

## Training Policy & Procedures

### General Attendance and Registration Policies

- Class attendees should bring their own laptops or mobile devices to all MRED training classes. Most locations no longer provide laptops for you to use.
- Food and beverages are not allowed in most training rooms. If you are unsure, please ask the Board/Association staff or MRED trainer before bringing food or drink into a training room.
- It is against MRED training policies to be registered for the same class topic at multiple locations/dates. You must complete the class you are registered for (or cancel it) before you can register for that class again.
- For our Hands-On and One-on-One-Training a Non-Attendance/Non-Cancellation credit card guarantee of \$35 per agent/per class will be required at the time of registration. This fee will **only** be charged if the registrant does not call to cancel their class registration at least two (2) business days prior to the class being held or does not attend a training session they are registered for.

Class descriptions, schedules and online registration are available on the MRED training site, [www.training.mredllc.com](http://www.training.mredllc.com)

### Training Formats

- **Hands-On Training:** MRED holds hands-on training classes at most Board/Association locations. These classes will cover the core features of different connectMLS™ modules. Currently there are 11 Hands-On training classes. See our class sequence guide for a recommended order.
- **Online Training:** MRED holds online classes that provide training beyond the hands-on class topics including; Remine, cloud CMA™, Infosparks and Homesnap. These classes will address advanced features and functions of connectMLS™ and additional MRED products. Each class will hold a maximum of 200 attendees, be 45 min-1 hour in length.
- **One on One with an MRED Expert:** MRED's One on One sessions are one-hour, one-on-one sessions with an MRED trainer. These are offered once or twice a month at select locations. To find out upcoming one-on-one with an MRED Expert locations, log on to [www.training.mredllc.com](http://www.training.mredllc.com) and sort the classes by one-on-one courses.
- **Custom Office Training:** MRED offers Custom Office Training to offices that meet the Custom Office Training requirements listed below. MRED Custom Office Training consists of MRED sending a trainer to your office to train your agents on select topics related to connectMLS™. To schedule this type of training, [www.training.mredllc.com](http://www.training.mredllc.com), log in and click on Office Training at the top. Fill out the online form and representative from the MRED Training department will get back to you.

### Minimum Attendance Requirements and Equipment Requirements:

- **Hands-On Training:** In order to conduct a scheduled hands-on training class, a minimum of 5 registrants must be enrolled in the class 24 hours prior to it taking place. If a class does not meet this requirement it **may** be cancelled. Current registrants will be notified via phone and email of its cancellation.
- **Online Training:** In order to conduct a scheduled online training class, a minimum of 3 registrants must be enrolled in an online training class 24 hours prior to it taking place. If a class does not meet this requirement it **may** be cancelled, and current registrants will be notified via phone and email of its cancellation.
- **One-on-One with an MRED Expert:** In order to conduct a scheduled One-on-One, a minimum of 1 registrant is required 24 hrs before the session is scheduled to take place.
- **Custom Office Training:** In order to schedule Custom Office Training, the broker must guarantee at least 8 attendees with active MLS id numbers will be in attendance per scheduled class. In the event less than 8 active MRED members are in attendance, MRED may charge a \$10/empty seat fee. Additionally, all cancellations of a scheduled custom office training session must take place at least 1 week prior to the date of the class. If late cancellation occurs, the office may be charged a \$175 late cancellation fee.