



## Frequently Asked Questions (FAQ)

### We Don't Train Loan Officers – We Train Expert Mortgage Advisors

#### ***Substance Questions***

##### ***What courses do you offer?***

OriginationPro Mortgage School currently offers four core/featured courses:

- **The World of Mortgages.** Basics needed for anyone entering the industry – programs, mortgage sources, qualification, forms, laws and more.
- **Advanced Mortgage Knowledge.** Expert material to help loan officers become expert mortgage advisors. Also appropriate for loan assistants. Includes the economics of ownership, self-employment, secondary markets, refinances and more.
- **Business Building Success.** A comprehensive treatment of sales and marketing skills for loan officers and assistants. Leads to the building of a complete business plan.
- **Building and Leading a Mortgage Team.** Recruiting, assessment, on-boarding and mentoring/coaching skills for managers, recruiters and mentors.

*We also offer multiple micro courses covering topics such as Taking a Great Loan Application, Targeting Realtors and Marketing Tools for Success. The complete list can be viewed at [www.originationpro.com](http://www.originationpro.com) under Mortgage Success Training.*

##### ***Why would loan assistants be interested in a sales course?***

Many assistants are involved in sales and marketing and/or are working towards becoming a loan officer. Others are more involved in the processing side. However, we teach mining the pipeline as a major marketing opportunity and without proper training, assistants will not realize the opportunity.

## ***Do you offer a certification?***

We offer two certifications:

- **The Certified Mortgage Advisor.** Achievement requires taking and passing the first three courses, including grading of homework assignments. Experienced loan officers can “test out” of the first course.
- **The Certified Mortgage Mentor.** Achievement requires taking and passing all four courses, including grading of homework assignments.

## ***Why the title “Mortgage Advisor”?***

True value is defined as filling the needs of those you serve. Everyone is advertising the best rates, programs and service. What they need is advice for the most important financial decision they are likely to make in a lifetime. This title means much more than the term “loan officer” or “loan originator,” which provides no substance for a client, let alone value.

## ***Why does your course aim for expertise?***

We are focused upon training experts, because experts make more money. People approach experts for advice. Sales people are calling and convincing people to do business with them. Companies in the industry universally advertise their loan officers as experts, but few give them the training to become experts. Even after the student is finished, we provide the marketing materials of experts within our OriginationPro Marketing System.

## ***What other philosophies does your school espouse?***

Our philosophy is simple:

- Top producers get their business by referral;
- Their referrals come from their sphere;
- If you have a larger sphere and deliver more value to that sphere, you will get more referrals.

The expertise part of our curriculum is to put yourself in position to deliver more value. The sales and marketing course will show you how large your sphere is and how to expand it. And more importantly, the opportunities it presents.

If you are inside a real estate office, bank or builder site, we will show you the scope of the macro-sphere you serve. If you are getting leads from your company, we will show you how to better convert those leads, provide better service and turn them into present and future referrals.

## ***Format Questions***

### ***In what format is The OriginationPro Mortgage School offered?***

The school courses are presented in a self-paced online format using Talent, a Learning Management System (LMS).

### ***How long are the courses?***

Each course has approximately six to eight hours of learning material, plus review quizzes, homework and a final exam. Since the courses are self-paced, you can move through the courses full time (2-3 days per course) or move at a slower pace to accommodate your schedule. The key is flexibility to fit your situation.

### ***Do I have to submit the homework?***

Yes, if you are seeking certification. Otherwise, you will self-check your homework. Even if you are not seeking certification, it is highly recommended that you complete the assignments as they will reinforce the information.

### ***What are the costs of the courses?***

Each core/featured course costs \$299. The Certified Mortgage Advisor series is \$599 (for the first three courses). The Certified Mortgage Mentor series is \$750 (all four courses must be taken).

There are discounts for larger companies that are using the curriculum for multiple employees each year. As a matter of fact, we can white label a university for a large client.

The micro courses are \$69.00 each.

### ***Are there books to accompany each course?***

Each course has its own textbook which is sent in electronic format with each course purchased.

### ***Sounds like a lot of material – Can rookies go back over the course again?***

That is a great question. We have packed the courses with materials that some originators have not learned in 20 years. Thus, it is a lot to absorb the first time. The answer is yes, the course can be accessed as many times as needed. And again, there is the PDF book for each course to serve as a review.

### ***Do you have a guarantee?***

OriginationPro products and services have had a full money back guarantee for over a quarter of a century. For larger companies, if a loan officer leaves before finishing the course, we will provide a course for another hire at no charge at a later date.

### ***Do I have access to facilitators?***

You can email us at [success@hershmangroup.com](mailto:success@hershmangroup.com) for billing and substantive questions. For questions regarding the use of Talent, you can email using the system when you are logged in.

## ***Talent LMS System Questions***

### ***Which browser should I use?***

Although Talent (the online classroom) supports all browsers, please use Google Chrome. We have found that this is the most reliable browser when viewing the videos.

