

**PRACTICE OF CONDOMINIUM MANAGEMENT (PCM)
2025 COMPETENCY EXAM BLUEPRINT**

DOMAIN: 1. PROFESSIONAL RELATIONSHIPS AND CONDUCT

	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	WEIGHT
COMPETENCY 1.1 PROFESSIONAL RESPONSIBILITIES						14%
1.1.1	Explain condominium corporation governance.	Understand	1.1.1.1	Describe ways to ensure condominium managers act within their scope of authority when working with a condominium corporation.	Understand	
1.1.2	Determine the responsibilities the <u>CPA</u> imposes on condominium corporations, <u>boards</u> , unit owners, and others.	Evaluate	1.1.2.1	Identify the <u>CPA</u> requirements for a Condominium Plan.	Understand	
			1.1.2.2	Explain developer requirements regarding the sale of units.	Understand	
			1.1.2.3	Describe developer <u>purchase protection program</u> requirements.	Understand	
			1.1.2.4	Describe when an administrator may be appointed under the <u>CPA</u> , including their role and powers.	Understand	
			1.1.2.5	Summarize the required condominium and corporation termination processes.	Understand	
			1.1.2.6	Summarize the required processes for condominium sales by developers.	Understand	
			1.1.2.7	Summarize processes required for the disposition or sale of common property under the <u>CPA</u> and Regulation.	Understand	
			1.1.2.8	Summarize the required processes for the standard resale of a condominium unit.	Understand	
			1.1.2.9	Summarize the required processes for winding up corporation affairs and the termination and dissolution of the condominium corporation and corporation property.	Understand	
			1.1.2.10	Describe unit owner and condominium corporation service requirements.	Understand	
			1.1.2.11	Describe what a condominium corporation must do to effect a change of address for service.	Understand	
			1.1.2.12	Describe a condominium corporation's duty to provide mortgagees with access to records.	Understand	

			1.1.2.13	Describe the requirements associated with placing restrictive covenants on condominium corporation property.	Understand	
			1.1.2.14	Describe condominium corporation reserve fund and operating account requirements.	Understand	
			1.1.2.15	Describe the condominium corporation's reserve fund study obligations and who may complete a reserve fund study.	Understand	
			1.1.2.16	Distinguish the restrictions and rights of entry set out by the <i>CPA</i> .	Analyse	
			1.1.2.17	Outline a condominium corporation's budget, underestimated expenses, material changes to the budget, and publication requirements as it relates to developers.	Analyse	
			1.1.2.18	Explain the process required to remove a <u>board</u> member.	Analyse	
			1.1.2.19	Outline the condominium corporation's reporting requirements to unit owners.	Analyse	
			1.1.2.20	Compare and contrast the requirements for an annual general meeting and special general meeting, including proper notice requirements.	Analyse	
			1.1.2.21	Outline the consequences of not giving proper meeting notice.	Analyse	
			1.1.2.22	Outline the limitations on reserve fund use by condominium corporations.	Analyse	
			1.1.2.23	Compare and contrast the process <u>boards</u> must follow to set contribution requirements and special levies.	Analyse	
			1.1.2.24	Outline the limitations and borrowing requirements on condominium corporations.	Analyse	
			1.1.2.25	Outline the powers, limitations, and enforcement options available to condominium corporations for the non-payment of contributions.	Analyse	
			1.1.2.26	Outline condominium corporation fund investment limitations.	Analyse	
			1.1.2.27	Outline the duties of those administering trust funds belonging to the condominium corporation.	Analyse	
			1.1.2.28	Outline condominium corporation issuance and recordkeeping estoppel certificate obligations, including fees that may be charged for documents.	Analyse	
			1.1.2.29	Outline condominium corporation issuance and recordkeeping document obligations, including fees that may be charged for other documents.	Analyse	

			1.1.2.30	Outline condominium corporation insurance coverage requirements.	Analyse	
			1.1.2.31	Outline the duty of a condominium corporation to notify unit owners of insurance coverage changes.	Analyse	
			1.1.2.32	Outline the requirements associated with the disposition of condominium corporation property.	Analyse	
			1.1.2.33	Outline the restrictions and requirements that a condominium corporation may impose on the rental of owner units.	Analyse	
			1.1.2.34	Outline a condominium corporation's powers related to tenant damage or tenant <u>bylaw</u> breaches.	Analyse	
			1.1.2.35	Outline unit repair related requirements for which a condominium corporation is responsible.	Analyse	
			1.1.2.36	Outline urgent repair related requirements for which a condominium corporation is responsible.	Analyse	
			1.1.2.37	Outline the elements of a corporation's duties of which a manager must be aware.	Analyse	
			1.1.2.38	Determine <u>board</u> obligations and requirements including registration requirements.	Evaluate	
1.1.3	Outline a condominium corporation's legal governance and operational processes.	Analyse	1.1.3.1	Outline procedural rules as they apply to condominium corporation decision-making.	Analyse	
			1.1.3.2	Outline how a <u>board</u> may act and speak on behalf of a condominium corporation.	Analyse	
1.1.4	Assess condominium management practices relative to the <u>CPA</u> , the <u>REA</u> and the <u>Rules</u> .	Evaluate	1.1.4.1	Assess licensee actions for compliance with the <u>CPA</u> in various contexts.	Evaluate	
			1.1.4.2	Assess licensee actions for compliance with the <u>REA</u> and the <u>Rules</u> in various contexts.	Evaluate	
			1.1.4.3	Assess licensee actions for compliance with the Condominium Property Regulation in various contexts.	Evaluate	
1.1.5	Assess how agency requirements apply to condominium management <u>service agreements</u> .	Evaluate	1.1.5.1	Describe the conditions that make a principal liable to indemnify a licensee acting as their representative.	Understand	
			1.1.5.2	Describe duty of care to the condominium corporation (the principal) through the board.	Understand	
			1.1.5.3	Describe duty of care to unit owners.	Understand	
			1.1.5.4	Describe requirements for written <u>service agreements</u> under the <u>Rules</u> .	Understand	
			1.1.5.5	Outline how different condominium management service models impact agency responsibilities.	Analyse	
			1.1.5.6	Determine potential conflicts of interest in third-party negotiations relative to the <u>CPA</u> .	Evaluate	
			1.1.5.7	Determine when situations require licensees to inform the board of a conflict of interest.	Evaluate	

