



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.)
TAAO has arranged a hotel room block at the Hilton Garden Inn Austin Airport, 7610 John Glenn Way, Austin TX 78741. The discounted room rate is \$123 per room, per night plus tax. Enjoy complimentary wireless internet, airport shuttle and 20% discount for food & beverage (Excluding alcohol). Please be advised that all reservations must be made at least two weeks before the first day of class. Reservations must be made online. After you register for class, you will be provided with a reservation link to the Hilton website to book your room.
- **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).
- **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).
- **Nueces CAD courses:** Education Service Center-Region 2, 209 N Water St, Corpus Christi, TX 78401
The recommended hotel for Nueces CAD is [Best Western Marina](#), which is 2 blocks from their office.

CONFIRMATION OF REGISTRATION & PAYMENT

Once a 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 cancellations must be received in writing at least seven days prior to the start date of the class and will incur a \$75 processing fee (per class cancelled). 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 credit. **Except for USPAP Refresher, partial day classes or workshops are not eligible for refunds.**

TAAO will transfer a registration to another attendee and/or future class without charging a cancellation fee, provided:

- TAAO is notified in writing of the intent to transfer 7 days prior to the start of class, AND
- The transfer is completed within 30 days of the notice. If the transfer information is not provided by that time, TAAO will issue a refund less the cancellation fee.

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)**- You must have a current copy of the Tax Code. If not, go to the Comptroller's website where you can 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.

Students taking a course for continuing education credit will receive a completion certificate at the conclusion of the instructional portion of the course. Students taking a course for certification credit will receive a course completion certificate after the grading of the end-of-course exam.

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 and time. If the instructor is not notified, all course credit will be forfeited.