

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

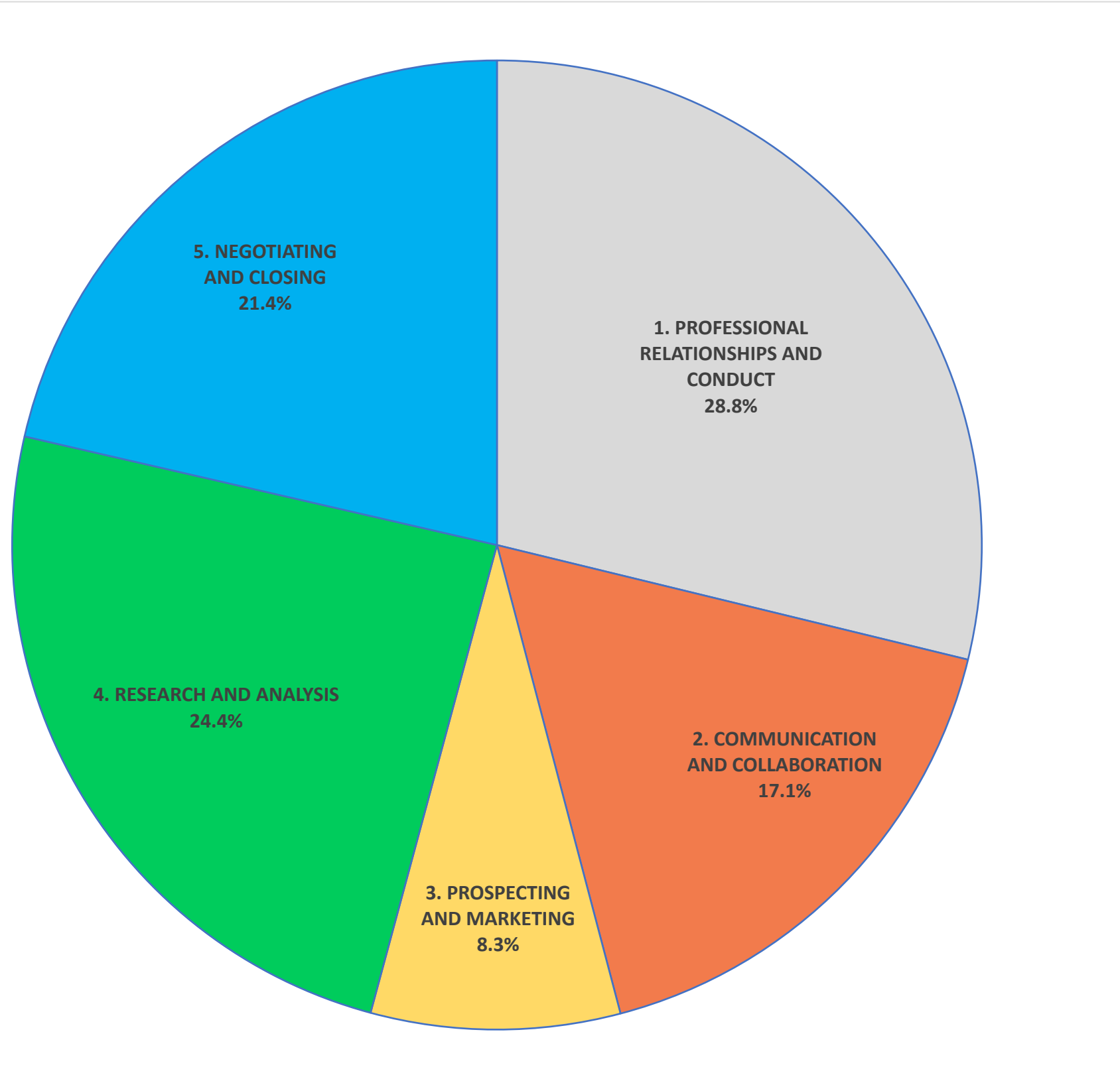
TERMS	CLARIFICATIONS
accepted conventions	Agreed, stipulated, or generally accepted standards, norms, social norms, or criteria (e.g., posting on social media, respecting client privacy in marketing).
agency	A relationship established when two parties agree to have one party act on behalf of (represent) the other.
assumptions	impacted by for example, stereotypes, prejudice, biases, conscious or unconscious attitudes
budget and available financing	e.g., lending ratios (Gross Debt Service, Total Debt Service), home ownership incentives and programs (purchase plus, cash to close), closing costs, property taxes
business analysis frameworks	e.g., PESTLE (Political, Economic, Socio-Cultural, Technological, Legal, Environmental), SWOT (Strengths, Weaknesses, Opportunities, Threats)
circumstances	e.g., travel to remote or isolated locations, vacant properties/land, exposure to elements and unexpected circumstances and potential hazards
clauses	parts of text, including standard or specific articles in a legal document
client	a represented party, as defined by the legislation in each jurisdiction. This includes a contractual (or "agency") relationship with a brokerage, representation by an agent with a high level of responsibility, and the brokerage's fiduciary duty and promotion of best interests
commercial sector	type of property (e.g., retail, office, multi-family, land, hotel)
communicate	e.g., formal (including meetings), informal (including social event, breaks, kitchen), spoken (including face to face, phone, virtual), written (including email, chat), body language, space and how we use it, facial expressions, appearance, voice, touch, speed, tone, volume
communication breakdowns	a failure in the exchange of information, often due to the use of ambiguous and confusing messages
communication technology	e.g., online listing databases (such as MLS®), social media
concerns	e.g., inquiries, requests, complaints, service problems, contractual obligations
conflicts of interest	real or apparent incompatibility between the interest of the salesperson and the of the interest of the represented party
context(s)	e.g., client, property type
continuous improvement	to maintain and enhance one's competence through lifelong learning, reflective practice, and integrating learning in a changing environment
customer	e.g., an unrepresented party, as defined by the legislation in each jurisdiction. This may include a contractual relationship with a brokerage and includes service that is honest, conscientious, and competent, but excludes fiduciary duty and promotion of best interests
details	e.g., history, legal requirements, price, closing date, terms, personal characteristics of buyer, conditions, down payment, inclusions, exclusions, commissions paid
disclosures	e.g., the role and nature of the service provided, types of expenses associated with a real estate transaction, financial or other benefit obtained from referrals to other parties, one's role as a real estate professional in acquiring an interest in a property, material latent defects
discrimination	discrimination is an action or a decision that treats a person or a group negatively on grounds such as their race, age, or disability. All Canadian jurisdictions have human rights laws that protect individuals from discrimination and laws may include specific provisions for real estate. Protected grounds may include: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, conviction for which a pardon has been granted or a recorded suspended
elements of comparison	e.g., real property rights conveyed, financing terms, conditions of sale, market conditions, location, physical characteristics, economic characteristics, use, and non-realty components of value
essential information	e.g., market-related statistics and trends, zoning changes, current and pending legislation
evaluation	e.g., obtain feedback, observe others, compare with others, identify areas of concern, reflect on successes, errors, omissions
everyone	self, buyers, registrants, other salespersons
external factors	e.g., zoning, location in a community, watershed, liens, history
features	e.g., bathrooms, garages, delivery entrance, parking spaces, building envelope, systems
financial position	includes relevant financials of the client
financial ratios	cap rates, cash on cash, return on equity, internal rate of return, net present value
format, medium	e.g., formal document, email or instant messaging, phone call, video chat, personal visit, social media post
goals	short- and long-term goals, including contingency plans
guidance	e.g., mentor, peers, supervisor, broker, Board member
inclusive behaviour	e.g., treat others as they want to be treated; create a sense of safety for yourself and others; speak up when people are excluded; listen as an ally; link to others' ideas
informed direction	direction provided by the represented party to the salesperson, which was formed knowing all relevant facts, and options. And where the represented party knows each of the options' advantages and disadvantages and how to mitigate the disadvantages
intended use	considering goals, objectives, rights, and obligations, keeping in mind both direct audiences (including clients) and other potential audiences (including other parties, government bodies)
issues	e.g., information to follow up on with others as appropriate
IT infrastructure	hardware, software, network resources, and services to support information technology processes. These must comply with regulatory requirements
key messages	e.g., relevant details, principal selling features
laws	legislation, subordinate legislation, common law; (an example of complying with specific laws would be: Fulfill Proceeds of Crime - Money Laundering - and Terrorist Financing Act requirements and client identification)
legal resources	professionals, other sources of legal information
legislative obligations and standards of practice	acts, regulations, practice standards, codes of ethics
leverage	e.g., financing options, types of mortgages, levered versus unlevered cash flow, capitalization rate and IIR

