



Pearson  
VUE

# Arizona

## Real Estate

Candidate Handbook

September 2019



## STATE LICENSING INFORMATION

In addition to the instructions on the license application, candidates may view the state's real estate department website (below) for information about obtaining or maintaining a license after the examination has been passed.

### Arizona Department of Real Estate

100 N. 15th Ave.  
Suite 201  
Phoenix, AZ 85007

### Message Center

[www.azre.gov/Contacts/EmailAdre.aspx](http://www.azre.gov/Contacts/EmailAdre.aspx)

### Website

[www.azre.gov](http://www.azre.gov)

## EXAMINATION INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination.

### Pearson VUE

Arizona Real Estate  
5601 Green Valley Dr.  
Bloomington, MN 55437

### Phone

(888) 405-5776

### Website

[www.pearsonvue.com](http://www.pearsonvue.com)

### Email

[pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)

# QUICK REFERENCE

---

## RESERVATIONS

### Before making an exam reservation

Candidates should thoroughly review this handbook, which contains examination content outlines and important information regarding eligibility and the examination and licensing application process.

### Making an exam reservation

Candidates may make a reservation by either visiting [www.pearsonvue.com](http://www.pearsonvue.com) or calling Pearson VUE.

Candidates should make a reservation online at least twenty-four (24) hours before the desired examination date (unless an electronic check is used for payment, as detailed on page 4). **Walk-in examinations are not available.**

---

## SCHEDULES & FEES

### Test centers

A list of test centers appears on the back cover of this handbook. Candidates should contact Pearson VUE to confirm specific locations and schedules. All examinations must take place at a Pearson VUE authorized test center in Arizona.

### Exam fees

The examination fee must be paid at the time of reservation by credit card, debit card, voucher, or electronic check (see page 4). **Cash will not be accepted. Payment will not be accepted at the test center. Examination fees are non-refundable and non-transferable**, except as detailed in *Change/Cancel Policy* (see page 5.)

## EXAM DAY

### What to bring to the exam

Candidates should bring to the examination proper identification and other materials as dictated by the state licensing agency. (See *Exam Day* on page 7.)

### Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins. The time allotted for each examination is detailed on the back cover of this handbook. Each candidate will leave the test center with an official score report in hand.

# TABLE OF CONTENTS

<b>OVERVIEW .....</b>	<b>ii</b>
<b>INTRODUCTION .....</b>	<b>1</b>
Contact Information .....	1
The Licensure Process .....	1
A Message from ADRE .....	1
<b>STATE LICENSING REQUIREMENTS.....</b>	<b>2</b>
Licensed Experience Required for All Broker Applicants.....	2
License Applicant Instructions.....	2
<b>EXAM RESERVATIONS.....</b>	<b>4</b>
Making a Reservation .....	4
Exam Fees.....	4
Electronic Checks.....	4
Vouchers.....	5
Change/Cancel Policy .....	5
Absence/Lateness Policy .....	5
Weather Delays and Cancellations.....	5
Accommodations.....	6
<b>EXAM DAY .....</b>	<b>7</b>
What to Bring .....	7
Exam Procedures.....	7
Score Reporting .....	8
Retaking the Exam.....	9
One-Time Exam Playback Feature .....	9
Score Explanation.....	9
Duplicate Score Reports .....	9
Test Center Policies .....	10
<b>PREPARING FOR THE EXAM .....</b>	<b>11</b>
Exam Content.....	11
Math Calculations .....	11

## CONTENT OUTLINES

Content Outline for the Real Estate Salesperson Exam.....	12
Content Outline for the Real Estate Broker Exam .....	14
State Law Content Outline for the Cemetery Exam .....	16
State Law Content Outline for the Membership Campground Exam.....	17

## APPENDIX

<b>Disclosure Document Checklist (Form LI-400)</b> <a href="http://www.azre.gov/Lic/Forms/Form_LI-400_Disclosure_Document_Checklist.pdf">http://www.azre.gov/Lic/Forms/Form_LI-400_Disclosure_Document_Checklist.pdf</a>	
<b>Broker Candidate Experience Verification Instructions and Checklist (Form LI-226)</b> <a href="http://www.azre.gov/Lic/Forms/Form_LI-226_Broker_Candidate_Experience.pdf">http://www.azre.gov/Lic/Forms/Form_LI-226_Broker_Candidate_Experience.pdf</a>	
<b>Disciplinary Actions Disclosure (Form LI-214/244)</b> <a href="http://www.azre.gov/Lic/Forms/Form_LI-214-LI-244_Disciplinary_Actions_Disclosure.pdf">http://www.azre.gov/Lic/Forms/Form_LI-214-LI-244_Disciplinary_Actions_Disclosure.pdf</a>	
<b>Arizona Fingerprint Clearance Card Process</b> <a href="http://www.azre.gov/Edu/Documents/Fingerprint_Clearance_Card_Process.pdf">http://www.azre.gov/Edu/Documents/Fingerprint_Clearance_Card_Process.pdf</a>	
<b>Obtaining an Arizona Real Estate License Brochure</b> <a href="http://www.azre.gov/Lic/Documents/Original_Licensing_Brochure.pdf">http://www.azre.gov/Lic/Documents/Original_Licensing_Brochure.pdf</a>	
Duplicate Score Request Form.....	back of handbook

## GENERAL INFORMATION..... back cover

Test Centers .....	back cover
Examination Information.....	back cover
Holiday Schedule .....	back cover

*Note: Candidates will receive the application for licensure at the test center upon successful completion of the entire exam.*

# OVERVIEW

---

## **The candidate handbook is a useful tool in preparing for an examination.**

It is highly recommended that the Arizona Real Estate Candidate Handbook be reviewed, with special attention given to the content outlines, before taking the examination. (*Content outlines begin on page 12 of this handbook.*)

## **Individuals who wish to obtain a real estate license must:**

### **1. Complete Prelicensing Education.**

Before taking an examination, real estate salesperson and broker candidates must complete all prelicensing education.

