

**International Professional Development Committee
Meeting Agenda
January 29, 30 & 31, 2009
West Palm Beach, Florida**

Core Purpose

The purpose of the Education and Professional Development Program is to provide effective services and an unparalleled education program to the right of way professionals and the public; and to achieve the objectives and purpose of the IRWA. A series of courses has been designed to provide the tools and resources for continuing professional development and to recognize right of way practitioners who attain the Senior Member, International Right of Way Association (SR/WA) and individual discipline Certification.

Mission Statement

The IPDC is charged with oversight of the development and facilitation of a comprehensive curriculum that trains right of way practitioners and maintains high standards of competency through a professional development program.

Joint Meeting Agenda

8:00 A.M. IPDC Meeting Starts

1) Call to Order: Kyle Ray, Chair

2) Roll Call: Kyle Ray

Attending: Kyle Ray (Chair), Sheryl Badin, Frank Cirillo, Ron Ellis, Valerie Fries, Sandy Grigg, Stephen Hagen, Lisa Harrison, David Layne, Al Morganfield, Ed Opstein, John Reed, Janet Walker (Note Taker)

3) IEC Report: Sandy Grigg

IEC Report: The IEC met with committee chairs and vice chairs in Las Vegas in January 2009. Each year, a different IEC member will be the liaison with IPDC. All IPDC matters are thoroughly discussed with the following year's IEC representative, Ken Davis, to ensure continuity of approach and transfer of knowledge.

The Federal Agency Update (PRES) was successful. It had the largest participation and the partnership with Appraisal Institute went well. Another organization (CRW) is interested in partnering in the future. What did the institute bring? Split profit and loss, courses, more members, and quality of presentations quite good. The FERC presentation on dealing with landowners, advertising, networking tables went well, some adjustments are required. The course participation was successful and the clinic was filled.

Region realignment: recommendation – do not go ahead at this time because additional research is required. This activity will not be part of bylaw amendments in 2009. Region chairs are required to

gather more information. Changes to the Governance Bylaw to resolve the disconnect between region chairs and the chapters will be made available in June 2009.

Committee Meetings: Committees will be involved in education, have an impact on organization and profession. Relocation Committee – model, proactive, involved in education. Role is education – IPDC mission statement – oversight; manage; work with committees; horizontal integration. Course 215 – pipeline committee to work with other committees (utilities, LPA) Four Rs: renew, revise, replace, rebuild. Rotation: every five years. Expectations: continuous improvement and new design.

Roles and Responsibilities: Four priorities

(i) Governance – voting changes; who does what; authority? What is the hierarchy, reporting structure?

(ii) Relationships - What are the relationships? Chapter and Region?

(iii) Education Committees – look at the committees (right committees and number of members) and involvement in education and what will they do in terms of education and positions, selection, qualifications, profiles. What does a committee chair look like – career path and what is required to achieve career goal: need for criteria; expectations; responsibilities; sign letter of commitment. Task force with budget assigned and Jim Strubel will facilitate.

(iv) Partnership Strategy - what do we plan to do to get support from federal, provincial and municipal departments?

Open stage for partnership and activities. For example – attendance at BC Land Summit. Possible future opportunity – IRWA booth at 2009 NEB Workshop

Action Item: Contact Mark; booth and materials in Canada [Ron Heron, Chapter 66]. **Janet**

Who reviews strategic plans of committees? Committees and results are restricted to silos. In order to promote change, a complete gap analysis will be completed to identify needs and resources. Lisa/Steve – chair/vice-chair may not be aware of resource needs and regions may need recommendations.

What is the role of the international communication and marketing committee? Currently this committee is viewed as a ‘think tank’. Its roles and responsibilities are currently under review. Usually first thing the IRWA does is either cut or hire a marketing consultant. Current marketing activity: Consultant to assess and develop IRWA marketing strategy and brand. Discussion regarding a new Association Name. No new name will be proposed until the branding expert assesses the situation and completes significant research.

4) Credentialing Task Force Update (Guest – Ben Ward – local Chapter 56)

Ed – Credentialing Group: Task Force results; Reference: Ideas for Allocating IPDC Tasks for Credentials and Education Topics.

Work on credentialing non stop. SR/WA credential – better definition and branding required. Consider adding certifications. Determine the relationship between the designation and certification. Need new

credentialing system that leads the member from a certification to a designation, perhaps a progressive path. Three components of education program: (i) curricula; (ii) facilitation; and (iii) credentialing. Show the path ... roadmap to bring members into the education program. What happens after the individual is a trained professional? Create framework – new row agent – what is the first, second, third, fourth level progression.

Level 1: Generalist – associate, entry level, some experience and courses, target market: entry level agent (<2 years experience, agencies, graduate). What is the key message? Individual experiences courses and network, awareness/familiarity, no obligation. Education Level: 2 years of post secondary education.

Level 2: Start specialization – certification or generalist route (SR/WA). 5 years experience

Level 3: Managerial Roles: includes Project Manager positions. Raising bar and recognizing and broadening scope of market audience. Current SR/WA position, degree required. 7 years experience.

Level 4: Master Land Professional. 10 years experience. Managerial plus; top senior agents. Substantial IRWA leadership and other leadership roles including volunteer roles.

Kyle: concerns with matrix; credentialing committee; gather and respond input (Task Force until June). Mandate of Task Force – look at existing credentialing system and create new credentialing system. Who is making the final decision? IPDC recommendation; IEC decision.

