



Texas Association of Assessing Officers

Class Policies & Procedures

CLASS LOCATIONS

- **Austin courses:**
TAAO Education Center, 2028 E. Ben White Blvd. Ste #305, Austin, TX 78741
(Building doors open at 8am daily.)
To see a list of hotels located near the Education Center please click [HERE](#); you can also view this list on the TAAO website (under Education / Course Locations). Upon registration you will also receive a link with discounted hotel rates.
- **Dallas CAD courses:** Dallas CAD, 2949 N. Stemmons Freeway, Dallas, TX 75247
To see a list of hotels located near Dallas CAD please click [HERE](#); you can also view this list on the TAAO website (under Education / Course Locations).
- **Denton CAD courses:** Annex Building, 3901 Morse Street, Denton, TX 76208
To see a list of hotels located near Denton CAD please click [HERE](#); you can also view this list on the TAAO website (under Education / Course Locations).
- **Nueces CAD courses:** Nueces CAD, 201 N. Chaparral St., Suite 206, Corpus Christi, TX 78401
The recommended hotel for Nueces CAD is [Best Western Marina](#), which is 2 blocks from their office.
- **Webb CAD courses:** Webb CAD, 3302 Clark Blvd., Laredo, TX 78043
To see a list of hotels located near Webb CAD please click [HERE](#); you can also view this list on the TAAO website (under Education / Course Locations).

CONFIRMATION OF REGISTRATION & PAYMENT

Once registration is processed, a confirmation e-mail is sent to the address on the registration form confirming the class, location, date, time, and other pertinent information. **No on-site registrations are allowed.** Course fees are due prior to class unless alternate arrangements have been approved by the TAAO office.

CANCELLATION POLICY

All course **cancellations** incur a \$100 cancellation fee and **transfers** incur a \$40 transfer fee. Written notice of cancellation or transfer must be received no later than one week before the first day of the course to receive a refund (less the \$100 cancellation fee) or transfer. (State Laws & Rules Update & Ethics Refresher Workshops are excluded.) In the event TAAO cancels a class, we will refund the registration fee in full. Not showing up to a class without communication disqualifies a cancellation refund or transfer.

TIME & ATTENDANCE

Classes start at 8:30 a.m. unless stated otherwise. Sign-in opens at 8:00 a.m. each day. The TAAO Education Center is housed in the Wells Fargo Bank building. Doors open to the building at 8:00am, no earlier. Consult your confirmation email about end of course information.

TDLR does not allow partial credit to be awarded for either certification or continuing education credit; if a student does not attend 90% or more of the course, no credit will be awarded.

Students must sign the roster each morning and afternoon to document attendance. Students who are taking a course for continuing education credit only are not required to attend the course review or take the exam, although they are welcome to do so.

WHAT TO BRING TO CLASS

TAAO will email you the course materials one week before the start of class, which you are to print and bring with you to class. Bring a silent calculator with a 12-digit display and any personal notebooks and writing tools you prefer to use. Meeting room temperatures can vary so it is advisable to bring a light jacket.

- **USPAP Courses (31 & 32)** – Registrant is required to bring the most current USPAP Standards Manual to all USPAP courses. It can be ordered as a bound manual or PDF from the [Appraisal Foundation](#).
- **Appraisal of Real Property (203) & Income Approach to Value (3) Courses** – Registrant is required to bring *Property Assessment Valuation, Third Edition, 2010* to class; it can be ordered from [IAAO](#).
- **Property Tax Law (7)**- Registrant is required to bring the current copy of the Tax Code. If you don't have a copy you can go to the Comptroller's website to download a copy for free. <https://comptroller.texas.gov/taxes/property-tax/legal-resource.php>

EXAMS

STUDENTS ARE NOT ALLOWED TO USE CELL PHONES, INCLUDING THE CALCULATOR, DURING THE EXAM. Time allowed for the exam is 2-3 hours, depending on the course. Per PTAD policy, credit for partially correct answers is not given on any exam.

GRADES AND COURSE CREDIT

Students may obtain their numerical grade from the instructor after the exam is graded at the exam site. TAAO will report pass/fail and continuing education information to TDLR, and TDLR will apply the appropriate credit to your records in their system.

All students that complete the course will receive a certificate via email within one week of course completion.

IMPORTANT!

TAAO cannot report any credit to TDLR without your TDLR number. When signing in on the roster, please confirm your TDLR number is correct, as well as whether the course is being taken for core or continuing education credit. If you do not have a TDLR number when the class is taken, please report your number to TAAO as soon as possible after receiving it.

FAILING A COURSE

A student making a grade below 70 in any course may retake the exam (contingent on space availability) at no additional charge at a TAAO primary or regional site within 12 months of the original course date.

EMERGENCIES

If a student must leave due to an illness or emergency, notify the instructor immediately. The instructor will notify TAAO so arrangements can be made for the student to attend the course at a later date. If the instructor is not notified, all course credit will be forfeited.