### **2. Obtain an Arizona fingerprint clearance card.**

The process for obtaining an Arizona fingerprint clearance card is available at [http://www.azre.gov/Edu/Documents/Fingerprint\\_Clearance\\_Card\\_Process.pdf](http://www.azre.gov/Edu/Documents/Fingerprint_Clearance_Card_Process.pdf).

### **3. Make a reservation and pay the examination fee.**

Make a reservation (by phone or online) with Pearson VUE for the examination. (*See page 4.*)

### **4. Go to the test center.**

Go to the test center on the day of the examination, bringing along all required materials. (*See page 7.*)

### **5. Apply for a license.**

After passing the examination, candidates must submit the proper application materials and the license fee to the Arizona Department of Real Estate within one year of passing the exam. (*See page 2 for additional details.*)

# INTRODUCTION

---

## CONTACT INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or an examination.

<b>Pearson VUE/Arizona Real Estate</b> 5601 Green Valley Dr., Bloomington, MN 55437		
<b>Phone:</b> (888) 405-5776	<b>Website:</b> <a href="http://www.pearsonvue.com">www.pearsonvue.com</a>	<b>Email:</b> <a href="mailto:pearsonvuecustomerservice@pearson.com">pearsonvuecustomerservice@pearson.com</a>

Live Chat is available to address your support inquiries and is the quickest way to reach a customer service agent. It's available from 8:00 AM through 5:00 PM Central Time, Monday through Friday, subject to change during locally designated holidays.

Please visit [www.pearsonvue.com/az/reaestate/contact](http://www.pearsonvue.com/az/reaestate/contact) for further information.

Candidates may contact the Arizona Department of Real Estate with questions about obtaining or maintaining a license.

<b>Arizona Department of Real Estate</b> 100 N. 15th Ave., Suite 201, Phoenix, AZ 85007	
<b>Message Center:</b> <a href="http://www.azre.gov/Contacts/EmailAdre.aspx">www.azre.gov/Contacts/EmailAdre.aspx</a>	<b>Website:</b> <a href="http://www.azre.gov">www.azre.gov</a>

## THE LICENSURE PROCESS

Licensure is the process by which an agency of state government or other jurisdiction grants permission to individuals to engage in the practice of, and prohibits all others from legally practicing, a particular profession, vocation, or occupation. By ensuring a level of competence, the licensure process protects the general public.

## A MESSAGE FROM ADRE

The Arizona Department of Real Estate (ADRE), a government agency, is authorized with the enforcement of Real Estate Laws and Rules governing the real estate profession in Arizona. ADRE fulfills its mission “to protect the public interest through licensure and regulation of the real estate profession in this state.”

The ADRE has contracted with Pearson VUE to develop and administer licensing examinations for salespersons and brokers in real estate, cemetery, and membership camping sales.

# STATE LICENSING REQUIREMENTS

---

Pursuant to A.R.S. §32-2124, all applicants applying for an original license shall show evidence satisfactory to the Commissioner:

- Of the honesty, truthfulness, good character and competency of the applicant.
- That the applicant has not had a license denied within one year, or revoked within two years, immediately preceding the application date.
- That the applicant is at least 18 years of age when applying for a license.
- That a real estate license applicant has completed prelicensure education course(s) prescribed and approved by the Commissioner of at least 90 hours and has passed the school's final examination, no more than ten years prior to license application.
- That the applicant for a broker's license has demonstrated at least three years of actual full-time experience as a licensed broker or licensed salesperson during the five-year period immediately preceding the date of license application.

An applicant must have passed the Arizona examination within one year preceding the application for licensure (A.R.S. §32-2125.01).

All applicants must provide proof of legal presence in the United States prior to holding a state-issued professional license (A.R.S. § 41-1080).

All applicants must provide a valid Arizona Fingerprint Clearance Card at the time of license application. See Informational Alert, which is available at [http://www.azre.gov/Edu/Documents/Fingerprint\\_Clearance\\_Card\\_Process.pdf](http://www.azre.gov/Edu/Documents/Fingerprint_Clearance_Card_Process.pdf) (A.R.S. §§ 32-2101.29 and 32-2108.01).

Depending on the answers the applicant provides on the *Disciplinary Actions Disclosure* (LI-214/244), which is available at [http://www.azre.gov/Lic/Forms/Form\\_LI-214-LI-244\\_Disciplinary\\_Actions\\_Disclosure.pdf](http://www.azre.gov/Lic/Forms/Form_LI-214-LI-244_Disciplinary_Actions_Disclosure.pdf), the applicant may also be required to submit a signed statement providing details, certified copies of documents relating to any disclosure(s), and additional information and documents. Review the instructions on the *Disclosure Document Checklist* (LI-400), available at [http://www.azre.gov/Lic/Forms/Form\\_LI-400\\_Disclosure\\_Document\\_Checklist.pdf](http://www.azre.gov/Lic/Forms/Form_LI-400_Disclosure_Document_Checklist.pdf), to determine what documentation will be required.

**Note: Issuance of a license depends on review and approval of all license application material. Passing an exam does not guarantee that you will be issued a license.**

## LICENSED EXPERIENCE REQUIRED FOR ALL BROKER APPLICANTS

Broker license applicants must have at least three years of active full-time licensed experience as a salesperson or broker within the immediately preceding five-year period to apply for the broker's examination and a broker's license.