Steve: Buy-in required at the state/provincial levels and needs to be nationally recognized. Certifications are required by some state agencies, whereas, other states recognize and pay higher wages for SR/WA.

Lisa: Not sure what the qualifications look like. IRWA credentialing has to expand beyond IRWA courses and will meet the needs of other organizations and federal partners. IRWA be the training leader and IRWA certification is the model.

David: Currently, the process is confusing and not sure changing/expanding process will make anything clearer. He suggests: (i) increasing credentialing (certificates); (ii) pushing marketing and SR/WA; (iii) beefing up certification; and (iv) enhancing current system.

Profession – cradle to grave; take RoW from a trade to a professional service. Need credentialing to label individual as a professional; move from technical to professional level. Pay for the service (skills and credentials) and not need to train – represents professional. Need good basic knowledge and prerequisites. Beef up credentialing and prerequisites to get the qualifications. What is IPDC going to do with task force results? Will there be a credentialing sub-committee and new system?

Manage project/program 4th level; trusted adviser; experience on variety of facilities, decision making capabilities; raise the bar; more than row professional, manage people

Ben made observations regarding credentialing: need to beef up certification and require capstone examinations, with a percentage of failure (25%); balance between SR/WA and certificates; improve.

name recognition and promote investment. Steve: sought information regarding the credentialing analysis. The IPDC will need to consider the information and recommendations from the Task Force.

Task Force Discussion: Raise the bar was the intent of the task force; educational requirements outside of the IRWA courses; four year degree for designation. RoW consultant's counsel – have one program (reduce education cost) and marketing. It is time to get the larger group together to discuss credentialing program. Note: Does not eliminate SR/WA designation.

Where is Task Force today and what is remaining? The Task Force is close to completing its accountabilities. Next steps: Bring the consultation results to the IPDC for consideration. Why did the Task Force consult if it was firm on its position and recommendations? It sounds like decision is already made to advance new credentialing program given that the first recommendation was sent to IEC and changes were made as a result of IEC feedback and then the second recommendation was sent to all committees for comment.

Action: The IPDC assigned a credentialing sub-committee to work with the credentialing task force.
Ed, John, Janet, Lisa, Sheryl

The Task Force must have the opportunity to finish its accountabilities. Additional Task Force activities: communicate with federal departments and assess credentialing in relation to state/provincial and federal needs. The Task Force will complete: (i) an analysis of comments and respond to comments, (ii) gap analysis; (iii) compile analysis and submit a report, which tells the analytical story supporting recommendations (... went this way because ...). The IPDC Credentialing Sub-Committee will work with the Task Force to analyze comments, bring in other comments/thoughts and ensure that every committee has time to look at task force information and provide/revisit comments. Recommend that the information and discussion should be extended beyond the committees to include regions and chapter input (John). Note: The federal partners are aware of the direction that the IRWA is going. In the interim, curriculum development and facilitation activities will continue.

5) **Committee Expansion:** Kyle Ray

A) Background: As our organization grows, we need to increase our capacity and align with our plans to continue to increase the quality and quantity of our education programming and promote professionalism within our industry, through our Certifications and Designation program.

Action: Discuss the development of Education and Certifications and Designations with Committees, including their roles and responsibilities and how they will interact and work with the IPDC to move our association forward as it grows. **IPDC** to follow up with their respective committees.

B) Mission: roles, responsibilities, objectives, tasks. Brain Storm how to form, restructure. What are the committees going to do? Ground rules to be provided to help IPDC members decide which committee would be best suited to each discipline, certification and designation.

Kyle: How will the IPDC function? Should the IPDC remain as one committee with two sub-committees?

Motion: Dave Layne made the motion that the IPDC will remain as a whole group to discuss curriculum, facilitation and credentialing and task force sub-committees will be assigned to undertake work and bring the details to the IPDC for discussion and decision. Lisa Harrison seconded the motion. Discussion: How will the work be completed? Utilize the committees. Motion carried. Steve raised the concern regarding regional representation.

C) Committee Assignments – Kyle Ray.

Committee assignments were distributed by email dated 2 January 2009. New liaison representative to Utilities Committee: Frank Cirillo.

Action: IPDC to contact and follow up with assigned committees.

6) Staff Reports:

A) Education Update – Valerie Fries

a) Database Reports - capability of software, access to history for chapters:

Request that Chapter Presidents and PDCs have access to individual's education history. PDC want to know course information in order to support individuals in credentialing and the education chair is developing course curriculum. Provide course requirements – may have privacy issues. Five chapters requested new report; IRWA headquarters has responded to chapters. Can you provide the education requirements for the individuals and not the details?

Action: Submit an IT: complete a design change to provide a new education report identifying chapter member education needs (excluding member details). Note: It usually takes 3-4 months for contractor to respond by or before June 2009. **Valerie**

b) Outreach via e-zines, best practices, key chapters: e-zines being sent out every other month delivering education, facilitator, credentialing); Presidents, region chairs, vice chairs, education chairs. As well, various IRWA representatives send emails to different email groups. Provide access to documents and information to members on IRWA website.

c) Facilitator/Participant Evaluations- Niki works with individuals and responds to questions regarding education requirements and submission of candidacy applications. Effective February 12, the revised evaluation process will be available online. As well, within three weeks following a course, the electronic evaluation for facilitator/participant evaluations will be sent out. There is currently a delay in facilitators receiving evaluations. The Course Evaluation is still included in the shrink wrapped package of materials. The Recertification Credit Form is now available online and is no longer provided at back of course material.

