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 the following core/featured courses, which are all included in ***The Origination Suite***:

- **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.
- **Inside The Glass House**. Created for loan officers serving a real estate office or team under a joint venture (JV), desk rental, marketing services agreement (MSA) or sister company.

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.

Why does your course aim for expertise?

We are focused on training experts, because experts make more money. People approach experts for advice. Salespeople 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 Origination Suite.

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 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 (one day 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?

The homework is voluntary, but it is highly recommended that you complete the assignments as they will reinforce the information.

What are the costs of the courses?

The courses are all accessed by subscribing to The Origination Suite, which has a monthly or annual membership. There are no long-term commitments required. 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.

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 I 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 for billing and substantive questions. For questions regarding the use of Talent, you can email using the system when you are logged 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?

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, once you start you cannot save your answers. 75% is considered a passing score.

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.

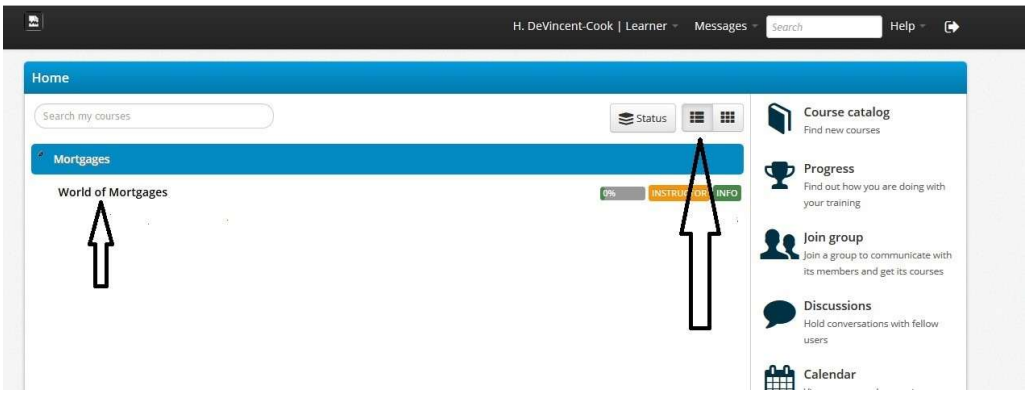
What if I forget my password?

Contact us at success@originationpro.com.

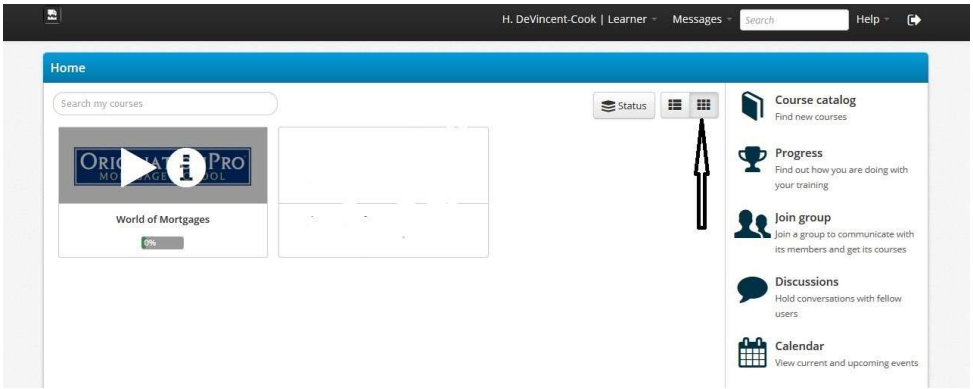
What are the basic functions in Talent?

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.

Other Questions?

Contact us at success@originationpro.com for best response
1-800-581-5678
www.originationpro.com