In order for applicants to substantiate meeting the above experience requirement for a broker's license, the designated or employing broker must complete and sign a Broker Candidate Experience Verification Form (LI-226). Licensed experience based on multiple brokers during the qualifying period(s) will require a completed form from each broker. If the applicant's experience was acquired in a state other than Arizona, the applicant must also obtain a certified license history from each state in which the applicant held a salesperson's or broker's license during the immediately preceding five years.

The applicant must present the above form(s) along with any certified license history to Pearson VUE at the time of examination, and then submit the same documentation to the Department at the time of application for licensure. The form is available at [http://www.azre.gov/Lic/Forms/Form\\_LI-226\\_Broker\\_Candidate\\_Experience.pdf](http://www.azre.gov/Lic/Forms/Form_LI-226_Broker_Candidate_Experience.pdf).

## LICENSE APPLICANT INSTRUCTIONS

As real estate salesperson, broker, cemetery and membership campground salesperson and broker candidates pass the examination, the candidate will be issued a passing score report, that includes the application for licensure, at the test site.

Please submit the Examination Score Report sheet when applying for licensure in addition to the application for licensure. Follow the instructions on the application for licensure to apply for a license online. Online application is the quickest filing option available. Additional instructions for specific license applicants are noted on page 3 or in the Activating License Brochure, which is available at [http://www.azre.gov/Lic/Documents/Original\\_Licensing\\_Brochure.pdf](http://www.azre.gov/Lic/Documents/Original_Licensing_Brochure.pdf). In addition to the licensing application, the candidate must provide the department with a fingerprint clearance card, proof of legal presence, and the application fee.

**Note: The application fee is requested and payment is attained online once the application is deemed complete. After the payment is confirmed, the license application is automatically approved on an inactive status. The licensee can easily follow the directions on their personal online home page to initiate the activation of the license pending the broker's acceptance.**

**Salesperson's License Applicant**

Salesperson license applicants must apply for a license within one year of passing the examination. Prior to licensure, real estate license candidates will be required to complete a six-hour Arizona Contract Writing Course in Arizona.

**Broker's License Applicant**

Broker license applicants must apply for a license within one year of passing the examination. Prior to licensure, real estate license candidates will be required to complete the nine-hour Arizona Broker Management Clinic.

**Applicants previously licensed and/or prelicensure qualified in Arizona**

If the candidate's prelicense education is less than ten years old since completion, the candidate may be eligible to be recertified by the school they attended. Before scheduling to take the examination, the candidate should determine if there is adequate time to apply for licensure for the prelicense education to be less than ten years old since completion at the time of application for licensure.

# EXAM RESERVATIONS

## MAKING A RESERVATION

**Walk-in examinations are not available.** Online reservations are the most efficient way for candidates to schedule their examination. Candidates **must** go to [www.pearsonvue.com/az/realestate](http://www.pearsonvue.com/az/realestate) to make an online reservation for an examination. First-time users are required to create an account. The candidate will need to fill in all required fields, which are preceded by an asterisk (\*), on the online form in order to create an ID and be assigned a password. Step-by-step instructions will lead the candidate through the rest of the examination reservation process.

Candidates **must** make an online reservation at least twenty-four (24) hours before the desired examination date. Candidates who wish to make a phone reservation at (888) 405-5776 must do so at least twenty-four (24) hours before the desired examination date (unless an electronic check is used for payment, as detailed on page 5).

### Before making a reservation, candidates should have the following:

- Legal name, address, email address, Social Security number, daytime telephone number, and date of birth
- The name of the examination(s)
- The preferred examination date and test center location (a list appears on the back cover of this handbook)
- Credit card, debit card, voucher, or electronic check information for payment
- Prelicensure school name, approval number, and completion certificate
- For broker exam candidates only *reference*
  - Completed *Broker Candidate Experience Verification Form(s)* (LI-226) for licensed experience qualification requirements
  - Certified license history from other state(s), if applicable

Candidates are responsible for knowing which examination they must take. A Pearson VUE representative will help candidates select a convenient examination date and location and will answer questions. The reservation will be made based on the next available examination date.

## EXAM FEES

Payment must be made at the time of reservation by credit card, debit card, voucher, or electronic check. **Payment for the examination will not be accepted at the test center.**

EXAMINATION	FEES*
Real Estate Salesperson	\$ 75
Real Estate Broker	\$125
Cemetery Salesperson	\$ 75
Cemetery Broker	\$125
Membership Camping Salesperson	\$ 75
Membership Camping Broker	\$125

\* The cost for each retake is the same as the initial examination.

### Electronic Checks

Candidates who choose to pay the examination fee by electronic check must have a personal checking account and must be prepared to provide to Pearson VUE at the time of reservation the following information:

- Bank name
- Account number
- Routing number

- Social Security number, state-ID number, or driver's license number
- Name and address on the account

Using this information, Pearson VUE can request payment from the candidate's bank account just as if the candidate had submitted an actual paper check.

Candidates paying by electronic check must register at least five (5) days before the examination date in order for their check to be processed.

### **Vouchers**

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased online at [www.pearsonvue.com/vouchers/pricelist](http://www.pearsonvue.com/vouchers/pricelist) by credit card either singly or in volume. To redeem a voucher as payment when scheduling a test, simply indicate voucher as the payment method and provide the voucher number. All vouchers are pre-paid. Vouchers are non-refundable and non-returnable.

Vouchers expire twelve (12) months from the date they are issued. Voucher expiration dates cannot be extended. The exam must be taken by the expiration date printed on the voucher.