Action: IPDC requested that the recertification credit form be included at back of the participant materials. **Ron**

B) Course Curriculum Update – Ron Ellis

- a) Gap (Marketing) Analysis - currently in process Education Summit – outside marketing company completing gap analysis: does out curriculum meet the needs and what is required for hires? Updating and creating courses – need gap analysis to support applications.

Action: Results to be provided by June 2009 conference. **Ron**

- b) How long users spend on line in courses – report sent out; course time – 135 minutes spent on 3 hour course. All exercise questions must be answered before the individual can continue to the next page. BTL courses – participants spending more time completing courses.

Statistics: December 2008: 52 individuals took online courses – net profit \$21,000. November 2008: generated \$17,000. Development fee: 103 - \$21,000. Chapter received \$100 for each individual taking Course 103/104 online. Courses 103/104 can be enhanced with exercises. Course 103 - Average time is 128 minutes. Ethics Committee: solicit the kinds of questions and issues and how to address to be used as questions/exercises. Brings this to real world application and apply to Course 103. Ethics Committee should be creating the exercises and what the committee needs to be included and whether course needs to be changed, with a timeframe. Might want to look at industry best practices. Provide high level data to support request.

Action: Forward revised data to Kyle. **Ron**

- c. From September – Live recording vs written script for online conversion. Discussed with Mark and Valerie. Part of statement of work. Film a really good facilitator and know is good at conveying information, prepared, good evaluations. Who will be filming the instructor? Scripts – BTL instructional designer – still fills purpose and meets the needs, looks at course objectives, develops questions. Ron coordinates a conference call between course designer and SME and less expensive because designer writes the script on the basis of information received during the conference call with the SME..

7) Facilitators:

- A) Audit Policy** – should a facilitator have input on who audits a class? – Valerie Fries

Facilitators are required to audit to maintain current knowledge. A facilitator must be pre-approved to audit a course. The Facilitator should be informed if a facilitator is going to audit the course; however, does not have the option to deny auditing requirements. The facilitator may ask the individual to audit the course as an observer not to audit to critique. Form letter to facilitators advising that a facilitator will audit a class as an observer for recertification purposes and should the individual be disruptive, please notify IRWA Headquarters.

B) Update on status of recertification requirements and initial qualifying - Ed Opstein

Idea of facilitator requirements and continuing their certification as a facilitator when auditing a course. A facilitator is required to submit their application and fee prior to auditing the course.

Facilitator Recertification: Steve provides the following list of recertification requirements, stating that every five years, a facilitator must:

- take the following courses:
 - harassment prevention training, (BTL or other source), minimum of 7 hours,
 - ethics 103 or 104,
 - adult learning course, minimum of 7 hours,
 - audit or facilitating the course at least one time within the 5-year period;
- maintain an average facilitator survey rating of 4.2;
- be a member in good standing;
- hold the appropriate current license to facilitate Courses 400 800 900;
- hold the IRWA certification to facilitate Series 100, 500, 600, 700;
- hold a SR/WA designation for Course 100 and SR/WA exam preparation; and
- meet the minimum facilitator requirements for each individual course

effective 1 July 2010.

Action: Further discussion will take place in June 2009 before the IPDC makes a decision by motion and vote. **IPDC**

Facilitator Qualifications: Course 409 – Frank Cirillo: email September 18, 2008; facilitation exception - USPAP but do not need to be an IRWA member. A facilitator must be qualified to facilitate Course 409.

C) Relocation Committee recommendations for facilitator qualification – Lisa Harrison:

Same requirements as noted in B) above and facilitators will receive tiered approval for facilitating relocation courses, specifically: T1 Courses 501, 502, 503 and T2 to facilitate Courses 504, 505 and 506 (demonstrate advanced knowledge and ability to evaluate whether the participants' answers to determine correctness of responses). A new facilitator must facilitate Courses 501 and 502 before applying to facilitate Courses 504, 505 and 506. Current facilitators – grandfathered; must recertify by 2012 to qualify to facilitate Courses 504, 505 and 506. Must do or be knowledgeable regarding relocation. Facilitator is required to hold the RAC. One requirement may include team facilitation. Similar requirements may also apply to valuation.

Action: Ask Relocation Committee to identify the specific course requirements, which IPDC will discuss at its June 2009 meeting. **Lisa**

Provide a list of questions/items/activities to IEC for committees to take a look, including: review Facilitators Policies and Qualification Guide 2008-2009. Questions may include: should there be team facilitation, prerequisites etc.? What courses relate to your areas of interest?

Action: Solicit questions from IPDC, consolidate and forward list to Sandy. **Kyle**

D) Facilitator Policies and Qualification Guide - Valerie Fries

Ready to be published, with minor edits.

