



INSTRUCTOR HANDBOOK

Who Are Our RHAWA Instructors?

RHAWA Instructors are a diverse group of experts representing all aspects of the rental housing industry. Instructors are identified through referrals, interactions at networking events, or in response to open invitations for speakers or CURRENT contributions. All instructors should have the following attributes:

- Experienced and comfortable with online teaching and discussion.
- Current RHAWA member and knowledgeable proponent of RHAWA membership and services.
- At least 10 years' experience in subject area, or a bachelor's degree (or higher) in subject area and at least 3 years' relevant experience.

If strong in most attributes, minor exceptions will be considered.

Sharing RHAWA Key Messages

RHAWA representatives are encouraged to share key organizational messages when speaking to others about the organization.

- RHAWA is made up of independent rental owners and property management professionals.
- RHAWA promotes safe and affordable housing by modeling the highest standards of ethics and integrity.
- RHAWA is a community partner and housing solution provider.

Key Behaviors for Great Teaching

1. Speak loud and clear
2. Stay on topic
3. Be relatable (use the common denominator)
4. Speak to each individual
5. Ask for examples
6. Ask for opinions
7. Ask for answers
8. Tell stories
9. Use humor
10. Check for understanding

Code of Conduct

In addition to signing the appropriate Vendor Member and/or Regular Member code of conduct, all instructors agree to the following:

1. Work collaboratively with RHAWA Director of Education & Resources and instructors in area of expertise to develop and deliver non-biased, relevant education designed to meet the needs of Washington housing providers.
2. Stay informed on RHAWA services and other areas of knowledge relevant to the RHAWA member.
3. Avoid actively marketing business services at class sessions. We believe that if instructors demonstrate knowledge, expertise and integrity as an educator, members are more likely to reach out for their services.
4. Avoid distributing other materials or promotional items to class attendees. Only RHAWA published materials will be distributed. Exceptions:
 - Instructor email, phone number and website will be included in the slide presentation which is also provided as a downloadable handout to all attendees.
 - At in-person sessions, business cards may be handed out upon request to individual attendees during break or after the session is over.

Use of RHAWA Published Class Materials

1. All RHAWA class materials are edited and published by RHAWA staff and include contributions and/or authored content from volunteer member instructors. Authors, contributors and editors will be cited appropriately in materials.
 - a. Author: personally writes 90% of the content, and takes responsibility for accuracy of final version.
 - b. Contributor: provides written or verbal notes on what should be included in the materials. May provide written excerpts, such as examples or other resources.
 - c. Editor: provides substantive corrections and/or additions to existing content and takes responsibility for accuracy of final version.
2. The materials provided by RHAWA are only for the use of the participants enrolled in the class sessions. Copyrighted course materials may not be further disseminated without prior approval from RHAWA Director of Education & Resources or Executive Director and proper source citation displayed.

Locations for RHAWA Workshops & Events

The majority of RHAWA class sessions are presented online only. Once each month, an in-person workshop or other event will be scheduled. RHAWA will evaluate proposed event locations using the following criteria:

- Must have seating for a minimum of 30 attendees.
- Must have adequate, easily accessible parking.
- Must be an accessible facility.
- Must have heat and air conditioning.
- Must have comfortable seating.
- At minimum, must provide water for attendees. Additional refreshments are encouraged.
- Must have easily accessible restroom facilities.

RHAWA staff will attend and cohost offsite sessions in most cases.

Instructor Benefits

- In order to support the requirement for all instructors to keep informed on RHAWA and various aspects of the rental business, active instructors teaching a minimum of two class sessions each year will receive a complimentary “OnDemand Library Subscription” valued at \$120.
- RHAWA will reimburse instructors who chose to become Washington State Certified Real Estate Instructors for the cost of certification (\$75/2-year period) if they agree to teach at least one CRE clock hour class sessions each year for the duration of their certification. This applies only to instructors who are qualified in a subject matter for which RHAWA has approved courses.
- RHAWA will promote all class sessions in a variety of ways (print, social media, email, etc.), including the instructor’s name, title, company name, and bio as space allows.
- Instructor’s name will be listed as editor, author or contributor as appropriate on printed and digitally distributed materials.

Instructor Duties

1. All instructors must provide contributions to the course materials they teach. This can include authoring, contributions (written and/or verbal), examples or other resources, proofreading, editing. Any edits to materials are due to the Director of Education & Resources one week prior to teaching the session.
2. To receive the OnDemand Subscription benefit, instructors must teach at least two live class sessions each year.
3. Most recorded sessions will be published for On-Demand access by RHAWA members.
4. In case of emergency or unavoidable conflict, instructors should provide as much notice as possible if unable to teach a scheduled class. If possible, they should help identify a replacement instructor.
5. Demonstrate teaching proficiency by maintaining an average evaluation rating of 4 or greater.
6. Instructors are encouraged to market their sessions through their professional networks.

RHAWA Staff Duties

1. RHAWA will provide instructor training, coaching and feedback as needed.
2. RHAWA will schedule class sessions with instructors at least two months in advance (except when seeking substitute) and send instructor an Outlook Calendar invite to confirm.
3. RHAWA will provide event promotion text and any existing class materials to instructor for review two months before a scheduled session.
4. RHAWA will market each session through multiple channels.
5. RHAWA will inform instructor on attendee registrations two days prior to the session.
6. RHAWA will cancel any sessions not meeting minimum registration requirements of 12 attendees by 24 hours prior to session.
7. RHAWA will prepare for and host each session, welcoming attendees and acting as moderator for online participants.
8. RHAWA will follow up with each participant with link to survey and link to recorded session.
9. RHAWA will provide recorded session link and survey feedback to instructor.

Acknowledgement

I acknowledge receipt of this RHAWA Instructor Handbook and agree to follow the policies and procedures detailed herein.

Instructor name (printed)

Instructor signature

Date

Please return this signed acknowledgement to RHAWA's Rental Housing Academy Administrator at education@rhawa.org.