### **CHANGE/CANCEL POLICY**

Candidates should call Pearson VUE at (888) 405-5776 at least forty-eight (48) hours before the examination to change or cancel a reservation. Candidates who change or cancel a reservation with proper notice may either transfer their fees to a new reservation or request a refund. **Candidates who change or cancel their reservations without proper notice will forfeit the entire examination fee.** Refunds for credit/debit cards are immediate, while refunds for electronic checks and vouchers will be processed in two to three (2-3) weeks.

Candidates are individually liable for the full amount of the examination fee once a reservation has been made, whether paid individually or by a third party.

### **ABSENCE/LATENESS POLICY**

Candidates who are late to or absent from an examination may be excused for the following reasons:

- Illness of the candidate or a member of the candidate's immediate family
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

**Candidates who are late to an examination will not be admitted and will forfeit the entire examination fee. Candidates who are absent from an examination and have not changed or canceled the reservation according to the Change/Cancel Policy will forfeit the entire examination fee.** Written verification and supporting documentation for excused absences must be submitted to Pearson VUE within fourteen (14) calendar days of the original examination date. Written verification and supporting documentation can be sent by fax to (888) 204-6291 or mailed to the following address:

**Pearson VUE/Arizona Real Estate**  
**Attn: Regulatory Program Coordinator**  
 5601 Green Valley Dr.  
 Bloomington, MN 55437  
**Phone:** (888) 405-5776  
**Email:** [pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)  
**Website:** [www.pearsonvue.com](http://www.pearsonvue.com)

### **WEATHER DELAYS AND CANCELLATIONS**

If severe weather or a natural disaster makes the test center inaccessible or unsafe, the examination may be delayed or canceled. Pearson VUE will notify and reschedule candidates in the case of severe weather at no charge.

## ACCOMMODATIONS

Pearson VUE complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility or vision impairments and cannot read or write on their own

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

The steps to follow when requesting test accommodations vary, depending on your test program sponsor. To begin, go to <http://pearsonvue.com/accommodations>, and then select your test program sponsor from the alphabetized list. Candidates who have additional questions concerning test accommodations may contact the ADA Coordinator at [accommodationspearsonvue@pearson.com](mailto:accommodationspearsonvue@pearson.com).

# EXAM DAY

---

## WHAT TO BRING

### Required Materials

- Identification that is deemed acceptable, as detailed under *Acceptable Forms of Candidate Identification*.
- Real estate salesperson and broker exam candidates only: prelicensure education certificate.
- Broker exam candidates only: a completed *Broker Candidate Experience Verification Form* (LI-226) and certified license history, if applicable. (Pearson VUE is not responsible for validating the accuracy or acceptability by ADRE of the Broker Candidate Experience Verification Form. ADRE will not issue an Arizona Broker License if qualifications are not met or forms are deficient. Confirmation of ADRE approval of the Broker Candidate Experience Verification MAY be obtained prior to exam scheduling, but is not required at time of exam). The candidate MUST bring all applicable Broker Candidate Experience Verifications (Form LI-226) that have been completed and signed.

### REQUIRED ITEMS

Candidates who do not present the required items will be denied admission to the examination, will be considered absent, and will forfeit the examination fee.

### Suggested Materials

- A calculator, which must be battery-operated, silent, hand-held, nonprinting, and without an alphabetic (A-Z) key pad. Acceptable models include HPIII Qualifier, PHP-10BII, HP 10, HP10B, HP12C, HP17, Real Estate Qualifier Plus IIIX, and Real Estate Mortgage Qualifier Plus.

### Acceptable Forms of Candidate Identification

Candidates must present two (2) forms of current signature identification. The name on the identification must exactly match the name on the registration. The primary identification must be government issued and photo-bearing with a signature, and the secondary identification must contain a valid signature. Identification must be in English.

#### Primary ID (photograph and signature, not expired)

- Government-issued Driver's License
- U.S. Department of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country ID card
- Passport
- Passport Card
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)

#### Secondary ID (signature, not expired)

- U.S. Social Security card
- Debit (ATM) or Credit card
- Any form of ID on the Primary ID list

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification from the Primary ID or Secondary ID list that contains a visible signature.

Pearson VUE does not recognize grace periods. For example, if a candidate's driver's license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID is considered to be expired.

## EXAM PROCEDURES

Candidates should report to the test center thirty (30) minutes before the examination and check in with the test center administrator. The candidate's identification and other documentation will be reviewed and he/she will be photographed for the score report.

Candidates are required to review and sign a **Candidate Rules Agreement** form. If the **Candidate Rules Agreement** is not followed and/or cheating or tampering with the examination is suspected, the incident will be reported as such and the appropriate action will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action.

Candidates will have an opportunity to take a tutorial on the computer on which the examination will be administered. The time spent on this tutorial will not reduce the examination time. The examination administrators will answer questions, but candidates should be aware that the administrators are not familiar with the content of the examinations or with the state’s licensing requirements. Examination administrators have been instructed not to advise candidates on requirements for licensure.

Candidates may begin the examination once they are familiar with the computer. The examination begins the moment a candidate looks at the first examination question. The examination will end automatically after the examination time has expired, and candidates will leave the test center with their official score report in hand.

EXAMINATION	NUMBER OF QUESTIONS	NUMBER OF PRETEST QUESTIONS**	TOTAL NUMBER OF QUESTIONS	TIME ALLOTTED
Real Estate Salesperson	180	15	195	300 minutes
Real Estate Broker	180	15	195	315 minutes
Cemetery Salesperson*	30	–	30	75 minutes
Cemetery Broker*	40	–	40	90 minutes
Membership Camping Salesperson*	30	–	30	75 minutes
Membership Camping Broker*	40	–	40	90 minutes

\*No prelicense education is required for these exams.

