

The Regulator September 2011

RENEWAL DEADLINE COMING FAST: September 30, 2011

The nights are getting longer. The days are getting cooler. And the kids are back in school – this can only mean one thing – it's September and all industry professionals must renew with the Real Estate Council of Alberta on or before September 30, 2011.

There is no re-licensing education for industry professionals to complete prior renewal, so there is no reason to delay! Remember, though, if you or any industry professional registered with your brokerage (in the case of real estate and mortgage) has a "YES" answer to one of the suitability questions, the application for the individual in question must be provided to RECA for processing, along with related documentation and a sworn affidavit in the industry professional's own words about the incident that gave rise to the "YES" answer.

And remember – do not trade in real estate, deal in mortgages or act as a real estate appraiser as of October 1, 2011, until you have confirmed your licensing status using the "Search for an Industry Member" search function on the RECA website. If you search using your last name and anything other than a green light comes up beside your name in the search results, you are not authorized. Please contact your broker or RECA as soon as possible.

Additional information for mortgage brokers:

All Alberta mortgage brokerages must have professional errors and omissions liability insurance with additional fraud coverage in place before they can renew their brokerage licence and the registrations of all industry professionals registered with the brokerage. If you have not yet obtained the required E&O coverage, please do so immediately. The list of approved insurance providers is available on the RECA Website. If you do not renew on or before the September 30, 2011 renewal deadline, there will be a lapse in authorization for yourself, your brokerage and all industry professionals registered with your brokerage.

MEDIATION SEMINARS FOR BROKERS AND DELEGATE BROKERS

Resolving Conflicts: What Every Professional Broker Should Know

Earlier this year, the Real Estate Council of Alberta made a number of improvements to its investigation process and held seminars in Edmonton and Calgary for brokers to find out more. Overwhelmingly, brokers responded favourably to the seminars and the changes themselves, and expressed a strong interest in and support for RECA complaint prevention initiatives and RECA's new Voluntary Broker Resolution Program. RECA also heard that brokers and broker delegates would appreciate additional training so that they can better prevent and resolve complaints.

To that end, RECA has two upcoming seminars planned – one in Calgary and one in Edmonton – to assist brokers and broker delegates with complaint prevention and resolution, with a particular focus on mediation and negotiation. Seminar attendees will learn how to better equip themselves to resolving conflicts within the new RECA processes.

These seminars will be led by Michelle Simpson. Michelle holds a Certificate in Conflict Management and is a professional public speaker, lawyer, arbitrator and Qualified Mediator. She will share with you her insight into how people perceive conflict, how people choose to address conflict and how people can make better choices about resolving conflict.

The seminars will include information on:

- Understanding Conflict;
- Understanding the role of communication in conflict;
- Conflict-handling styles;
- Negotiation styles;
- The Diffusion Model;
- Negotiation vs. Mediation;
- How you can access mediators and additional training at discounted rates through the Alberta Arbitration and Mediation Society, all sponsored by RECA.

Come and have some fun! Learn something new about yourself including your own conflict-resolution style and along the way, learn how to address and better resolve conflicts at home and at work.

These free seminars are only 2.5 hours long and include a light breakfast. These seminars are only available to brokers and broker delegates with supervisory responsibilities. Space is limited to **150 participants at each seminar and registration is required**. To register, please e-mail investigationadministration@reca.ca and indicate which seminar you wish to attend.

The seminar times and locations are as follows:

Calgary

Monday, October 17, 2011
Carriage House Inn
9030 Macleod Trail South, Calgary, Alberta
8:30 a.m. Breakfast
9:00 a.m. Seminar Begins
10:00 a.m. Refreshment Break

Edmonton

Thursday, October 20, 2011
Ramada Hotel & Conference Centre
11834 Kingsway NW, Edmonton, Alberta
8:30 a.m. Breakfast
9:00 a.m. Seminar Begins
10:00 a.m. Refreshment Break

ESTABLISHING A CANADIAN REAL ESTATE VIRTUAL COLLEGE

By Marla Gerein, Director of Education, British Columbia Real Estate Association

Since I joined the BC Real Estate Association (BCREA) as the new Director of Education earlier this year, I've met a number of REALTORS® and education staff from across Canada. I've heard some very clear messages from REALTORS®, including: "give us learning opportunities that are useful, accessible and of real value."