Action: Publish Guide, which will take effect 1 July 2009 and notify committees by email and provide link. **Valerie**

E) Facilitator Clinic Outsourcing - Valerie Fries

Interviewed companies and reviewed proposals for external consultants to facilitate the Facilitator Clinic because David is stepping down. IRWA is looking for a consistent program. Fred Pryor - \$6,000 all inclusive: staff – 3 days; webinar or IPDC meeting. Requirements: 2 minute introduction, 5 minute introduction to exercise, 10 minute classroom facilitation \$585 fee (break even point)

Other courses available: public seminars AL, presentations through Fred Pryor, AMA, Langevin etc. Requirements: Must submit video that shows the 2, 5, and 10 minute segments as part of facilitation of IRWA course. Recommendation: Partner with Fred Pryor – throughout U.S.A. not certain about Canada. IRWA may also be able to provide a one-day session for facilitator recertification, which would include Adult Learning principles and other facilitation information through Fred Pryor.

Question raised - Why do we want to outsource the facilitator's clinic? 3-day clinic: observe and audit knowledge and abilities. Training must be optimum and videos must be professional.

IPDC is not interested in outsourcing at this time.

Action: Train the Trainer will be held in lieu of the Facilitator Clinic. Train the Trainer Facilitation: Proposed for 24-25 June – rooms available. **Facilitators: Dave, Ron and Janet.**

Criteria for application to attend this specific course:

- Average 4.2; Level 4; facilitator for 5 years; 10 classes over 5 years; SR/WA designation
- Must attend every hour of this training course (7 a.m. - 5 p.m.)

Course Details to be included in course brochure and advertisement:

- Cost: \$600.00
- Limit: 10 participants
- Pass/Fail component; no guaranteed pass
- Digitally recorded and assessed
- Screening – IPDC assessment

Valerie

Other Details: Consider twice per year or take to region forums (extra cost for filming and IPDC audits). No guarantee. Establish pool and rotate trainers through pool, IRWA will set the fee.

F) Executive Session:

Motion: Sheryl Badin made the motion to enter into executive session. Lisa Harrison seconded the motion. Motion carried.

a) Facilitator Clinic Results - Valerie Fries

IPDC will review new facilitator evaluations of the first course before new facilitators can apply and receive IPDC approval before facilitating a second course.

b) Facilitator Survey Results - Valerie Fries

IPDC discussed facilitator survey results and facilitator requests in executive session. Facilitator's Manual states that facilitators will use IRWA materials and will receive IRWA pre-approval for changes to or providing additional materials. Additional slides and handouts must have IRWA pre-approval (Ron Ellis). Lock PowerPoint so no edits, inserts and special effects to the IRWA presentation. Sign code of conduct as part of facilitator recertification process. Include paragraph in contract that notes facilitator's responsibility to use IRWA manual, which is noted in the Facilitator's Manual.

Using regional/state differences is allowed provided that the facilitators do not change IRWA materials and presentation. Significant issues with facilitators altering information will be brought to the IPDC for consideration and possible disciplinary action.

Action: The slide presentations will be locked to restrict additions, changes and special effects. **Ron**

c) Reinstating SR/WA – Kyle Ray

Request for reinstating SR/WA after two years of lapsed membership fees will not be allowed. The member will become a new member and are required to take IRWA courses and reapply for SR/WA designation.

Should the request relate to a membership that has lapsed, two years or less, the member will pay fees in arrears, \$175.00 fee to reinstate SR/WA designation, take Ethics course and will lose all grandfathering rights.

Policy Considerations:

d) BTL Harassment Prevention Course – Ed Opstein

Course not currently available through BTL library. There are two courses available through SkillsPath (1 – manager; 1 – individuals). Manager course – protect organization; Individual course – behaviours and awareness. All facilitators should take adult learning and harassment prevention or proof of taking another harassment prevention courses every five years. Other Options – diversity course. Close of facilitation recertification program

e) Progressive discipline for facilitators, similar to Code of Ethics – Kyle Ray

- First offence – verbal warning and remind facilitator that behaviour not appropriate (IPDC documents and places on facilitator’s file)
- Second offence – written warning and probation
- Third offence – facilitator credentials will be removed

If appropriate, violations would be reported to ethics committee and IPDC may also take disciplinary action.

Action: Discuss disciplinary details with general counsel. **Kyle**
If appropriate, insert disciplinary process into facilitator’s manual. **Valerie**

f) Policy manuals: IPDC Manual – Valerie

Motion: Frank Cirillo made the motion to approve the IPDC Policy Manual. Steve Hagen seconded the motion. Motion carried.

Motion: Steve Hagen made the motion that Executive Session end. John Reed seconded the motion. Motion carried. Executive Session ended at 12:06 pm. Day 1.

8) Curriculum:

A) Course Curriculum Update – Ron Ellis

a) Course development and revisions:

- When Public Agencies Collide: Bill Bush 50% complete
- Course 602: 3 responses to RfP, sending to Environment committee to select Project Development and the Environmental Process
- Course 505: no responses
- Course 407: completed; evaluation of contaminated property, pilots underway; all raw data received from O. Anderson; must go to the valuation committee and then forward to D. Layne and to graphic designer. IPDC has the authority to approve Course 407 and scheduling Issues with ppt, content, layout, references to sections that did not exist, case studies not organized or used. O. Anderson marketing course. Lisa moves that Course 407 be pulled from the curriculum and not be scheduled until a quality course is ready for release. Frank seconded the motion. Motion Carried.

b) Course 602 - Discussion to pull course.

Motion: Al Morganfield made the motion to pull Course 602. John Reed seconded the motion. Discussion: Course advertised prior to course content being reviewed by committee and IPDC approval. Current advertised course with signed contract for two sessions to be deliver. Motion carried.