			1.1.5.8	Determine conflict of interest resolution options.	Evaluate	
			1.1.5.9	Assess <u>service agreements</u> for consistency with the intended agency responsibilities and service model.	Evaluate	
1.1.6	Assess the legality of <u>board</u> instructions.	Evaluate	1.1.6.1	Describe judicial and other options available for addressing instances when a board exceeds its authority.	Understand	
			1.1.6.2	Explain the process by which <u>boards</u> may provide lawful instructions to condominium managers.	Analyse	
			1.1.6.3	Determine whether the <u>board</u> has followed a lawful process for providing instructions.	Evaluate	
			1.1.6.4	Determine options available to condominium managers to deal with unlawful <u>board</u> instructions.	Evaluate	
1.1.7	Explain confidential information disclosure in accordance with the <u>Rules</u> in diverse contexts.	Analyse	1.1.7.1	Describe situations where condominium managers may disclose confidential condominium information without consent.	Understand	
			1.1.7.2	Describe the process to obtain the <u>board's</u> informed consent for the disclosure of confidential information.	Analyse	
			1.1.7.3	Explain the process of handing over condominium management responsibilities to another management company.	Analyse	
			1.1.7.4	Outline the process of taking over condominium management responsibilities from another management company.	Analyse	
1.1.8	Explain how to safeguard and account for property as assigned by the <u>board</u> and third parties in accordance with legislative requirements in diverse contexts.	Analyse	1.1.8.1	Outline the responsibilities condominium managers have to their current management company when moving to a new brokerage.	Analyse	
			1.1.8.2	Outline the responsibilities condominium managers have to a new management company when transitioning from a previous brokerage.	Analyse	
			1.1.8.3	Outline supplier and contractor document and chattel related property responsibilities.	Analyse	
			1.1.8.4	Outline condominium manager responsibilities for utility rooms and other common property areas.	Analyse	

1.1.9	Determine condominium management duties.	Evaluate	1.1.9.1	Describe duties performed by condominium managers.	Understand	
			1.1.9.2	Describe common duties a condominium manager may lawfully delegate to others.	Understand	
			1.1.9.3	Distinguish condominium manager responsibilities in delegation and third-party service related scenarios.	Analyse	
			1.1.9.4	Explain how the <u>CPA</u> requirements regarding condominium corporation meetings impact the provision of condominium management services.	Analyse	
			1.1.9.5	Justify condominium management service provision practices and decisions related to the <u>CPA</u> corporation meeting requirements.	Evaluate	
1.1.10	Assess situations, documents, and information for scope and competence requirements.	Evaluate	1.1.10.1	Describe a condominium manager's obligation to communicate with their broker when an issue is beyond their competence.	Understand	
			1.1.10.2	Determine if issues beyond a condominium manager's competence may be adequately addressed within the brokerage.	Evaluate	
			1.1.10.3	Determine if a situation is within a condominium manager's scope of practice.	Evaluate	
1.1.11	Determine appropriate and required documentation.	Evaluate	1.1.11.1	Determine which documentation is appropriate or required for decisions, directions, communications, and recommendations.	Evaluate	

COMPETENCY 1.2 LAWS AND REGULATIONS **12%**

1.2.1	Explain the purpose of <u>governing documents</u> .	Analyse	1.2.1.1	Identify the condominium corporation documents that must be provided upon a purchaser's written request under the <u>CPA</u> and Regulations.	Remember	
			1.2.1.2	Outline the information contained in <u>governing documents</u> .	Analyse	
			1.2.1.3	Outline the relationship between <u>governing documents</u> and compliance.	Analyse	
			1.2.1.4	Explain the elements of a condominium corporation's duties of which a condominium manager must be aware.	Analyse	

