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- Identify key aspirational concepts in the Preamble to the NATIONAL ASSOCIATION OF REALTORS® Code of Ethics.
- Describe "general business" ethics and compare and contrast them with the REALTORS®' Code of Ethics.
- Describe concepts established in Articles 1, 2, 12, and 17 and possible violations of them.
- Describe the professional standards process for enforcing the Code of Ethics, including the duty to arbitrate.
- Identify critical elements of due process as they relate to Code enforcement.
- Identify factors considered by hearing panels in procuring cause disputes.