Action: Contact Environment Committee to receive options for course substitution (eg. Other agencies/organizations that provide environmental courses. **Janet (copy Kyle)**)

- c) BTL expansion to include 589 courses: All BTL courses are good for recertification credit, except HR, computer and law courses (approximately 15 courses). BTL course descriptions will be provided on web page. Al asked to assess courses re: eligibility for recertification credits. One year contract expiring soon (62 to 55 courses – original list; since expanded to draw and engage in online learning). There will be a financial loss if enough participants do not register for BTL courses (year end contract charge). Decision to add courses not a headquarters decision. IPDC not engaged in discussion/decision (Ed). IPDC should take a look at the full suite of online courses and decide/endorse BTL curriculum. Be clear which courses are eligible for recertification credit.

Action 1: Send list of 589 courses with paragraph description by Monday, 2 February. **Ron**

Action 2: Online Curriculum Task Force assigned to complete review of 589 course and forward recommendations to Ron by 6 March). **Dave, Kyle, Frank, Al, Steve**

Action 3: Consider comments, compile and return to IPDC for comment. **Ron**

Action 4: Call for an IPDC motion at the next IPDC meeting. **Kyle**

- d) Recommendations on courses; changes to courses – Dave Layne: Proposal addresses the errors found and other needed changes that individuals believe should be made. February to June 2009, donate 20 hours/week to: (i) draft white paper on adult learning to assist committees in understanding participant-directed learning; (ii)engage (30-day comment period) and review facilitators' comments; (iii) engage industry committees' (30-day comment period) regarding identified changes required to courses and set out parameters for specific, identifiable changes that must be made to courses (if no committee – reach (iv) focus attention on 200, 300, Canadian courses, SR/WA practice exams and SR/WA exams; and (v) address any other items that may arise.

Discussion: Option- IPDC Representatives to ask their committees to draft 10 questions. Rewrite practice exams and thin out some of the practice exams. Select questions that are important to test concepts and principles. Rewrite comprehensive exams (2 US/ 2 Cdn) with duplicate questions. *The exams will be different than practice exam and course exams.* Bank of questions; reordered – never been done. Short term fix does not seem reasonable. Six weeks – new exams drafted. Use discipline course exam questions as part of the SR/WA exam but *no SR/WA exam questions* on practice tests. The practice exams will not be duplicated.

Action: IPDC directs Dave to undertake activities as identified in written proposal. **Dave**

e) Changes to Courses – David Layne

Courses 600 and 603 – revamp the revamp? One committee member does not like the courses and wants them to be redone. Old course material taught based on ppt presentation using lecture format. Ppt overload and do not conform with ppt presentation rules and data laden. Revamp process – expectation that facilitators would know what to do without supporting them re: changes. Nothing has been done to educate facilitators regarding adult learning.

Does the responsibility rest on the IRWA or the facilitator to learn and change in methods of facilitating based on adult learning?

Facilitator Refresher Course (take or audit course every five years); 7-hour course re: adult education. New facilitator education – adult learning and facilitator concepts being taught. Facilitator signs a contract

Action: Write committees and assess changes to courses, copy Janet. Revamping course – come back to the IPDC. **Dave**

Course 215 being revised by Pipeline Committee; David Sinclair was leading process. Provide Sandy with old and revamped versions. Utilities Committee should also review documents.

f) Online conversion – Ron Ellis

Course 200 nearly done. Next courses: 104, 400, 402, 403, 600, 800, 801, 105, Courses 303, 700, 215 (BTL conversion by June 2009 – 13 course \$300,000).

IPDC to identify next 10 courses for conversion by April 2009. How will we evaluate the effectiveness of the courses? What is the break-even point? 300 people take one 2-day class before IRWA will break even.

Action: IPDC Curriculum Sub-Committee and industry committees will assess, correct and sign off on courses before we proceed with further online conversions.

g) Online conversion list – next courses after above list is complete– Ron Ellis

IPDC recommendation: do not move to Phase 2 until Phase 1 until quality of product is assessed and course registration demonstrates success of online learning.

h) AQB approval of online courses – Dave Layne

Significant process and pre-approve course by IDEEC before AQB will approve the online courses; cost incurred - minimum one-day course without consultant putting courses into the ADAC software. Cost incurred: \$2900.00/day of training and each subsequent course \$2200.00/day of training. Courses will need to be revised and the costs incurred seem high

for the benefits. Assess number of participants of revised course before making decision. David – do not do anything. Only the classroom courses are AQB approved. Online course description will explicitly state that it is not AQB approved.

i) Revision matrix of courses - Ron Ellis

Set priorities for classes as they come up – rotation every five years. David: Course 400 is in good shape (minor changes required). Course 409 is in good shape. Course 401 was updated.

Action 1: Send revised chart. **Ron**

Action 2: Priorities to be established for course revisions. **Industry Committees and IPDC**

B) Unfinished Business:

a) Industry Committees and new exam questions, case studies and exercises – Dave Layne.