1.2.2	Determine best practices for <u>interim board</u> and <u>board</u> , governance compliance under the <u>CPA</u> .	Evaluate	1.2.2.1	Identify <u>purchase protection programs</u> that must be monitored on behalf of the <u>board</u> .	Remember	
			1.2.2.2	Summarize <u>CPA interim board</u> requirements.	Understand	
			1.2.2.3	Describe the roles and responsibilities of a condominium developer and an <u>interim board</u> under the <u>CPA</u> .	Understand	
			1.2.2.4	Identify documents a developer must provide an <u>interim board</u> .	Understand	
			1.2.2.5	Summarize the information a condominium manager should obtain to adequately assist an <u>interim board</u> .	Understand	
			1.2.2.6	Describe <u>interim board</u> reserve fund requirements.	Understand	
			1.2.2.7	Identify documents an <u>interim board</u> must provide a <u>board</u> .	Understand	
			1.2.2.8	Explain where to find essential condominium corporation information.	Understand	
			1.2.2.9	Explain storage requirements for essential condominium corporation information.	Understand	
			1.2.2.10	Educate the <u>board</u> regarding condominium corporation meeting requirements under the <u>CPA</u> .	Apply	
			1.2.2.11	Outline <u>interim board</u> condominium management agreement requirements.	Analyse	
			1.2.2.12	Outline how to monitor <u>purchase protection programs</u> on behalf of the <u>board</u> .	Analyse	
			1.2.2.13	Outline essential elements of a turnover meeting between the <u>interim board</u> and the <u>board</u> , including time limitation requirements.	Analyse	
			1.2.2.14	Differentiate between best practices for condominium corporation bylaw adherence and bylaw enforcement.	Analyse	
			1.2.2.15	Determine the appropriate processes, procedures, components, resources, and preparation required for different types of condominium corporation meetings.	Evaluate	
			1.2.2.16	Determine how to assist an <u>interim board</u> with the transfer requirements of a condominium corporation to a <u>board</u> .	Evaluate	
			1.2.2.17	Recommend legal and regulatory resources for matters affecting the condominium corporation.	Evaluate	

1.2.3	Assess how the <u>CPA</u> and condominium corporation <u>bylaws</u> apply to diverse condominium management contexts.	Evaluate	1.2.3.1	Describe the features of a progressive enforcement policy for a condominium corporation in compliance with <u>CPA</u> and <u>bylaws</u> .	Understand	
			1.2.3.2	Describe the governance provisions in the <u>CPA</u> .	Understand	
			1.2.3.3	Explain the benefits associated with dealing respectfully and constructively with unit owners.	Understand	
			1.2.3.4	Outline how the <u>CPA</u> governs the fees and disclosure of documents upon the written request of unit owners, purchasers, mortgagee or their solicitors.	Analyse	
			1.2.3.5	Outline unit owner responsibilities.	Analyse	
			1.2.3.6	Outline the remedies available to a condominium corporation under the <u>CPA</u> , including sanction provisions, if unit owners fail to meet their responsibilities.	Analyse	
			1.2.3.7	Outline the remedies available to unit owners, under the <u>CPA</u> , if fellow owners fail to meet their responsibilities.	Analyse	
			1.2.3.8	Outline how to set up a unit owner compliance education program.	Analyse	
			1.2.3.9	Outline the condominium manager's role in assisting or facilitating a condominium corporation with <u>CPA</u> and associated regulation compliance.	Analyse	
			1.2.3.10	Determine when a condominium manager must comply with unit owner requests on behalf of the <u>board</u> .	Evaluate	
			1.2.3.11	Determine if unit owner requests are beyond the rights granted under the <u>CPA</u> .	Evaluate	
			1.2.3.12	Justify the need for maintaining condominium corporation progressive enforcement documentation.	Evaluate	
			1.2.3.13	Determine how to comply with condominium corporation document filing requirements as prescribed by the <u>CPA</u> , and the corporation bylaws and rules.	Evaluate	
			1.2.3.14	Determine how the <u>CPA</u> , the <u>bylaws</u> , and the condominium rules apply to land title requirements, changes, and filings.	Evaluate	
			1.2.3.15	Determine how the <u>CPA</u> , the <u>bylaws</u> , and the condominium rules apply to engineering or other specialist reports.	Evaluate	

1.2.4	Recommend appropriate actions to inform and advise the <u>board</u> .	Evaluate	1.2.4.1	Explain the purpose of a database of unit owners.	Understand	
			1.2.4.2	Describe a condominium manager's role in condominium corporation bylaw enforcement.	Understand	
			1.2.4.3	Identify requirements pertaining to condominium corporation meeting procedures, including voting, unit factors, and proxies.	Understand	
			1.2.4.4	Describe the purpose and timing of <u>board</u> meetings.	Understand	
			1.2.4.5	Summarize the requirements of the <u>board</u> regarding condominium corporation meetings, timing requirements, <u>board</u> meetings, special general meetings, and annual general meetings.	Understand	
			1.2.4.6	Summarize the requirements of the <u>board</u> regarding preparation, processes, procedures, components, and resource requirements and best practices related to different types of condominium corporation meetings.	Understand	
			1.2.4.7	Summarize the requirements of the boards regarding mandatory insurance coverage under the <u>CPA</u> .	Understand	
			1.2.4.8	Summarize prohibitions under the Human Rights legislation.	Understand	
			1.2.4.9	Explain easements created in favour of unit owners and/or the condominium corporation.	Understand	
			1.2.4.10	Identify mental health related resources and legislation as it relates to condominium corporation responsibilities.	Understand	
			1.2.4.11	Identify applicable <u>OHS</u> legislation as it relates to corporation operations.	Understand	
			1.2.4.12	Apply relevant human rights legislation in various condominium manager and corporation contexts.	Apply	
			1.2.4.13	Apply relevant <u>OHS</u> requirements when carrying out condominium corporation duties in various contexts.	Apply	
			1.2.4.14	Outline improper conduct under the <u>CPA</u> by developers, unit owners, boards, and corporations, including potential court remedies.	Analyse	
			1.2.4.15	Outline how the <i>Dower Act</i> may affect condominium contribution arrears.	Analyse	
			1.2.4.16	Outline the consequences of not giving proper meeting notice.	Analyse	
			1.2.4.17	Determine when it is appropriate to recommend that a condominium corporation obtain the services of safety professionals or specialists.	Evaluate	
			1.2.4.18	Determine how to assist the <u>board</u> with implementing professional safety recommendations.	Evaluate	