\*\* These questions are not scored.

## SCORE REPORTING

When candidates complete the examination, they will receive a score report indicating whether they have passed the examination. The score report will include diagnostic information relating to the examination. Candidates who pass the examination will receive a license application. Candidates who do not pass the examination will receive information about reexamination.

### RETAKING AN EXAMINATION

Candidates should contact Pearson VUE to make a reservation to retake the examination, and should have their score report from the examination they did not pass available when they call.

## RETAKE THE EXAM

The Salesperson and Broker exam is a single exam, specific to the practice of real estate in Arizona, that must be successfully completed within one (1) year prior to the date of the license application.

**Candidates who do not pass an examination must wait twenty-four (24) hours after taking that exam before making a reservation to retake it.** Reservations cannot be made at the test center. Payment must be made at the time of reservation by credit card, debit card, voucher, or electronic check. **The cost for each retake is the same as the initial examination.** Payment for retaking the examination will not be accepted at the test center.

## ONE-TIME EXAM PLAYBACK FEATURE

Salesperson and Broker candidates who fail the exam for a 2nd time will be allowed to schedule an exam review appointment. The exam review will allow the candidate to view all questions that were answered incorrectly. This one-time exam review opportunity must be scheduled within 14 days of failing the exam for a 2nd time and the review must take place before scheduling and/or completing a 3rd exam. The time allotted for the exam review is 30 minutes.

## SCORE EXPLANATION

### Percent Score

There are multiple versions of each of the licensing examinations. These versions are known as forms. All forms of an examination are developed based on the content outlines. To ensure that no candidate is put at an unfair advantage or disadvantage due to the particular form of an examination that he or she is given, a statistical procedure known as equating is used to attain comparable form difficulty.

The passing score of an examination was set by the Arizona Department of Real Estate (in conjunction with Pearson VUE) after a comprehensive study was completed for each examination. The examination score is reported as a percent score on a scale of 0%-100%. It is the percentage of questions answered correctly on the examination. You need to answer 75% of questions correctly in order to pass the examination.

The diagnostic information provides the percentage of questions in each content area that you answered correctly. It is determined by taking the number of questions answered correctly in a content area divided by the total number of questions in that content area. **As each content area does not contain the same number of questions, it is not appropriate to mathematically manipulate (for example, sum or average) the content area percentages in an effort to calculate your overall score.** The content area information provided is meant only as a general guide for study purposes.

Please note that even if your percentages are high in certain content areas you should review all content areas before retaking the exam.

## DUPLICATE SCORE REPORTS

Candidates may request a duplicate score report by completing and submitting the appropriate form found in the back of this handbook.

### PRETEST QUESTIONS

Many of the examinations will contain "pretest" questions. Pretest questions are questions on which statistical information is being collected for use in constructing future examinations. Responses to pretest questions do not affect a candidate's score. Pretest questions are mixed in with the scored questions and are not identified.

**The number of pretest questions are listed in the content outline heading of each examination for which they are available. If a number is not present then there are no pretest questions for that particular examination.**

## TEST CENTER POLICIES

The following policies are observed at each test center. **Candidates who violate any of these policies will not be permitted to finish the examination and will be dismissed from the test center, forfeiting the entire examination fee.**

- **No personal items are allowed in the testing room.** Personal items include but are not limited to the following: cellular phones, hand-held computers or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats, bags, coats, books, and/or notes, pens, or pencils.
- **Calculators are permitted only if they are silent, hand-held, nonprinting, and without an alphabetic (A-Z) key pad.** Some of the acceptable calculator models are listed on page 7 under *Suggested Materials*. Calculator malfunctions are not grounds for challenging examination results or requesting additional examination time.

- Candidates must store all personal items in a secure area as indicated by the administrator, or return items to their vehicle. All electronic devices must be turned off before storing them in a locker. **The test center is not responsible for lost, stolen, or misplaced personal items.**
- Studying **is not** allowed in the test center. Visitors, children, family, or friends **are not** allowed in the test center.
- Dictionaries, books, papers (including scratch paper), and reference materials are not permitted in the examination room (unless permitted by the exam sponsor), and candidates are strongly urged not to bring such materials to the test center. Upon entering and being seated in the testing room, the test administrator will provide the candidate with materials to make notes or calculations and any other items specified by the exam sponsor. **The candidate may not write on these items before the exam begins or remove these items from the testing room.**
- Eating, drinking, chewing gum, smoking, and/or making noise that creates a disturbance for other candidates is prohibited during the exam.
- Break policies are established by the exam sponsor. Most sponsors allow unscheduled breaks. To request an unscheduled break, candidates **must** raise their hand to get the administrator's attention. **The exam clock will not stop while the candidate is taking a break.**
- Candidates must leave the testing room for all breaks. However, candidates **are not permitted to leave the floor or building for any reason during this time, unless specified by the administrator and the exam sponsor.** If a candidate is discovered to have left the floor or building, he/she will not be permitted to proceed with the examination and may forfeit the entire examination fee.
- While taking a break, candidates are permitted to access personal items that are being stored during the exam only if necessary—for example, personal medication that must be taken at a specific time. **However, a candidate must receive permission from the administrator prior to accessing personal items that have been stored.** Candidates are **not** allowed access to other items, including but not limited to cellular phones, exam notes, and study guides, unless the exam sponsor specifically permits this.
- Any candidate discovered causing a disturbance of any kind or engaging in any kind of misconduct—giving or receiving help; using notes, books, or other aids; taking part in an act of impersonation; or removing examination materials or notes from the examination room—will be summarily dismissed from the examination and will be reported to the state licensing agency. Decisions regarding disciplinary measures are the responsibility of the state licensing agency.

