WASHINGTON REAL ESTATE PROGRAM – AMP PORTAL FOR ELIGIBILITY TRACKING
Solutions to Potential Problems Involving Automated Upload of
Course Completion Information

Use of the AMP Portal for examination eligibility tracking allows three methods of entering course completion information: manual, one-at-a-time entry; bulk upload of multiple records using a formatted ASCII file; or automated transmission of information via a web service created by AMP and consumed by the education provider's computer system. Schools can use any combination of these methods to enter student course completion information.

Most of the potential problems and solutions listed below are associated with bulk upload and automated transmission of data; however, some can occur with manual entry of data as well. For example, using manual entry, the person entering data will search for a student, select the student, choose a course, and enter a completion date. The Portal will allow a school representative to view a list of all students who have registered in the Portal and indicated an affiliation with that school. If the school representative cannot find the student, most likely the student did not register in the Portal (see question #1), and the school will need to contact and remind the student to register in the Portal before the school can enter the completion information manually.

1. What if the student does not register in the Portal?

A "mismatch" will occur if a school attempts to upload course completion for a student who is not registered in the Portal. For each record entered by a school, AMP's software will search for a registered student with name and school-assigned ID matching those provided by the school. If the student never registered, then clearly there will be no matching record in the system! In such cases, an e-mail message will be sent to the school-provided e-mail address to tell the student that the school has submitted education completion information and to give the student suggestions on how to resolve the error. This e-mail message will be repeated multiple times to help ensure the error can be resolved.

When the student registers in the Portal after being notified of the mismatch, the student's record will be matched up on the next run of the system (i.e., within 24 hours). If the student never takes action, the mismatched record will be retained in an error log.

2. What if the student enters the wrong school-assigned ID when registering?

If the last name and ID number provided to the Portal by the student do not match those provided by the school, a "mismatch" will occur. To the tracking software, a miskeyed ID number looks the same as if a student is not registered in the Portal. In such cases, an e-mail message will be sent to the school-provided e-mail address to tell the student that the school has submitted education completion information and to give the student suggestions on how to resolve the error. This e-mail message will be repeated multiple times to help ensure the error can be resolved.

When the student corrects the ID number in the Portal after being notified of the mismatch, the student's record will be matched up on the next run of the system (i.e., within 24 hours). If the student never takes action, the mismatched record will be retained in an error log.

3. What if the name the school uses is different from the name the student uses when registering?

If the last name and ID number provided to the Portal by the student do not match those provided by the school, a "mismatch" will occur. To the tracking software, a different last name looks the same as if a student is not registered in the Portal. In such cases, an e-mail message will be sent to the school-provided e-mail address to tell the student that the school has submitted education completion information and to give the student suggestions on how to resolve the error. This e-mail message will be repeated multiple times to help ensure the error can be resolved.

If the student corrects the name in the Portal after being notified of the mismatch, the student's record will be matched up on the next run of the system (i.e., within 24 hours). If the student never takes action, the mismatched record will be retained in an error log.

If the error lies with the school, the school has the choice to enter the student's course completion manually or to upload a new record with corrected information.

4. What if the e-mail address the school uses is different from the e-mail address the student uses when registering?

In the event of a mismatched record (see questions #1, 2, and 3), an error message is sent to the student at the address provided by the school. Given that a mismatch has occurred, the AMP Portal has no way to identify the correct student other than by using the contact information (e-mail address) provided by the school.

For students who successfully register and complete all required education, confirmation of examination eligibility and scheduling information will be sent to the e-mail address provided by the student. In the absence of any reason to the contrary, it is appropriate for AMP to contact the student at the address provided by the student. It is the student's responsibility to update contact information in the Portal.

5. What if the student registers on the Portal but never completes the course?

"Orphaned" records do not pose a problem to the system. Records that never get course completion added simply lie dormant.

6. What if the student completes one course but never completes the education requirements?

Similar to orphaned records described in question #5, if a record never acquires all required course completion information, it will simply lie dormant. The system is designed to purge records of course completion that are older than the Washington license law requirements (more than 2 years old for entry broker students and more than 3 years old for managing broker students).

7. What if the student completes the full education program but decides to delay testing? What if the student decides not to take the exam at all?

Upon completion of all education requirements, the tracking software will send to the student a notification of eligibility to schedule. This notification simply describes the steps to take in order

to schedule the licensing examination. No further action is taken. The student can schedule immediately or anytime until eligibility expires (2 years after the first course completion for entry broker candidates and 3 years after the first course completion for managing broker candidates).

8. What if the student wants to use a course as continuing education only?

The responsibility of real estate education providers is simply to report completion of approved pre-license courses: 60- hour Real Estate Fundamentals, 30-hour Real Estate Practices, 30-hour Advanced Real Estate Law, 30-hour Brokerage Management, and 30-hour Business Management.

9. What if the student does not complete all education requirements at the same school?

The tracking system with the AMP Portal has been designed from the start with goal of accommodating students who complete their required education with multiple schools. When a student first registers with the Portal, the student selects a school from a drop-down list and enters the school-assigned ID number. If the student arranges with another school to take another required course, the student simply logs back into the Portal and adds another school and school-assigned ID to the record. A student's record can have multiple schools and ID numbers, so the system can correctly match course completion information from multiple schools with one student.

10. What if a student ends up with multiple ID numbers from the same school?

We understand that because of how students register online with providers, it is possible that a student can end up with more than one unique ID number from the school. If the student registers both ID numbers in the Portal, no errors will result. Even if the school later merges the "two IDs" into one of the two unique numbers, no mismatches will occur. The unused number will not generate any errors.

The possibility of a mismatch can occur if such a student only enters one of the two ID numbers and course completion information is later provided using the other ID number. In such a case, an error message will be sent to the student, and the student would need to update the Portal with the correct ID number.

11. Under what circumstances would an education provider be required to help resolve problems involving the Portal?

a. If the mismatch occurs because of a school's error, the student would eventually contact the school to rectify the problem.

b. If a student does not know (or cannot remember) her or his school-assigned ID number, the student would need to contact the school to learn the number.