			1.2.4.19	Differentiate between types of contracts that a condominium manager may negotiate or enter into on behalf of the condominium corporation or <u>board</u> .	Evaluate	
			1.2.4.20	Advise the <u>board</u> regarding ways to deal with implied easements and builder's liens as outlined in the <i>Prompt Payment and Construction Lien Act</i> .	Evaluate	
COMPETENCY 1.3 WORK MANAGEMENT						5%
1.3.1	Determine how to demonstrate commitment to continuous learning and professional development.	Evaluate	1.3.1.1	Explain how to stay up to date with licensee practice requirements.	Understand	
			1.3.1.2	Describe how integrating knowledge and skills into practice leads to <u>continuous improvement</u> .	Understand	
			1.3.1.3	Determine specific, measurable, and realistic professional development goals.	Evaluate	
1.3.2	Assess situations, data, and feedback to improve the practice of condominium management.	Evaluate	1.3.2.1	Describe brokerage processes that support communication, efficiency, and quality assurance.	Understand	
			1.3.2.2	Describe how to evaluate condominium corporation systems to support improvement.	Understand	
			1.3.2.3	Describe common condominium management situations that may impact priority planning.	Understand	
			1.3.2.4	Describe situations that distract condominium managers from meeting board and brokerage goals.	Understand	
			1.3.2.5	Describe circumstances that may require flexible priority setting.	Understand	
			1.3.2.6	Justify the importance of employing time management practices in various contexts.	Evaluate	
			1.3.2.7	Assess how preparation can assist with complex situations or situations that are prone to error.	Evaluate	
			1.3.2.8	Judge situations based on complexity, time requirements, and potential for error.	Evaluate	
			1.3.2.9	Assess the impact of workflow processes on time management, priority setting, and work quality.	Evaluate	
			1.3.2.10	Justify the importance of employing change management practices in various contexts.	Evaluate	
1.3.3	Develop realistic goals and priorities to manage time and improve performance.	Apply	1.3.3.1	Describe contingency plans that can assist the <u>board</u> .	Understand	
			1.3.3.2	Provide advice to the board related to priority assessment.	Apply	

DOMAIN: 2. COMMUNICATION AND COLLABORATION

	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	WEIGHT
COMPETENCY 2.1 COMMUNICATION						4%
2.1.1	Explain condominium management terms and associated legislation terms.	Understand	2.1.1.1	Outline strategies that <u>condominium managers</u> may employ to promote the use and understanding of legislatively consistent language.	Understand	
2.1.2	Create a communication quality assurance process.	Evaluate	2.1.2.1	Outline processes that ensure information is accurate, concise, and complete.	Apply	
			2.1.2.2	Determine the quality of written communication using a communication quality assurance process.	Evaluate	
2.1.3	Identify circumstances that may require the use of an interpreter.	Understand	2.1.3.1	Describe the information a condominium manager might use to obtain the <u>board's</u> approval to engage an interpreter.	Understand	
			2.1.3.2	Describe the types of situations where a condominium manager might advise a <u>board</u> to consider the systematic translation of condominium corporation communications.	Understand	
COMPETENCY 2.2 ADVISE BOARD						16%
2.2.1	Determine <u>board governance</u> best practices.	Evaluate	2.2.1.1	Explain the importance of establishing a calendar with strategic dates in supporting effective <u>board</u> governance.	Understand	
			2.2.1.2	Explain the <u>board's</u> role in governance.	Understand	
			2.2.1.3	Describe a condominium manager's role in assisting a <u>board</u> with governance.	Understand	
			2.2.1.4	Summarize condominium corporation governance related duties.	Understand	
			2.2.1.5	Explain the likely consequences of <u>board</u> action or inaction to the <u>board</u> .	Understand	
			2.2.1.6	Describe good governance practices from the perspective of condominium corporations.	Understand	
			2.2.1.7	Differentiate the purpose of informal, general, and special condominium corporation meetings.	Analyse	
			2.2.1.8	Describe the requirements and processes required for condominium corporation meetings.	Understand	
			2.2.1.9	Summarize practical meeting chair and participant guidelines, information to be supplied in advance, and rules of order.	Understand	
			2.2.1.10	Describe tools and ideas used to plan a successful meeting.	Understand	

			2.2.1.11	Explain the goals of group decision making and the foundations of effective decision making.	Understand	
			2.2.1.12	Identify appropriate forms of communication to advise a <u>board</u> of <u>CPA</u> non-compliance consequences.	Understand	
			2.2.1.13	Determine requirements for educating the <u>board</u> regarding condominium corporation meeting requirements under the <u>CPA</u> , including processes, voting structure, and decision making.	Apply	
			2.2.1.14	Outline condominium corporation best governance practices.	Analyse	
			2.2.1.15	Outline the advantages of consensus-based decision making.	Analyse	
			2.2.1.16	Differentiate between strategic issues and operational issues to <u>boards</u> .	Analyse	
			2.2.1.17	Outline the importance of strategic planning to good board governance.	Analyse	
			2.2.1.18	Explain the potential consequences of failing to follow good governance and decision-making processes.	Analyse	
			2.2.1.19	Outline condominium manager practices to help focus a <u>board</u> on the <u>CPA</u> and strategic corporation issues.	Analyse	
			2.2.1.20	Assess decision making best practices related to <u>board</u> goal development, planning, and strategies.	Evaluate	
			2.2.1.21	Determine <u>board</u> governance practices that comply with the <u>CPA</u> governance requirements.	Evaluate	
2.2.2	Assess research to generate a complete picture.	Evaluate	2.2.2.1	Describe ways to assess business performance to determine whether condominium corporation objectives are being met.	Understand	
			2.2.2.2	Explain facts, information, and options to the <u>board</u> to facilitate building management.	Understand	
			2.2.2.3	Explain board finance related facts, information, and options to the <u>board</u> .	Understand	
			2.2.2.4	Explain condominium insurance coverage facts, information, and options to the <u>board</u> .	Understand	
			2.2.2.5	Explain how to submit an insurance claim on behalf of a condominium corporation to a <u>board</u> .	Understand	
			2.2.2.6	Describe the benefits of establishing and following purchasing policies and procedures to the <u>board</u> .	Understand	
			2.2.2.7	Explain the concept of inventory control and related controls that may be needed for condominium corporation inventory and other chattels.	Understand	
			2.2.2.8	Explain the impact of failing to comply with human rights, occupational health and safety obligations, and the associated impact on property values to the board.	Understand	