# PREPARING FOR THE EXAM

---

## EXAM CONTENT

The content of the examination is based on information obtained from a job analysis performed by Pearson VUE. Responses from Arizona real estate professionals were analyzed to determine the nature and scope of tasks they perform and the knowledge and skills needed to perform them. In addition, the examination has been developed to reflect the laws, regulations, and practice of real estate in Arizona, and has been reviewed and approved by real estate professionals in Arizona. All examination questions are written to reflect the knowledge and skills necessary to practice real estate in Arizona.

## MATH CALCULATIONS

**The information below is NOT available at the test center and should be memorized.**

Candidates may use the following information in making mathematical calculations on the real estate examinations unless otherwise stated in the text of the question:

- 43,560 square feet/acre
- 5,280 feet/mile
- Round off calculations (where applicable)

**The information below, if needed, will be contained within the test itself:**

*If a question requires the calculation of prorated amounts, the question will specify: a) whether the calculation should be made on the basis of 360 or 365 days a year; and b) whether the day of closing belongs to the buyer or seller.*



## Content Outlines

# Content Outline For Real Estate Salesperson

Effective February 15, 2019

(Designed for a single 180 question examination)

This Arizona Real Estate Salesperson Examination Content Outline is a single examination consisting of one hundred eighty (180) questions, plus (15) pretest questions with all questions specific to the practice of Real Estate in Arizona. The pretest questions are not identified and will not affect a candidate's score in any way.

## 180 Questions, 75% Passing

### I. REAL ESTATE STATUTES – 18 QUESTIONS

- A. Article XXVI ~ Arizona Constitution
- B. ARS Title 32, Chapter 20

1. Arizona Department of Real Estate
2. Licensing
3. Regulation
4. Subdivisions
5. Recovery Fund
6. Un-Subdivided Land
7. Timeshare

### II. COMMISSIONER'S RULES – 14 QUESTIONS

- A. General Requirements
- B. Continuing Education Requirements
- C. Advertising
- D. Compensation
- E. Documents
- F. Professional Conduct

### III. AGENCY RELATIONSHIPS & MANAGERIAL DUTIES – 13 QUESTIONS

- A. Law of Agency & Agency Relationships
- B. Fiduciary Duties
- C. Due Diligence
- D. Employment/Representation Agreements

### IV. CONTRACTS AND CONTRACT LAW – 10 QUESTIONS

- A. Contract Essentials
- B. Statute of Frauds
- C. Purchase Contracts
- D. Options & First Right of Refusal
- E. Contractual Concepts

### V. PROPERTY INTERESTS, ESTATES & TENANCIES – 11 QUESTIONS

- A. Real Property
- B. Personal Property
- C. Real Estate Interests and Ownership
- D. Easements
- E. Tenancies
- F. Cooperatives, Condominiums and PUD's

### VI. GOVERNMENT RIGHTS IN REAL PROPERTY – 5 QUESTIONS

- A. Police Power, Eminent Domain, Escheat
- B. Arizona Property Taxes

### VII. INCOME TAX ASPECTS OF REAL ESTATE – 2 QUESTIONS

### VIII. ARIZONA WATER LAW – 6 QUESTIONS

- A. Arizona Water Doctrine
- B. Arizona Groundwater Management Act 1980
- C. Active Management Areas & Irrigation Non-Expansion Areas
- D. Grandfathered Rights
- E. Transfer of Well Rights

### IX. ENVIRONMENTAL LAW – 6 QUESTIONS

- A. Statutes and Agencies
- B. Common Issues
- C. Due Diligence
- D. Alternative Waste Water Systems

### X. LAND DESCRIPTIONS – 5 QUESTIONS

- A. Metes and Bounds
- B. Lot & Block
- C. Rectangular Survey System
- D. Arizona Constitution ~ Article X

### XI. LAND DEVELOPMENT – 3 QUESTIONS

- A. Zoning
- B. Planned Communities
- C. New Home Sales

- XII. ENCUMBRANCES – 4 QUESTIONS**
  - A. Monetary vs. Non-Monetary
  - B. Mechanic's Lien
  - C. Arizona Homestead Exemption
  
- XIII. ACQUISITIONS/  
TRANSFER OF TITLE – 7 QUESTIONS**
  - A. Methods of Transfer
  - B. Types of Deeds
  - C. Affidavit of Value
  - D. Adverse Possession
  - E. Title Insurance
  - F. Recordation
  
- XIV. ESCROW AND SETTLEMENT – 4 QUESTIONS**
  - A. Closing Statements
  - B. Commission Disbursement
  - C. F.I.R.P.T.A.
  
