Mike@LaffinWolffingtonRealty.com	(207) 629-9211	Laffin & Wolffington Realty Inc	10/25/2021	2021C6	2021	466500370	
Anna Boucher	annaboucher@rizzomattson.com	207-622-9000	Coldwell Banker Rizzo Mattson	10/22/2021	2021C6	2021	466500635	
David Coughlin	chiefofd@hotmail.com	(207) 620-8212	Brookewood Realty	9/29/2021	2021C6	2021	466500195	
Barbara Larson	bklarson@sugarloaf.com	(207) 779-6427	Mountainside Real Estate	9/28/2021	2021C6	2021	83600369	
Richard Sutter Jr	richsutter@legacyhi.com	(207) 242-5802	LHI Realty LLC	9/1/2021	2021C6	2021	466501021	



# Reporting

**Broker Filter** [X]

Membership Type(s): None Selected | Level: None Selected | Membership Status: -- No Choice --

Exclude Tag(s): Add Exclude Tag(s) | Invoice Date: No Dates Selected | Open Balance: ☐

**Missing Code of Ethics** ☒

Cancel Done

You can also filter the Broker tab to “Missing Code of Ethics” and email your brokers a list of their agents that have not yet completed their COE for the cycle!

You are currently in a staging database. Please note: any changes made to the data in this database will not transfer to your live database.

Memberships Submitted Applications Unpaid Brokers **InDevelopment**

Search... Customize Results... Customize Results... Missing Code of Ethics X Clear All

Broker Name	Email	Offices	Agents	Open Invoices	Balance	Actions
Adrianna Wicks	awicks@mailinator.com	1	4	2	\$105.00	<span>Email Missing Code of Ethics</span> <span>Email Invoices</span> <span>Print Invoices</span>
Alicia Murphy	alicia.murphy@mailinator.com	1	2	1	\$152.50	1
Christa Anderson	christa.anderson@mailinator.com	1	1	<No Open Invoices>	\$0.00	1
Cynthia Allen	cindy@lightblast.net	1	2	1	\$152.50	2

**Actions**



## Knowledge Base Articles

[Code of Ethics and Continuing Education](#)

[Code of Ethics – Agents Report](#)

[Broker Tab](#)

# Questions?



## **Customer Service Hours:**

Monday-Friday: 8am to 5pm (Central)

[GZSupport@growthzone.com](mailto:GZSupport@growthzone.com)

800.825.9171, Option 4, then 2

## **Online Support Documentation:**

[GrowthZone Knowledge Base»](#)

## **Training Calendar:**

[View Training Event Calendar »](#)

## **Live Chat:**

[GrowthZone Support Portal \(chat on far right\) »](#)