Action: Contact industry committee and pass along information, including Course objectives and exam questions, learning and testing guidelines, forwarded under Kyle's email dated 2 January 2009. Note: Committee deadline to deliver, by June 2009. **IPDC**

b) NEB course curriculum – Janet Walker

Action: Forward to IPDC (confidential do not forward) **Janet**

c) Committee Activities: Based on course revision list, assign rewrite of exams, etc. to committees

Action: Include activity on committee task list. **Kyle**

d) Business Plan for updating and revising courses (and prioritizing) – Frank Cirillo/Kyle Ray

Require input from committees before developing further. Reminder: course development/revisions at committee level for free would be great.

Action: Provide the proposed business plan to Sandy by mid-May for Sandy's presentation to IEC in June 2009. **Kyle**

C) New Business:

a) Examination and discussion of SR/WA Exams A & B – Al Morganfield.

Issue with the Exam A was the same as the practice examination. Discussion and solution that SR/WA examinations will be changed.

- b) Course 505: The course was not pulled. The RFP was pulled.
- c) Course 213 Telecast (Pilot): Requires an SR/WA to facilitate (recertification credit) and proctor examination; coordinator may be the SR/WA; same sign-in process; teleconference – distance learning: a/v need; joint share of expense/revenue. This is a new process, therefore, is considered as a pilot. The process will be developed based on this pilot.

Action: IPDC Audit required at satellite location required. Pilot tentatively scheduled for April 9 in Atlantic City, NJ. **Lisa**

9) **Credentialing:**

A) **Effect of Curriculum Changes on Credentialing Program**

- a) Course 602 discussion – previously discussed and action identified
- b) BTL courses expanded to 589 courses – comments? Most are able to be used for recertification except HR, computer, law. Action item previously identified – Committees to identify.

Discussion Reference: Acceptable BTL courses for recertification for each discipline of the Certification Program. See e-mail from Ed Opstein and the rest of IPDC dated 12/22/08 – originates from question of Lee Ann Lardy re: courses that can be accepted as AMC discipline course since we only have 3 Asset Management. courses and some company won't fund for classes that they already took.

B) **SR/WA Program:**

- a) SR/WA Candidacy/Qualifying – limitation of requirements – Ed Opstein

Discussion Reference 1: Ed Opstein's e-mail dated 1/08/09: A question has come up regarding the SR/WA candidate inventory form. In part 4.b of the form, it indicates a person who has not taken the 4 core courses can take C100 and two of the 4 core courses. It also says that for the 8 days of courses in part 7, 2 days must be in either relocation, asset management, or environmental. The question was whether it's acceptable for courses taken in negotiation, engineering, appraisal, or law to be included in that 2 course requirement – i.e. why is it limited to relocation, asset management or environmental? I don't recall why those other disciplines aren't included. Perhaps they are but the form doesn't mention them or there's a different interpretation.

Course 100 provides minimal information regarding relocation, asset management and environment. Lisa notes that it makes sense to stress requirements.

Discussion Reference 2 from Mike Pattison: However, I think in looking at it, there is one area that needs to be looked at closer, and that is the in-lieu of requirement for the

bachelor's degree. Why is it that the experience credits can run concurrent with the 5-years of experience needed for the SR/WA, which results in only needing 8 years of experience total, when course credits are in addition to the 64 elective credits? I am sure the task force will be looking at this, but I would rather see the experience be in addition to the 5 years required, even if it was reduced from 2 years per segment to 1 year per segment, which would only increase the experience requirement by 1 year (8 to 9), and only if they didn't have any college at all.

If you go through college there is less weight on college and more weight on experience.

Action: Report back to the IPDC for discussion in June 2009. **Credentialing Task Force**

b) Recertification Credits – Chapter/Region Events – Janet Walker

Discussion regarding standard Continuing Education Unit (CEU) credits provided for education and events.

Motion: David Layne made the motion that a minimum of 50 minutes of in-person learning (including chapter and region events) will equal one (1) CEU credit. Al Morganfield seconded the motion. Motion carried.

Annual Education Conference – maximum of 24 hours of recertification credit

IRWA on-line course credits will be the same as classroom credits because the course content and requirements for pass/fail are the same.

Motion: Frank Cirillo made the motion that CEU credits and recertification credits for on-line courses will be provided based on what is defined/provided by the respective on-line course providers. Steve Hagen seconded the motion. Motion carried.

Action 1: Modify the events recertification application form to include submission at the time of recertification and that the individual will retain form until recertified application. Forward revised for to Valerie for immediate inclusion on website and effective date of 1 September 2008.

Action 2: Post form to IRWA website and send notification email with link to IPDC, Region Chairs and Vice Chairs, Chapter Presidents and Committee Chairs. **Valerie**

C) Recertification Questions:

- a) Difference between CEU and hours, days, etc. – Valerie Fries. Difference labels being is creating confusion.

Action: A course will specify in terms of CEU. CEU definition will be provided. Qualifying Unit is different and QU will also be defined. Changes will be made to policies and procedures. **Valerie**

- b) Update on status of recertification requirements and initial qualifying – Ed Opstein

Removed from agenda.

- c) Requirements for recertification for all Certifications including BTL courses – Ed Opstein

Discussion Reference: I would appreciate your consideration of a motion and vote on a Certification in Asset Management recertification topic. The issue is that this particular discipline has little coursework available and candidates for recertification basically have to take again the revamped but still limited asset management courses plus other routine requirements. The issue arose by request of a member.