			2.2.2.9	Identify the consequences of a breach of contract by the board.	Understand	
			2.2.2.10	Justify the importance of employing a progressive enforcement policy in various contexts.	Apply	
			2.2.2.11	Provide the <u>board</u> with methods to identify qualified experts that the board may choose to engage.	Apply	
			2.2.2.12	Determine if a situation requires a <u>board</u> to outsource work.	Evaluate	
			2.2.2.13	Identify where and when conflicts of interest must be disclosed.	Apply	
			2.2.2.14	Determine when it is necessary to notify the <u>board</u> of a failure to uphold unit owner or tenant rights.	Evaluate	
2.2.3	Assess the impact of issues and information on the condominium corporation.	Evaluate	2.2.3.1	Explain to the board the relationship between different forms of insurance.	Analyse	
			2.2.3.2	Determine when it is immediately necessary to notify the <u>board</u> of significant contractual disputes, cost over runs, or time delays.	Evaluate	
			2.2.3.3	Determine when it is immediately necessary to notify the <u>board</u> regarding property damage and other circumstances negatively impacting the condominium corporation.	Evaluate	
			2.2.3.4	Determine when it is necessary to notify the <u>board</u> of a failure to comply with applicable legislation.	Evaluate	
			2.2.3.5	Determine safety precautions to recommend to the condominium corporation in various condominium management situations.	Evaluate	
2.2.4	Use strategies to manage expectations.	Apply	2.2.4.1	Describe strategies to manage the <u>board's</u> expectations.	Understand	
			2.2.4.2	Differentiate situations where condominium managers disagree with a <u>board</u> decision but are still able to carry it out, versus situations where a board decision conflicts with legislation.	Apply	

2.2.5	Determine how to create and amend condominium corporation bylaws and rules.	Evaluate	2.2.5.1	Describe how to assist the <u>board</u> with decision making process related to creating or amending condominium corporation bylaws or rules.	Understand	
			2.2.5.2	Describe how to assist the <u>board</u> with <u>bylaw</u> amendments involving changes to meeting and voting processes.	Understand	
			2.2.5.3	Determine best practices for communicating with unit owners when there is a new or amended condominium rule or <u>bylaw</u> .	Evaluate	
2.2.6	Outline the requirements and options associated with board minutes.	Understand	2.2.6.1	Describe the type of information contained within meeting minutes.	Understand	
			2.2.6.2	Explain meeting minute requirements under the <u>CPA</u> .	Understand	
			2.2.6.3	Describe to the board various options for meeting minutes options.	Understand	
2.2.7	Outline the processes related to calling the first annual general meeting.	Understand	2.2.7.1	Explain when the first annual general meeting must be called.	Understand	
			2.2.7.2	Describe process required to call the first annual general meeting.	Understand	
			2.2.7.3	Describe required processes related to holding the first annual general meeting.	Understand	
COMPETENCY 2.3 INFORMATION TECHNOLOGY						6%
2.3.1	Assess information communication requirements in light of <u>board</u> direction and legislative requirements.	Evaluate	2.3.1.1	Assess the corporation's information communication needs and identify potential issues with <u>board</u> directives relative to brokerage and legislative requirements.	Evaluate	
2.3.2	Describe professional behaviour in a <u>digital environment</u> .	Understand	2.3.2.1	Describe examples of unprofessional behaviours when acting in a <u>digital environment</u> .	Understand	
			2.3.2.2	Describe steps condominium managers may employ to ensure they act professionally in a <u>digital environment</u> .	Understand	
			2.3.2.3	Explain the requirement, under the Rules, for condominium managers to not bring disrepute to the industry when using social media outside of condominium management activities.	Understand	
2.3.3	Describe how brokerage policies and procedures support condominium manager privacy, anti-spam, data security, and personal use requirement related compliance.	Understand	2.3.3.1	Describe the importance of complying with brokerage policies and procedures related to condominium corporation privacy, anti-spam, data security, and personal use.	Understand	