In response to this and other messages, BCREA is working on its three-year strategic plan for provincial REALTOR® education (to be unveiled in October). An exciting component of the plan is already underway — one which I think relates directly to the call for effective and efficient delivery of learning opportunities. BCREA is excited to be involved in the Canadian Real Estate Virtual College project — a one-year initiative exploring the feasibility of a national approach to online education for real estate professionals.

A steering group of representatives from eight real estate boards, regulators and associations from across Canada (including BCREA) has been formed to explore the development of a Canadian Real Estate Virtual College — continuing education that could include online courses, research papers and other learning tools for the benefit of all real estate professionals in Canada. The college will be "virtual" — the vision is that operations and courses will be conducted largely online, with a minimal need for physical facilities.

The concept of a national virtual college for REALTORS® is not new but gathered momentum when it was brought up at a Regional Collaborative Workshop that BCREA hosted in 2010 in Calgary for 70 representatives from Canadian boards and associations. In February this year, a project planning meeting took place in Ottawa to determine how to best move forward with the project. The participants committed the funds and set up a steering committee to get the project off the ground.

Since we already have the relicensing education (REP) and professional development (PDP) programs in BC, you may wonder why we need a national program. The answer is multi-faceted. The vision of a national online college is to take the best that all the provinces have to offer in real estate education and make it accessible to anyone in Canada interested in pursuing a career as a real estate professional. By working together on programming for all of Canada, we can be more efficient in terms of funding and resources, improve the quality of education, promote uniform standards, foster collaboration among stakeholders, share expertise, and enhance the learning experience for the student. A national program could complement existing provincial programs and help raise the bar of professionalism across Canada.

Time and again, we have heard REALTORS® say they need more variety in courses and that the required courses need to evolve to better meet their needs. By collaborating on a new virtual college initiative, boards, regulators and associations will be able to work together on a comprehensive, competency-based education program that will enhance the system in place now.

BCREA is very excited to be part of this project. Brad Scott, chief operating officer of the Greater Vancouver Board, and I are serving on the national project steering group. The project's steering group has just hired Pete Flagg from Project Strategies Inc., Victoria as the project manager. Over the next few months, he will be collecting stakeholder requirements, analyzing

possible course material and reviewing governance models and technological approaches to implementing a virtual college system. The research is expected to be completed by June 2012. At that point, a business case will be presented to the steering committee.

A website for the project and a page on REALTOR Link® will be developed in the coming weeks. We will be looking for input from BC REALTORS® and member boards on the initiative this fall. Workshops and meetings across Canada will be scheduled during the second half of this year. We'll provide regular updates to all boards on the virtual college project to keep you informed. We look forward to receiving your feedback in the coming months.

(Note: Real Estate Council of Alberta Executive Director, Bob Myroniuk, has been appointed to the steering group of the Virtual College project to represent regulators. Updates on this project will be provided via the Regulator and other RECA publications in the future.)

This article was originally published by the Fraser Valley Real Estate Board

NEWS BYTES

Alberta Real Estate Foundation Thought Leaders Series: Jim Dewald in Edmonton

As part of the Alberta Real Estate Foundation's 20th anniversary, the Foundation is sponsoring a Thought Leaders series to inform and stimulate discussion about important issues in real estate across the province. The next Thought Leader scheduled to speak in Edmonton is Dr. Jim Dewald from the Haskayne School of Business at the University of Calgary. This talk will provide a look into a study of what the Real Estate profession might look like in 2025. Dr. Dewald will share with us survey results of real estate professionals and theoretical forecasting to analyze how technological and market forces can be expected to mould the industry of the future. Please join us and share this invitation with others who may be interested both inside and outside of the real estate profession.

October 3rd, 11:30 a.m. - 1:30 p.m.

REALTORS® Association of Edmonton

14220 112 Avenue, Edmonton

Lunch will be provided and there is no cost to attend

To register, please email: dorab@aref.ab.ca

For more information on the Thought Leaders series, please visit the AREF [website](#).

New "Introduction to a Career in Real Estate" information session

On September 16, 2011, the Real Estate Council of Alberta (RECA) launched a new information session, "Introduction to a Career in Real Estate," which must be completed by all individuals wishing to enter Alberta's real estate industry.