Given that we have a broad variety of courses now available online via IRWA's Business Training Library, I recommend some of those be available for recertification credit. As one of the Asset Management facilitators, I've reviewed the BTL courses and selected the following as topics that are relevant for asset management professionals:

Leadership/Management – *Communication Skills for Leadership; Effective Team Building Strategies; Partnership in a Project Team; Project Planning; Elements of Project Management; Completing the Project;*

Communications – *Communicate for Results; The Process of Interpersonal Communication; Leadership without Authority; Working Effectively with Customers;*

Team Building – *Teamwork and Results without Authority; Achieving Results as a Cross-Functional Team; Developing the Cross-Functional Team;*

Consulting – *Creating Effective Contracts; Internal Consulting Skills;*

Negotiations – *Inclusive Negotiating; Listening for a Higher Purpose.*

Discussion: Specific courses identified for Asset Management recertification – why not for generic recertification credits for the other disciplines (for non-discipline course requirements). Would the list of non-discipline courses go back to the committees?

IPDC Response: Every BTL course with an 'R' is eligible for recertification credit. As well, the IPDC task force will review the list of 589 courses. Once reviewed: one request will be sent to all committees regarding courses that may be used to replace IRWA courses to receive certification credits.

- d) Attendance verification for CEU credits – Ed Opstein.

24 credits to go to conference; however, individuals don't participate in sessions (eg. golfing; drinking). Do we have sign-in sheets or bar codes on conference pass? Do we give away credits or have a sign in process or self-certify: I certify that I attended XX hours (actual number of hours up to 24-hours) of education sessions at the conference (add to the credentialing Program Guide and Overview?) Application for recertification credits is submitted at the time of recertification. Notification is required.

Motion for Policy Change: John Reed made the motion that IRWA members requesting CEU credits shall submit a form [link] which certifies the specific number of CEU credits for attending education sessions at the Annual Education Conference or the FAU effective 1 July 2010 if approved by the IEC. Ed Opstein seconded the motion. Motion carried.

- e) Recertification credits: should they be spread over five years, like AI instead of being allowed to take all at once. If spread out, keeps the individual more current – Valerie Fries IPDC decision: No, this approach creates complexity of process and financial issues.
- f) Implementation of New and Revised Courses process – Frank Cirillo

Options include:

- Information provided to/in Committees, membership, magazines, website, etc.
- Extend to professional contacts
- RFP course design
- Canned chapter presentation
- Placed on IRWA website and have ability to google RFPs
- Create list of developers and implement portions of process.
- Put out all RFPs to broad group (committees, developers, regions, presidents)
- Other contacts, provided by Committees
- Email blast from Mark
- Discuss at next Conference

D) Policy and Forms:

- a) Policy Manuals: Credentialing Program Guide and Overview – Valerie Fries

Chart will be an addendum (matrix), still some confusion with course requirements. Member can challenge core courses at a maximum cost of \$600.00, discussed. Move forward and see what comments we receive. Any change in policy that IPDC approves will be included in future iterations.

Motion: Frank Cirillo made the motion that the Credentialing Program Guide and Overview be approved as presented with minor changes. Lisa Harrison seconded the motion. Motion carried.

Action: Document will be posted on the IRWA website by end February and link forwarded by email to extended email group and will be announced. **Valerie**

Note: All documents will be digitalized in the future. The credentialing Program Guide and Overview will be the first document to be digitalized.

- b) Application for recertification credit – revise instructions and implementation – Janet Walker

Previously discussed and action identified.

- c) Forms to eliminate % for certification experience – Lisa Harrison

Action: New form will be placed on the website and confirmation with link will be forwarded to IPDC. **Valerie**

E) Unfinished Business:

- a) Provide chart/grid which provides basis of how to apply experience – Lisa Harrison

What counts as experience for certification and SR/WA designation (relocation specific)?
General: Performing, overseeing, managing and/or approving negotiation and/or XX work product. (will apply for certification and SR/WA designation) Apply: (the bullets may vary) have to have done or have oversight of:

- XX; and/or
- XX.

Action 1: Update basic definition and forward to IPDC. **Lisa**

Action 2: IPDC to forward matrix (provided by Lisa) to respective committees for consideration and submission to IPDC representative before June 2008 meeting. **IPDC**

Additional discussion regarding the need for the number of hours for recertification. At this point, bigger pool of courses to choose from but # of hours required will remain the same. IPDC may discuss this item at a future date.

F) New Business:

- a) Relocation Committee recommendations for changes to certif. – Lisa Harrison

Action: Item tabled to next IPDC meeting as she would like Relocation Committee to resubmit courses. **Kyle**

- b) E-zine – sent out bi-monthly

c) Capstone Exams- will begin for all certification programs as of July 1, 2009. Exams questions will be taken from the seven SR/WA exams. Appraisal and Valuation, Law, Negotiation/Acquisition, Asset and Property Management, Relocation, Engineering and Environmental. Two exams for certification, would apply for SR/WA, therefore, the members only need to take 2 other exams to potentially receive their SR/WA designation.

Action: The exams will be reviewed for completeness. Committees should have the second review of exams. Go back to the committees to develop exams if required. **David**

10) Unfinished Business:

A) Partnership Opportunities - Northwest Regional Conference to see if a list of courses exists for partnering – Lisa Harrison.