COMPETENCY 2.4 WORKING RELATIONSHIPS						3%
2.4.1	Assess working relationships supporting harmonious interactions between various parties.	Evaluate	2.4.1.1	Describe how to engage others by reasoning and using interpersonal skills in diverse situations.	Understand	
			2.4.1.2	Describe various activities condominium managers are expected to perform by liaising between the <u>board</u> and unit owners.	Understand	
			2.4.1.3	Choose strategies that cultivate respectful working relationships.	Apply	
			2.4.1.4	Outline the strategies condominium managers may use to request and provide constructive feedback.	Analyse	
			2.4.1.5	Determine how constructive feedback requests and provisions foster meaningful relationships.	Evaluate	
COMPETENCY 2.5 DIVERSITY AND INCLUSION						3%
2.5.1	Determine the necessity for condominium managers to challenge their assumptions to demonstrate respect for <u>diversity</u> .	Evaluate	2.5.1.1	Describe strategies to become informed about the opinions and ideas of others.	Understand	
			2.5.1.2	Explain how learning about the ideas and opinions of others fosters respect for <u>diversity</u> .	Analyse	
			2.5.1.3	Explain how challenging personal assumptions fosters respect for <u>diversity</u> .	Analyse	
2.5.2	Assess ways condominium managers can exhibit <u>inclusive</u> behaviour.	Evaluate	2.5.2.1	Recognize systems and behaviours that make others feel excluded.	Remember	
			2.5.2.2	Explain how to demonstrate respect and <u>inclusivity</u> of others.	Understand	
			2.5.2.3	Demonstrate communicating or acting in ways that make others feel included.	Apply	
			2.5.2.4	Assess ways vocabulary and communications can be adapted to be inclusive of others.	Evaluate	
2.5.3	Assess the various <u>diversity</u> , <u>equity</u> , harassment and discrimination related legal requirements.	Evaluate	2.5.3.1	Evaluate actions aligning with <u>equity</u> , <u>diversity</u> , and <u>inclusivity</u> legislation.	Evaluate	

DOMAIN: 3. ADMINISTRATION AND MANAGEMENT

	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	WEIGHT (%)
COMPETENCY 3.1 BUILDING FUNDAMENTALS						4%
3.1.1	Assess the impact of real property maintenance on a condominium corporation.	Evaluate	3.1.1.1	Identify common multi-family dwelling building problems related to water.	Understand	
			3.1.1.2	Identify common multi-family dwelling building problems related to the building envelope.	Understand	
			3.1.1.3	Describe common environmental issues relating to commercial buildings.	Understand	
			3.1.1.4	Identify potential remedies for common environmental issues relating to commercial buildings.	Understand	
			3.1.1.5	Recommend potential remedies for common multi-family dwelling building problems relating to the building envelope.	Evaluate	
			3.1.1.6	Recommend potential remedies for common multi-family dwelling building problems relating to water.	Evaluate	
3.1.2	Outline building maintenance and operating procedures.	Understand	3.1.2.1	Identify common building controls and energy conservation measures.	Remember	
			3.1.2.2	Identify common life-safety system inspections.	Remember	
			3.1.2.3	Differentiate between preventative, corrective, reactive and cosmetic maintenance.	Understand	
			3.1.2.4	Describe the types of professionals condominium corporations may need to engage with to undertake building maintenance.	Understand	
			3.1.2.5	Explain the importance of detailed operating, inspection, and maintenance records.	Understand	
3.1.3	Outline the physical operation of various types of buildings.	Understand	3.1.3.1	Describe common systems for compost, recycling, and waste removal.	Understand	
			3.1.3.2	Differentiate between the levels of building environmental evaluation reports.	Understand	
			3.1.3.3	Describe different types of property defects.	Understand	
			3.1.3.4	Describe the defects required to be disclosed in the Information Statement under the <u>CPA</u> and Regulation.	Understand	
			3.1.3.5	Identify safety, mechanical, and electrical building systems.	Understand	

3.2.1	Identify circumstances for risks.	Understand	3.2.1.1	Define risk.	Remember	
			3.2.1.2	Identify risks likely to be present in a condominium property.	Understand	
			3.2.1.3	Identify and inform the condominium corporation of potential property contamination or hazards.	Understand	
3.2.2	Choose reliable contractors that meet the <u>board's</u> requirements.	Apply	3.2.2.1	Outline unbiased and qualified contractor hiring practices.	Apply	
3.2.3	Investigate the liability of a condominium corporation.	Analyse	3.2.3.1	Explain the purpose of the <i>Occupiers Liability Act</i> .	Understand	
			3.2.3.2	Explain the effect of the <i>Occupiers Liability Act</i> on common law.	Understand	
			3.2.3.3	Explain how different types of insurance contribute to liability coverage to protect <u>board</u> finances.	Apply	
			3.2.3.4	Outline how condominium managers and corporations might incur liability under the <i>Occupiers Liability Act</i> .	Analyse	
3.2.4	Assess health and safety risks.	Evaluate	3.2.4.1	Recognize health and safety risks based on various circumstances.	Remember	
			3.2.4.2	Explain safety precautions to condominium corporations.	Understand	
			3.2.4.3	Use safety protocols and tools.	Apply	
			3.2.4.4	Assess how to reduce or mitigate recognized health and safety risks based on circumstances.	Evaluate	
			3.2.4.5	Recommend to the <u>board</u> ways to reduce or mitigate recognized risks based on various circumstances.	Evaluate	
3.2.5	Assess risk management strategies.	Evaluate	3.2.5.1	Describe how brokerage policies and procedures serve to manage licensee risk.	Understand	
			3.2.5.2	Outline how condominium managers can reduce risk.	Analyse	
			3.2.5.3	Describe strategies to facilitate the <u>board's</u> review of condominium risk assessment plans.	Analyse	
			3.2.5.4	Determine risk assessment plan adherence and remediation.	Evaluate	
			3.2.5.5	Determine how to manage condominium corporation, customer, and community risk related concerns.	Evaluate	
			3.2.5.6	Recommend property contamination or hazards testing options to the condominium corporation.	Evaluate	

