

## Good Character Guide for Suitability Review Applicants

### Is there something in your past that may prevent you from becoming licensed?

If there is something that may give rise to concerns about good character, RECA advises you to request a [Suitability Review](#). By completing a Suitability Review, you will be better equipped to make an informed decision about investing time and money in the pre-licensing education and licensing process.

This Guide will help you understand what good character is and what the Suitability Review process entails. This Guide will also explain:

- why RECA has good character requirements
- what kind of information you must provide for the Executive Director to conduct a review of your good character and suitability for licensing
- how long the Suitability Review will take
- factors the Executive Director will consider in offering an opinion as to good character and suitability for licensing
- the possible outcomes of your Suitability Review

### Why does RECA have good character requirements?

RECA has good character requirements for public protection, to promote the integrity of the industry, and to protect the trust consumers place in the professionals RECA regulates.

### What is good character?

The *Real Estate Act* and Rules do not define good character. Case law defines good character as moral strength and includes integrity, candour, empathy, and honesty. RECA evaluates the following when assessing an individual's good character:

- respect for the rule of law
- honesty
- governability
- financial responsibility
- professionalism

If you want to know more about good character, review RECA's [Good Character Policy](#).

### What is the Suitability Review process?

The Suitability Review process affords you the opportunity to disclose issues and events that may call your good character into question and learn if these issues or events would prevent you from becoming licensed.

### How do I apply for a Suitability Review?

To [apply for a Suitability Review](#), you must create a myRECA account. When you have created and logged into your account, follow the prompts to initiate and complete a *Suitability Review Application*. Once you have finished inputting the required information into the *Suitability Review Application*, you will declare the accuracy of the information you provided and pay a \$200.00 non-refundable review fee.

### What information will I need to provide?

First, you will need to provide the following information:

- your current employment information
- your responses to eight suitability questions (note: these questions mirror the *Application for Licence and Registration* that a first time licensing applicant completes)
- a detailed description about the circumstances that led to the events that relate to the suitability question to which you responded 'yes'

Once RECA reviews your *Suitability Review Application*, RECA staff will send you an email listing the documents you must provide for the Executive Director to complete the review. The required documents may include:

- police reports
- court documents
- transcripts
- criminal record checks
- bankruptcy documents
- discipline documents
- discipline outcomes
- statements of claim
- statements of defense
- judgments
- lifetime ban/suspension/ cancellation/revocation documents
- sworn statements
- reference letters
- information related to rehabilitation

The Executive Director may require you to provide additional information at any time throughout the review process.

### How long does a Suitability Review take?

Every review is unique and the length of time it takes to complete a review varies. You can avoid unnecessary delays by providing the necessary documentation and information to the Executive Director in a timely manner. The Executive Director will tell you if factors exist that could significantly delay the review process.

### What factors does the Executive Director consider when evaluating good character?

First, the Executive Director will consider how the circumstances are indicative of your respect for the rule of law, honesty, governability, financial responsibility and professionalism. Then, the Executive Director will consider the circumstances of the events, your actions since the events, and your insight into the events, including:

- how your past conduct is indicative of your current character
- whether you have taken responsibility for the misconduct
- what you have done to rehabilitate yourself and improve your character
- current character references who are familiar with the events
- outcomes in similar cases

### You play a key role in the process

You play a significant role in the decision making process. The Executive Director places significant weight on your level of cooperation, candor, and honesty during the review process.

The Executive Director wants to provide you the best possible decision. As this review may impact your decision to pursue pre-licensing education, this will require careful and thoughtful consideration. Good decisions require thoughtful consideration of different factors present in each case.

### What are the possible outcomes of a Suitability Review?

When the Suitability Review is complete, the Executive Director will provide a detailed opinion as to your good character, and whether or not he would issue you a licence, assuming you complete all pre-licensing education and no other good character issues arise from the time of the Suitability Review. The Executive Director's opinion is not a formal licensing decision and is not subject to appeal.

The Executive Director's opinion may be:

- he would issue you a licence – occurs when the evidence shows you are of good character and suitable for licensing
- he would refuse your application for licensing – occurs when the evidence shows you are not of good character and not suitable for licensing
- he would issue you a licence subject to terms or conditions. A common term is a requirement for broker supervision; a common condition is for you to provide information or updates to the Executive Director within a specified time

If the Executive Director is of the opinion he would refuse you a licence, you can enroll in the pre-licensing program at your own risk.

If the Executive Director is of the opinion he would issue you a licence, this opinion is not binding on the Executive Director if you provide false or misleading information, or you do not provide all relevant information during the Suitability Review. In fact, providing false or misleading information or withholding information during the review would likely indicate you are not of good character and may result in the Executive Director concluding he would refuse to issue you a licence.

If you have any questions about the Suitability Review process, email RECA's Licensing Compliance Officer at [info@reca.ca](mailto:info@reca.ca).