Real Results in Real-Time Learning

How TopClass Helps NSAR Automate Education to Save 100s of Staff Hours

OVERVIEW

The Nova Scotia Association of REALTORS® (NSAR) is the professional association for all licensed REALTORS® in Nova Scotia, representing members involved in both residential and commercial real estate.

NSAR works to advance the real estate profession through advocacy, education, and member services that promote ethical conduct and industry standards.

PROBLEM

NSAR faced inefficiencies in managing mandatory continuing education and licensing courses. They relied on external learning platforms that lacked integrated payment systems, forcing staff to blanket bill members in advance and manually grant course access. This approach frustrated members.

AT A GLANCE

INDUSTRY
Professional/Trade Association

SOLUTION
TopClass

MEMBER SIZE
2,200+

WEBSITE
nsrealtors.ca

Staff also had to manually download and insert course completion data into their system, creating delays and discrepancies in reporting. The process was time-consuming, error-prone, and created confusion around completion dates. These issues limited operational efficiency, reduced data accuracy, and negatively impacted both staff workload and the overall member experience.
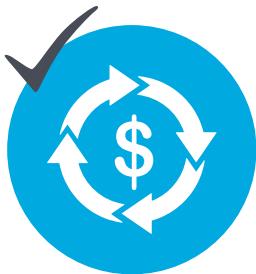
> " *Not only has TopClass allowed us greater efficiency, but it also gave our members live control to see their records in real time.* "
>
> - Director of Operations and Education at NSAR

THE IMPACT

**Improved User
Billing Experience**

**Saved 100s of Hours
in Manual Data Entry**

**Live Visibility into
Course Progress**

SOLUTION

By implementing TopClass, NSAR replaced manual billing and data entry with an on-demand learning system that allows members to pay for and access courses immediately. Completion records now sync in real time, eliminating delays and improving accuracy. The system integrates with NSAR's internal database and automates nightly reporting to their regulator, ensuring that certification data reflects the actual completion date. Staff can efficiently track course progress, support users, and reduce administrative overhead.

Empowered members to pay for and access courses on demand, removing the need for advance blanket billing.

Enhanced member experience by giving users immediate access and control over their learning.

Automated daily reporting to the regulator, ensuring up-to-date certification records.

Simplified troubleshooting by giving staff real-time visibility into user activity and course progress.

> *With TopClass, our work is much more efficient, which then allows us to help the member that much better.*
>
> - Director of Operations and Education at NSAR

TOPCLASS

www.topclasslms.com