COMPETENCY 3.3 BUILDING OPERATIONS						5%
3.3.1	Explain condominium management quotation request processes.	Understand	3.3.1.1	Describe the condominium manager's duty to consult with the board when obtaining services and to follow processes directed by the <u>board</u> .	Understand	
			3.3.1.2	Describe ways condominium managers may obtain quotes from potential service providers.	Understand	
3.3.2	Outline how to establish and maintain sound relationships with trade and service providers.	Analyse	3.3.2.1	Explain the importance of monitoring work and verifying warranties.	Understand	
			3.3.2.2	Summarize the process of hiring a contractor.	Analyse	
3.3.3	Assess the effect of legislation on physical building operations.	Evaluate	3.3.3.1	Assess the impact of the National Building Code – Alberta Edition and building standards on condominium property safety compliance, improvements, and sustainable practices.	Evaluate	
			3.3.3.2	Assess the impact of defect disclosure requirements on the industry.	Evaluate	
COMPETENCY 3.4 DOCUMENT MANAGEMENT						8%
3.4.1	Examine documents required to manage a condominium corporation.	Analyse	3.4.1.1	Explain the information contained in the unit title.	Understand	
			3.4.1.2	Explain the purpose of an estoppel certificate.	Understand	
			3.4.1.3	Describe how to comply with responsibilities to unit owners, buyers, and mortgagees for resale condominium sales on behalf of the condominium corporation.	Understand	
			3.4.1.4	Explain the purpose of the certificate of insurance.	Understand	
			3.4.1.5	Describe reasons condominium management documents may be accessed in a condominium management setting.	Understand	
			3.4.1.6	Determine how a licensee can obtain copies of condominium <u>governing documents</u> .	Understand	
			3.4.1.7	Summarize the purpose of an information statement.	Analyse	
3.4.2	Outline the process by which brokerages enter into <u>service agreements</u> with condominium corporations.	Analyse	3.4.2.1	Describe the value of including dispute resolution processes in <u>service agreements</u> to resolve disputes between the condominium corporation and the brokerage.	Understand	
			3.4.2.2	Describe the <u>service agreement</u> requirements prescribed by the <u>Rules</u> .	Understand	
			3.4.2.3	Outline how the principles of contract law apply to condominium management service contracts.	Analyse	

3.4.3	Assess situations related to the acquisition of goods and services by a condominium manager for the condominium corporation.	Evaluate	3.4.3.1	Explain the essentials of a binding contract.	Understand	
			3.4.3.2	Describe alternate dispute resolution provision clauses.	Understand	
			3.4.3.3	Explain privity of contract.	Understand	
			3.4.3.4	Describe processes condominium managers may employ to review contracts between the <u>corporation</u> and service providers.	Understand	
			3.4.3.5	Describe ways to terminate a contract.	Understand	
			3.4.3.6	Describe condominium manager agency obligations to condominium corporations when negotiating or entering into service contracts on behalf of the corporation.	Understand	
			3.4.3.7	Describe legitimate reasons to dispute an invoice.	Understand	
			3.4.3.8	Distinguish between the rights of parties to a contract and the ability to transfer rights under a contract.	Analyse	
			3.4.3.9	Compare and contrast void, voidable, and unenforceable contracts.	Analyse	
			3.4.3.10	Explain the importance of contract management.	Analyse	
			3.4.3.11	Assess contracts and conditions required to delegate contracts to a condominium manager.	Evaluate	
3.4.4	Demonstrate how <u>REA</u> , the <u>CPA</u> , and the <u>bylaws</u> apply to diverse condominium management documents.	Apply	3.4.4.1	Explain the importance of, and processes involved in document stewardship.	Understand	
			3.4.4.2	Demonstrate compliance with condominium documents as prescribed in <u>CPA</u> and <u>bylaws</u> .	Apply	
COMPETENCY 3.5 FINANCIAL PLANNING AND REPORTING						7%
3.5.1	Outline the annual operating budget contents, components, and budget details to a <u>board</u> .	Analyse	3.5.1.1	Explain the purpose of budgeting.	Understand	
			3.5.1.2	Describe different types of budgets, including the annual operating budget.	Understand	
			3.5.1.3	Explain what is meant by condominium contributions.	Understand	
			3.5.1.4	Explain how to calculate monthly contributions payable by each unit owner.	Understand	
			3.5.1.5	Describe how activities are recorded in the operating fund.	Understand	
			3.5.1.6	Compare and contrast capital improvement and replacement.	Analyse	
			3.5.1.7	Outline capital improvement approval requirements and processes.	Analyse	