Action: Tabled to next IPDC meeting - June 2009 **Lisa Harrison**

B) Business Plan for updating and revising courses (and prioritizing) – Frank Cirillo/Kyle Ray

Frank delivered the presentation and provided an overview of the white paper. Budget: no requests for course development/revisions have ever been denied, therefore, a budget need is not an issue. Cast a wider net: beyond IRWA and broader solicitation for RFP proposals. Put out the RFPs for all the courses and prioritize course development/revisions if the issue arises. Process timelines refined by pre-qualifying developers and a budget approved, which cut out the IEC approval. IEC budget decision will be provided within 30 days. For the IPDC to support ongoing course revisions (5-year rotation), the IPDC:

- needs to engage IEC in budgetary decision; and
- access pre-authorized list of SMEs to revise courses.

Motion: Ed Opstein made the motion that the IPDC requests a budget line item commitment be established for course revisions and new course development beyond foundations. Al Morganfield seconded the motion. Motion carried.

Action: The request for line item in budget will be made in writing to the IPDC, with supporting documentation (statistics and business need). Budget request will reflect priorities – quality education is priority therefore budget needs to continue to reflect this priority. **Kyle**

C) Combining Task Force assignment documentation – Janet Walker; Frank Cirillo

Motion: Lisa Harrison made the motion that the IPDC approve the procedures as written with amendments. Stephen Hegan seconded the motion. Motion carried.

Action 1: Revise procedure to include a definition of hot topics and minor edits and submit to Valerie. **Janet**

Post to IRWA website and forward confirming email with link. **Valerie**

Action 2: Add to committee list of work: – list of courses for revision and development, along with prioritized proposal submissions to IPDC for approval. IPDC will work with committees to identify SMEs and move the course development/revisions forward. **Kyle**

D) Online courses and the Appraiser Qualifications Board (AQB) – Dave Layne

IPDC discussion determined that no action is required at this time.

E) IPDC Session at Conference – 8:30 a.m. for 1.25 hours). Topics that may be covered:

From Soup to Nuts, PDC and Chapter Leaders – Roles and Responsibilities, Relationship with IPDC; will include the credentialing program (requirements and timings). IPDC session is a lead in for the HQ session on Tuesday at 11:00 a.m., which helps members work through the forms (Working Through The Forms and Professional Development). Lisa, John, Ed, Janet, Al Steve, Sheryl, Frank, Kyle, Dave. FAQs from Nicki and Francis. Sandy - Depends on Audience and just address FAQs.

Action 1: Develop a draft Presentation Outline **Janet**

Action 2: Lisa is having a promotional party - Monday at 5:30 p.m. Chocolate and Champagne. **IPDC**

11) New Business:

A) Course 401 Discussion – Sandy Grigg

Course 401 – five-day course re: partial takings;

Action: Contact Valuation Committee (is there a concern with the 5-day course; do you think that this course is viable as is? or would be more viable if this becomes two courses: 2- and 3-day courses; provide data?) Comment at FAU (Randy Williams). **Dave**

B) Emphasizing “Application” in courses – Ed Opstein

Article in *Wall Street Journal*. The greatest benefit of training comes after the individual returns to work. Organization should support change, write down how they plan to use their new skills and knowledge on the job and discuss with peers how they plan to use it in the workplace. Write an action plan – sometime interesting things occur: what, when, how and with whom. Following each training meeting, response what will you do to implement, when, how and how measures, what assistance and support will you need to implement the training. What can we do to improve our training and include in manual.

Action 1: Forward Template L&D Plan to Ed. **Janet**

Action 2: Can we pilot it or certain places that we could use this template? Draft IRWA template document and submit to IPDC for discussion at June 2009 meeting. **Ed**

C) Length of time for evaluations to get to recipients – Lisa Harrison

Discussion: takes from three (3) weeks to three (3) months. Concerns expressed for validity of evaluations that are offered long after course is experienced. More course results needed to consider the effectiveness / value of online evaluations of facilitators.

D) Region 6 recommendation for IPDC representation at forums – Lisa Harrison.

Lisa attended Region 6 forum in IPDC capacity. Questions were raised that could not be responded to by talking points. Region 6 requested IPDC representation at forum. Region 10 has made the same request. Perhaps the region could fund IPDC attendance? Not a problem although beneficial.

What is the extent of the problem? Options: (i) Teleconference with regional chairs and vice chairs; (ii) receive questions in advance and IPDC representative responds prior to forum; (iii)

IPDC site: minutes posted; forward minutes to Region Chairs and Vice Chairs (Steve); 2 meetings/year and use balance of budget for conference calls (Region Chairs and PDC Chapter Chairs), travel to region forums or other activities.

Action: Minutes are posted to website. Email distribution of minutes will include Region Chairs and Vice Chairs. **Ron**

E) Johnson mapping – using IRWA for marketing – Ed Opstein, Al Morganfield.

FAU conversation; individual vitae and IRWA course list: how to learn and use his software (would the courses something that we would approve for certification credit) and where do we go from here because it is on his website? Two courses: advanced and basic. Kyle – absolutely for continuing education – advanced 900 series course. Concern: advanced course would require prerequisites; recertification continuing education – yes. Basic course: recertification credit – yes. **No action required.**

11) FERC – 3-day course, 3 times/year. FERC will provide IRWA with the landowner session.

12) Next Meeting: Indianapolis, Indiana

13) Adjournment:

Sheryl Badin made the motion to adjourn the IPDC meeting. John Reed seconded the motion. Motion carried. The IPDC meeting adjourned at 11:09 a.m.