



Oregon Construction Contractors Board

Mailing Address:
 PO Box 14140 • Salem, OR 97309-5052
 Street Address:
 700 Summer St NE Suite 300
 Telephone: 503-378-4621
 Fax: 503-373-2007

Residential Continuing Education Course Syllabus

Course Name:	Residential Contractor's Guide to Preventing and Resolving Disputes
Course Number:	LRB0003
Credit Approval:	One (1) credit hour in CCB Residential Continuing Education Core: Laws, Regulations and Business Practices
Course Description:	This course provides information and best practices to residential contractors about preventing and resolving disputes with their customers.
Learning Objectives:	<p>In this course you will learn:</p> <ol style="list-style-type: none"> 1. Prevention practices: <ol style="list-style-type: none"> a) Actions you can take before you accept a job; b) What you can do after you decide to take the job. 2. Dispute Resolution techniques: <ol style="list-style-type: none"> a) Direct negotiation b) Mediation and Arbitration. c) Court actions.
Student Requirements:	<p>This is an online, video-based, interactive course. Internet connection is required. High speed internet service is recommended. Current Adobe Acrobat reader is required.</p> <p>Inactivity for longer than 10 minutes will log out your session. You will need to log back in and begin the chapter you left off at.</p> <p>Students must "Finish" the course, which includes applying the credit to the CCB license. Instructions will guide you after viewing the course.</p>
Questions:	cbeducation@state.or.us