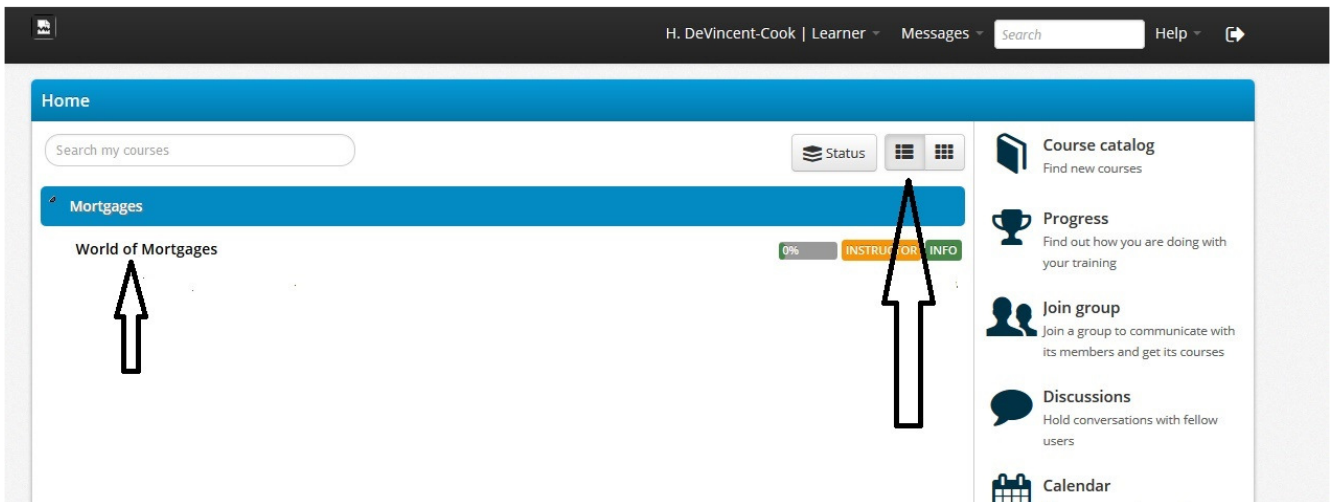
### ***What if I forget my password?***

Contact us at [success@originationpro.com](mailto:success@originationpro.com).

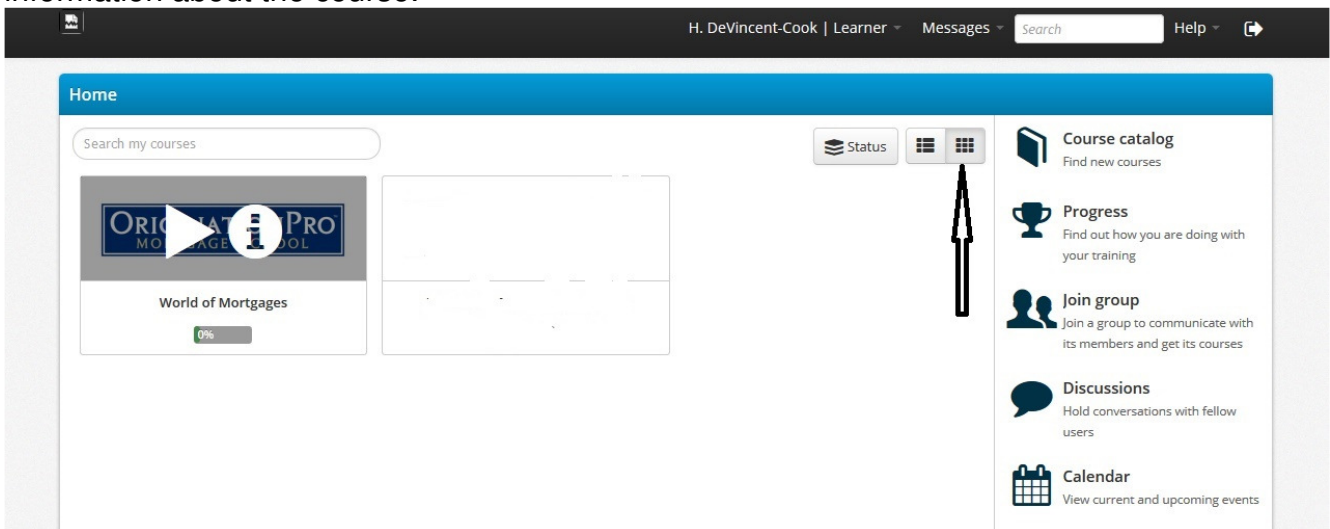
### ***What are the basic functions in Talent?***

There are two different views once you log in and you can toggle back and forth between the two. It does not matter which view you are in. Both contain the same information.

Here is the detailed view. The second arrow shows where you would select to see this view. In the detailed view, if you click on Info, you can see the number of units in the course. Click on the name of the course to enter.



This is the tiled view. If you hover over the course you will see the play button and the “I” for information about the course.



Once you select the course, you will go directly to the course view mode and resume from the last seen unit. On the page header there are handles to go to the next or previous unit as well as options to view your course progress and generic course info. NOTE: you cannot advance to the next section until you have completed the current section you are in.



***Where do I locate the homework?***

Each lecture contains a link to the homework document. There is also a link to the document at the end of the course where you will be submitting the completed homework document if you are seeking certification.

***Where do I submit the homework if I am seeking certification?***

There will be a link in the online classroom which will appear after you complete the last lecture. Please upload the completed pdf as an attachment using the “upload a file” button.

***How long is the final examination?***

There are 50 multiple choice questions and the test is “open book,” which means you can refer to the resource materials. It is not only about learning the information, but also about where to find the answers.

***Is the final examination timed?***

No, but you once you start you cannot save your answers.

***Do I have to achieve a certain score on the final examination?***

Yes, 75%.

***Other Questions?***

Contact us at [success@originationpro.com](mailto:success@originationpro.com) for best response

1-800-581-5678

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