Introduction to a Career in Real Estate will be a free, online, information session designed for individuals who are exploring entry to Alberta's real estate industry. The session includes

comprehensive information on real estate as a career choice, the skills required for success, different real estate specialties, how to become licensed, choosing a brokerage and how to advance your real estate career. There is no examination; however, the information session includes an important self-assessment for learners to assist them in determining if a career in real estate is the right choice for them.

Upon completion of the online information session, learners must print their certificate of completion as, without it, they will not be able to enrol in the Real Estate Associates Program (REAP) through the Alberta Real Estate Association.

This new information session is an updated, streamlined version of the current Phase 1 of REAP. Phase 1 in its current form will cease to exist as of September 16, 2011.

To access the information session on or after September 16, 2011, please visit RECA's website at www.reca.ca and click on "RECA Education," then select "Real Estate" – and on the next screen, under "Pre-Licensing Education," you will see the link for "Introduction to a Career in Real Estate."

Thank you! RECA Receives Valuable New Home Warranty Input

At the beginning of August, the Real Estate Council of Alberta was invited to meet with the Alberta Government to discuss changes to the new home warranty program in Alberta. RECA sent out an email to all real estate industry professionals asking for their input and within only a matter of days, RECA had received almost 80 responses. RECA would like to thank all of the industry professionals who took the time to provide their thoughts on the new home warranty in Alberta. All of the responses were provided to Alberta officials when RECA staff met with them in person in mid-August.

REMINDER: Modified Certified Criminal Record Check policy takes effect October 1, 2011

Effective October 1, 2011, the Real Estate Council of Alberta will no longer authorize individuals without a Certified Criminal Record Check.

For the past few years, RECA had policies and procedures in place that would enable individuals to become authorized prior to receiving their CCRC. In those circumstances, RECA would issue the authorization on the condition that the individual provide their CCRC to RECA within a specific time period. Failure to meet that condition would result in suspension or cancellation of the individual's licence pursuant to section 38.1(1)(a) of the *Real Estate Act* Rules.

The change in policy will streamline the process for new industry members, and it will serve as encouragement for those individuals joining the industry for the first time or re-entering the industry after more than one year unregistered to ensure they applied for their CCRC from the

Royal Canadian Mounted Police in Ottawa well in advance of when they hope to become authorized through RECA.

In terms of consumer protection, industry members and consumers are better served by waiting until a CCRC is obtained before RECA issues an authorization.

RECA Wins ARELLO Award for Best Website

RECA has been named the winner of the 2011 Communications Award for Best Website by the Association of Real Estate License Law Officials (ARELLO). The award will be presented to Council Chair Robert Telford as part of the ARELLO Annual Conference at the beginning of October. RECA has a long history of winning ARELLO awards and recent wins have included Best Newsletter (2010 and 1999), Investigator of the Year (2009), ARELLO Education Award – Real Estate Update 2009-2010 and ARELLO Consumer Education Award – Agency Relationships (2008).

Council Members 2010-2011

BILL BUTERMAN

Appointed from non-AREA industry members

KEVIN CLARK

Appointed from residential real estate industry members

CINDY DUBRAY

Appointed from the property management sector

GORDON GRAYDON

Appointed from the public

CONNIE LECLAIR

Appointed from the public

WAYNE MCALISTER, CHAIR-ELECT

Appointed from the Calgary Real Estate Board

KEN MCCOY

Appointed from the Edmonton Real Estate Board

WENDY ROBSON

Appointed from boards outside of Calgary and Edmonton

RALPH SALOMONS, PAST CHAIR

Appointed from commercial real estate sector

CHERYL SCHINDEL

Appointed from boards outside of Calgary and Edmonton

GARY SIEGLE

Appointed from the mortgage brokerage sector

ROBERT TELFORD, CHAIR

Appointed from the real estate appraisal sector

Contact RECA

Case Summaries is published by the Real Estate Council of Alberta. Please forward your comments and suggestions to communications@reca.ca.

Executive Director - Bob Myroniuk

Director of Audit and Investigations - Joseph Fernandez

Director of Corporate Services – Dale Cawsey

Director of Education – Kirk Bacon

Director of Industry Standards – Charles Stevenson

Director of Legal Services - Jean Flanagan