- XV. FAIR HOUSING & ADA – 4 QUESTIONS**
  
- XVI. LEASES & LEASEHOLD ESTATES – 8 QUESTIONS**
  - A. Leasehold Estates
  - B. Types of Leases
  - C. Leasing Terminology and Concepts
  - D. Commercial Leasing
  
- XVII. ARIZONA RESIDENTIAL  
LANDLORD TENANT ACT – 6 QUESTIONS**
  
- XVIII. PROPERTY MANAGEMENT – 7 QUESTIONS**
  - A. Management Agreements
  - B. Trust Accounts
  - C. Manager's Duties and Responsibilities

- XIX. PROPERTY INSURANCE  
& WARRANTIES – 2 QUESTIONS**
  
- XX. APPRAISAL – 4 QUESTIONS**
  
- XXI. PRIMARY & SECONDARY MARKETS/  
FINANCING CONCEPTS – 5 QUESTIONS**
  
- XXII. RESIDENTIAL &  
COMMERCIAL FINANCING – 5 QUESTIONS**
  
- XXIII. FINANCING DOCUMENTS – 4 QUESTIONS**
  - A. Lien vs. Title Theory
  - B. Deed of Trust/Mortgage/Agreement for Sale
  
- XXIV. DEED OF TRUST FORECLOSURE – 6 QUESTIONS**
  - A. Non-Judicial Foreclosure
  - B. Judicial Foreclosure
  - C. Other Foreclosure Concepts
  - D. Distressed Property Transactions
  
- XXV. DISCLOSURE &  
CONSUMER PROTECTION – 7 QUESTIONS**
  
- XXVI. MATH CALCULATIONS – 12 QUESTIONS**
  
- XXVII. COOPERATIVE NATURE OF  
REAL ESTATE – 2 QUESTIONS**

# Arizona Real Estate Broker's Examination Content Outline

Effective September 23, 2019

(Designed for a single 180 question examination)

This Arizona Real Estate Broker Examination Content Outline is content specific to the practice of real estate in Arizona. It is a single examination consisting of one hundred eighty (180) questions, plus fifteen (15) pretest questions. The pretest questions are not identified and will not affect a candidate's score in any way.

## 180 Questions, 75% Passing

### I. REAL ESTATE STATUTES – 28 QUESTIONS

#### A. Article XXVI ~ Arizona Constitution

#### B. ARS Title 32, Chapter 20

1. Arizona Department of Real Estate
2. Licensing
3. Regulation
4. Property Management
5. Subdivisions
  - a. Affidavit of Disclosure
6. Recovery Fund
7. Timeshare

### II. COMMISSIONER'S RULES – 18 QUESTIONS

- A. General Requirements
- B. Continuing Education Requirements
- C. Advertising
- D. Compensation
- E. Documents
- F. Professional Conduct

### III. AGENCY RELATIONSHIPS & MANAGERIAL DUTIES – 14 QUESTIONS

- A. Law of Agency & Agency Relationships
- B. Fiduciary Duties
- C. Listing & Buyer - Broker Agreements
- D. Brokerage Business

### IV. CONTRACTS AND CONTRACT LAW – 10 QUESTIONS

- A. Contract Essentials
- B. Statute of Frauds
- C. Purchase Contracts
- D. Options & First Right of Refusal
- E. Contractual Concepts

### V. PROPERTY INTERESTS, ESTATES & TENANCIES – 10 QUESTIONS

- A. Real Property
- B. Personal Property
- C. Real Estate Interests and Ownership
- D. Easements
- E. Tenancies
- F. Cooperatives, Condominiums and PUD's

### VI. GOVERNMENT RIGHTS IN REAL PROPERTY – 4 QUESTIONS

- A. Eminent Domain
- B. Police Power & Escheat
- C. Arizona Property Taxes

### VII. INCOME TAX ASPECTS OF REAL ESTATE – 3 QUESTIONS

### VIII. ARIZONA WATER LAW – 5 QUESTIONS

- A. Arizona Water Doctrine
- B. Arizona Groundwater Management Act 1980
- C. Active Management Areas & Irrigation Non-Expansion Areas
- D. Grandfathered Rights
- E. Transfer of Well Rights

### IX. ENVIRONMENTAL LAW – 6 QUESTIONS

- A. Statutes and Agencies
- B. Common Issues
- C. Due Diligence
- D. Alternative Waste Water Systems

### X. LAND DESCRIPTIONS – 4 QUESTIONS

- A. Metes and Bounds &/or Lot & Block
- B. Rectangular Survey System
- C. Arizona Constitution ~ Article X

### XI. LAND DEVELOPMENT – 4 QUESTIONS

- A. Zoning
- B. Planned Communities
- C. New Home Sales

- XII. ENCUMBRANCES – 3 QUESTIONS**
  - A. Monetary vs. Non-Monetary
  - B. Mechanic's Lien
  - C. Arizona Homestead Exemption
  
- XIII. ACQUISITIONS/TRANSFER OF TITLE – 5 QUESTIONS**
  - A. Methods of Transfer
  - B. Types of Deeds
  - C. Affidavit of Value
  - D. Adverse Possession
  - E. Title Insurance
  - F. Recordation
  
- XIV. ESCROW AND SETTLEMENT – 4 QUESTIONS**
  - A. Closing Statements
  - B. Commission Disbursement
  - C. F.I.R.P.T.A.
  
- XV. FAIR HOUSING, ADA & RESPA – 3 QUESTIONS**
  
- XVI. LEASES & LEASEHOLD ESTATES – 5 QUESTIONS**
  - A. Leasehold Estates
  - B. Types of Leases
  - C. Leasing Terminology and Concepts

- XVII. COMMERCIAL LEASING & BUILDING TERMINOLOGY – 3 QUESTIONS**
  
- XVIII. ARIZONA RESIDENTIAL LANDLORD TENANT ACT – 3 QUESTIONS**
  
- XIX. PROPERTY INSURANCE & WARRANTIES – 2 QUESTIONS**
  
- XX. APPRAISAL – 3 QUESTIONS**
  
- XXI. PRIMARY & SECONDARY MARKETS / FINANCING CONCEPTS – 3 QUESTIONS**
  
- XXII. RESIDENTIAL & COMMERCIAL FINANCING – 4 QUESTIONS**
  
- XXIII. FINANCING DOCUMENTS – 3 QUESTIONS**
  - A. Deed of Trust
  - B. Mortgage and/or Agreement for Sale
  