3.5.2	Examine basic accounting, specifically fund accounting.	Analyse	3.5.2.1	Explain how financial documents are prepared in accordance with generally accepted Canadian accounting principles.	Understand	
			3.5.2.2	Describe journalizing, posting, and trial balancing.	Understand	
			3.5.2.3	Identify financial documents that must be prepared for an annual general meeting under the <u>CPA</u> .	Understand	
			3.5.2.4	Explain the features of fund accounting.	Understand	
			3.5.2.5	Describe ways in which condominium corporations may finance their activities.	Understand	
			3.5.2.6	Identify the assets of the condominium corporation that could be subject to a property tax assessment.	Understand	
			3.5.2.7	Explain what a reserve fund report is and its importance to condominium corporations.	Understand	
			3.5.2.8	Explain the role of the reserve fund report in setting unit contributions.	Understand	
			3.5.2.9	Differentiate between fund accounting and accounting used by for-profit companies.	Analyse	
			3.5.2.10	Differentiate between a balance sheet and an operating statement.	Analyse	
			3.5.2.11	Differentiate between an operating statement and a reserve fund report.	Analyse	
			3.5.2.12	Outline the creation, maintenance, and use of a reserve fund and the process for obtaining a reserve fund report.	Analyse	
			3.5.2.13	Outline trust account requirements under the <u>REA</u> .	Analyse	
			3.5.2.14	Compare condominium management brokerage business models related to holding trust funds.	Analyse	
			3.5.2.15	Compare condominium management business models related to holding reserve or operating funds	Analyse	
3.5.3	Outline the components and contents of an annual operating budget.	Understand	3.5.3.1	Explain the link between an operating budget and an operating fund.	Understand	
			3.5.3.2	Describe the contents and components of an annual operating budget.	Understand	
3.5.4	Describe the financial filings and reviews required by condominium corporations.	Understand	3.5.4.1	Explain the Canada Revenue Agency filing requirements in a condominium management setting.	Understand	

COMPETENCY 3.6 FINANCIAL GUIDELINES
7%

3.6.1	Describe the importance of financial monitoring to ensure condominium corporations meet their financial goals.	Understand	3.6.1.1	Describe strategies condominium managers may employ to undertake financial monitoring.	Understand	
			3.6.1.2	Identify <u>financial reports</u> that should be provided to boards for decision-making.	Understand	
			3.6.1.3	Describe cost effective solutions condominium managers may employ to assist corporations in meeting their financial goals.	Understand	
3.6.2	Examine <u>CPA</u> requirements related to capital reserve fund studies and the options available to the <u>board</u> .	Analyse	3.6.2.1	Describe decision criteria <u>boards</u> must consider in relation to capital reserve fund studies.	Understand	
			3.6.2.2	Differentiate between a reserve fund study and a reserve fund plan.	Analyse	
			3.6.2.3	Outline the budgeting process for major repairs and the use of the reserve fund budget.	Analyse	
3.6.3	Describe the use of a special levy.	Understand	3.6.3.1	Explain when a special levy is needed.	Understand	
			3.6.3.2	Describe how a special levy may be collected.	Understand	
3.6.4	Examine circumstances when a condominium manager's personal influence may taint the perception of the transaction.	Analyse	3.6.4.1	Describe circumstances when the personal influence of a condominium manager would be beneficial or harmful to corporation financial transactions.	Understand	
			3.6.4.2	Outline the process condominium managers must follow to ensure the board is aware of their potential influence when approving a transaction.	Analyse	
					TOTAL	100%

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CLARIFICATIONS

The clarifications below relate only to specific underlined terms within the document and are not intended as general definitions.

Term	Clarification
board	A board of directors of the condominium corporation
bylaw	Bylaws of the condominium corporation
continuous improvement	Maintaining and enhancing one's competence through lifelong learning, reflective practice, and integrating learning in a changing environment
<i>CPA</i>	<i>Condominium Property Act</i> and Regulations
digital environment	Any virtual or online space where digital technologies are utilized for communication, interaction, and management of information. This includes websites, social media platforms, email, cloud-based software, and any other internet-based tools and resources that facilitate electronic interaction and information sharing
diversity	Differences in the social identities and lived experiences and perspectives of people that may include race, ethnicity, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, gender identity or expression, sexual orientation, age, class, and/or socio-economic situations
equity	Treating everyone according to their diverse needs in a way that enables all people to participate, perform, and engage to the same extent
financial reports	Annual report, budget and financial statements, condo contributions (fee), reserve fund study, special levies, operating account, trust money and investments, underestimated expenses
governing documents	Documents as listed in section 44 of the <i>CPA</i> and section 20.52 of the CPR
inclusion / inclusive behaviour	Treating others as they want to be treated; creating a sense of safety for yourself and others; speaking up when people are excluded; listening as an ally; linking to others' ideas; making equitable decisions
interim board	A board during development phase; prior to turnover of the condominium
IT infrastructure	Hardware, software, network resources, and services to support information technology processes. These must comply with regulatory requirements
<i>OHS</i>	<i>Occupational, Health and Safety Act</i>
<i>PIPA</i>	<i>Privacy Information Protection Act</i>
Purchase Protection Program	Programs in place to protect the purchaser if the condominium is covered by any such program
<i>REA</i>	<i>Real Estate Act</i> and associated Rules and Regulations
Rules	The Rules made pursuant to the <i>Real Estate Act</i>
service agreement	A service contract between a condominium corporation and a condominium manager brokerage

REVISED BLOOM'S TAXONOMY	
Bloom's Level	Learners will be able to:
1 REMEMBER	Recall facts or basic concepts.
2 UNDERSTAND	Explain ideas or concepts in a descriptive or factual manner.
3 APPLY	Use information in a new situation.
4 ANALYSE	See connections among ideas, concepts, or parts of whole.
5 EVALUATE	Justify a stand or make a definitive decision based on informed judgement.
6 CREATE	Produce a new or original work.

Adapted from: Anderson, L.W. (Ed.), Krathwohol, D.R. (Ed.), Airasian, P.W., Cruikshank, K.A., Mayer, R.E., Pintrich, P.R., Raths, J., & Wittrock, M.C. (2001). *A Taxonomy for Learning, Teaching, and Assessing: A revision of Bloom's Taxonomy of Educational Objectives (complete edition)*. New York: Longman.