

In Partnership with Canadian Real Estate Regulators

## National Competencies For Real Estate Licensees

### Frequently Asked Questions

The following points address questions related to the real estate competencies project and the national survey. If you need further information, please do not hesitate to contact the survey design team at [RERC-Survey@CamProf.com](mailto:RERC-Survey@CamProf.com)

#### Purpose of the Survey

##### **Why have I been asked to complete this survey?**

Every real estate licensee across Canada has been invited to contribute. Regulatory bodies are gathering information about your experiences in order to validate the new competency profiles. This step helps to ensure the profiles accurately reflect your day-to-day work and account for current trends in the profession.

##### **Why should I care about competencies?**

Competencies set out what you and every real estate licensee are expected to know and be able to do. They have many uses but most of all they form the basis for education, training and licensing. They are used by regulators to ensure the Canadian public is receiving safe and effective service from licensees. Competencies are also used by employers and individual real estate practitioners (like you) to assess proficiency and identify personal learning needs.

##### **Do the regulators think we lack competence?**

Not at all. The development and implementation of competencies is standard practice for many professions. Competencies serve to set a benchmark against which all real estate licensees can be educated and evaluated. Review the competencies with a colleague and talk about which ones you have already attempted and/or mastered!

##### **Is the survey being shared with the general public?**

Members of the public are free to fill out the survey, but the survey will not be shared directly with members the public.

##### **Who will approve the competencies after the validation survey is completed?**

In Alberta, the competencies will be reviewed and approved by the Industry Councils for each sector:

- The Residential Real Estate Industry Council
- The Commercial Real Estate and Commercial Property Manager Industry Council
- The Residential Property Manager Industry Council

These Industry Councils will be using the competencies to develop corresponding learner outcomes. The competencies and learner outcomes will guide the course development of course providers. This is an essential component of RECA's requirement to divest itself from the delivery of education.

## Accessing and Navigating Through the Survey

### **Can I open the survey and come back to it later?**

Yes. The survey will remain open until Monday May 31, 2021.

### **Can I start the survey on my mobile and finish it on my laptop?**

Unfortunately, if you switch devices between sessions your responses will not carry over. Please use the same device from start to finish.

### **Are my answers really anonymous?**

Yes. Responses will be reported to the RERC in aggregate form only.

## Working Through the Questions

### **What if I think a competency fits between two levels?**

Choose the level that you feel fits best. During the analysis phase, the consultants will carefully consider the competencies that don't have clear or unanimous ratings.

### **Why are you asking such personal questions at the end of the survey?**

The survey seeks to collect information from real estate licensees to ensure the profile reflects the needs and experiences of everyone. It's important that we hear from people who reflect the diversity of the real estate profession to help us identify blind spots (or biases) that disadvantage certain individuals while giving advantage to others. We would like the final version of competency profiles to reflect the opinions and needs of minorities.

## National and Provincial Perspectives

### **Will this project change the way real estate professionals are regulated?**

The competencies will not change the *Real Estate Act* or Rules. RECA will use the competencies to inform standards of practice that will be used by third party education providers to create education programs for the industry. The competency profile acts as a licensing benchmark.

### **How exactly will the competencies be used in Alberta?**

RECA will use the competencies to inform standards of practice that will be used by third party education providers to create education programs for the industry. The competency profile acts as a licensing benchmark. The competencies will also be used to help consumers know what to expect when working with a licensee and they may also be considered in civil proceedings.

### **How else can I have my voice heard?**

RECA has a lot of engagement opportunities on the go. The Industry Councils each have a webpage on RECA's website with information on engagement sessions, contact emails, broker forums and more. For more information visit [reca.ca](http://reca.ca).

### **I've never heard of the Real Estate Regulators of Canada (RERC). Is it new?**

The RERC is a not-for-profit organization consisting of provincial/territorial regulators who have voluntarily come together to collaborate in order to support each member's effectiveness to achieve

and sustain regulatory excellence. This involves exchanging information, developing common standards and strategies to address common regulatory issues. More information can be found at <http://rerc-arcic.ca/index.php/en/home/>.

**What will happen to the provincial/territorial regulatory bodies? Is the RERC taking over as the new governing body?**

The RERC is not a governing body. It is simply an opportunity the regulatory bodies have created to work together. The provincial/territorial bodies continue to exist under their respective legislation and mandate.