- XXIV. DEED OF TRUST FORECLOSURE – 5 QUESTIONS**
  - A. Non-Judicial Foreclosure
  - B. Judicial Foreclosure
  - C. Other Foreclosure Concepts
  - D. Distressed Property Transactions
  
- XXV. DISCLOSURE & CONSUMER PROTECTION – 8 QUESTIONS**
  
- XXVI. MATH CALCULATIONS – 11 QUESTIONS**
  
- XXVII. COOPERATIVE NATURE OF REAL ESTATE – 2 QUESTIONS**
  
- XXVIII. BUSINESS ACCOUNTING – 2 QUESTIONS**
  
- XXIX. ADRE AUDITS – 5 QUESTIONS**

# Arizona State Law Examination Content Outline for Cemetery Salesperson and Broker

The salesperson examination consists of thirty (30) questions. The broker examination consists of forty (40) questions.

## **I. CEMETERY ASSOCIATIONS**

- A. Associations**
- B. Corporations**
- C. Duties of cemetery directors and officers**

## **II. CEMETERY OWNERSHIP**

- A. Plot ownership**
- B. Deeds**
- C. Certificates of ownership**
- D. Contracts of sale**
- E. Liens**
- F. Leases**

## **III. CEMETERY MANAGEMENT**

- A. Establishing**
- B. Dedicating**
- C. Maintaining**
- D. Managing**
- E. Operating**
- F. Improving**
- G. Preserving**
- H. Conducting**

## **IV. LICENSING AND REGULATION**

- A. Organization and regulation of cemeteries**
- B. Licensing and regulation of cemetery brokers and salespersons**

## **V. PRINCIPLES OF PRACTICE**

- A. Agent/principal obligations**
- B. Principles of cemetery practice**
- C. Business ethics in the sales and operation of cemeteries**

### **Bibliography**

1. *Arizona Real Estate Law Book* 2016 Edition, Arizona Real Estate Division, 100 N. 15th Ave., Suite 201, Phoenix, AZ 85007, [www.azre.gov](http://www.azre.gov).
2. *Arizona Revised Statutes, Title 32, Chapter 20, Articles 2 & 10*, <http://www.azleg.gov/>.

# Arizona State Law Examination Content Outline for Membership Campground Salesperson and Broker

The salesperson examination consists of thirty (30) questions. The broker examination consists of forty (40) questions.

## **I. CONTRACTS**

- A. Agency contracts**

## **II. MEMBERSHIP CAMPGROUNDS**

- A. Establishing**
- B. Maintaining**
- C. Managing**
- D. Operating**

## **III. LICENSING AND REGULATION**

- A. Organization and regulation of membership campgrounds**
- B. Licensing and regulation of salespersons and brokers**

## **IV. PRINCIPLES OF PRACTICE**

- A. Agent/principal obligations**
- B. Principles of membership campground practice**
- C. Business ethics in the sales and operation of membership campgrounds**

The entire question pool for both the national and state-specific portions of the examinations, each form of the examination, and any materials used to administer the examination are copyrighted by and are the property of Pearson VUE. Any distribution of examination content by oral or written communication or by any material or other reproduction is strictly prohibited and punishable by law.

# DUPLICATE SCORE REQUEST FORM

---

Use this form to request that Pearson VUE send a duplicate copy of your score report to you.

**You may request one duplicate score report free of charge.**

Please print or type all information on this form and either email or mail your request to Pearson VUE. It is strongly suggested that you email your request to **pearsonvuecustomerservice@pearson.com**; however if you are unable to email, please mail your request to:

Pearson VUE  
**ARIZONA REAL ESTATE**  
DUPLICATE SCORE Request  
5601 Green Valley Drive  
Bloomington, MN 55437

I hereby authorize Pearson VUE to send me at the email address below a duplicate of my score report from the real estate examination.

Signature	Date
Name	
Email Address	

If you do not have a valid email address please include your physical mailing address below.

Address		
City	State	ZIP

If the above information was different at the time you tested, please indicate original information below.

Name		
Address		
City	State	ZIP

Exam Taken	
State in which exam was taken	Date Taken
Date of Birth	
Licensing Jurisdiction	

# GENERAL INFORMATION

**CANDIDATES MAY CALL (888) 405-5776 OR GO ONLINE AT [www.pearsonvue.com/az/realestate](http://www.pearsonvue.com/az/realestate) TO MAKE AN EXAM RESERVATION.**

<b>TEST CENTERS</b>	
<b>LOCATION*</b>	<b>SCHEDULE*</b>
Chandler	4 days per week, including Saturday
Flagstaff	2 Saturdays per month and 1 weeknight every other week
Phoenix	4 days per week
Tucson	2-3 days per week, including Saturday
Yuma	2 Saturdays per month and 1 weeknight every other week

*\*Locations and schedules are subject to change.*

<b>EXAMINATION INFORMATION</b>		
<b>EXAMINATION</b>	<b>TIME ALLOTTED</b>	<b>FEE*</b>
Real Estate Salesperson	5 hours	\$ 75
Real Estate Broker	5.25 hours	\$125
Cemetery Salesperson	75 minutes	\$ 75
Cemetery Broker	90 minutes	\$125
Membership Camping Salesperson	75 minutes	\$ 75
Membership Camping Broker	90 minutes	\$125

*\* The cost for each retake is the same as the initial examination.*

## **PEARSON VUE HOLIDAY SCHEDULE**

No exams on the following holidays or holiday weekends:

New Year's Day

Memorial Day

Labor Day

Christmas Day

Martin Luther King, Jr. Day

Independence Day

Thanksgiving