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manage	includes resolve, accommodate, communicate about, report if appropriate; keep private and do not discuss publicly
market value of the enterprise	e.g., income, costs, goodwill
marketing material	e.g., signage, displays, brochures, mailouts, newsletters, business cards, branded envelopes, calendars, property information sheets, sales scripts, demonstration scripts, web content, explainer videos, blog posts, other social media posts
material facts	e.g., grow-op, homicide, contamination, rewired electrical work
nature of the transaction	purchase/sale, investment, or lease (landlord/tenant)
negotiating style	e.g., competing, co-operative, avoiding, compromise, accommodating, facilitating
net effective rent	e.g., tenant allowance, free rent, landlord work, landlord discount rate
network of qualified professionals	collaborate with others to enhance competitiveness, divide risks, set new standards, enter new markets, pursue economies of scale
online content	e.g., text, links, images, video, and tags
online research	e.g., search and browse for contacts, information, and resources; find and review online material
opportunities to improve workflow	e.g., attitudinal shifts, delegation of tasks, reducing interruptions, understanding communication preferences and efficiency, use of organizational software, selecting and/or developing time-planning, reminder, and recording systems
other people	anyone with whom the salesperson interacts, including clients, customers, the public, colleagues, superiors, third parties (including stagers, plumbers, roofers, appraisers, photographers)
outcomes	general background knowledge, trends and situation, and others specific to a particular property or transaction; geopolitical, understanding macro- and micro-factors
outside professionals	e.g., advice from lawyers, appraisers, home inspectors, surveyors, accountants, insurance agents or brokers, mortgage consultants, land use planners, environmental consultants, where such advice is beyond one's expertise or scope of practice
personal health and wellbeing	e.g., Salesperson's physical, mental, emotional, social, and spiritual health
perspectives	e.g., based on opinions, cultures, language, preference, ability, age, gender, roles, experiences, beliefs, friends, affinity groups
precautions	e.g., keeping belongings safe, making home burglar-proof, removing hazards, dealing with unexpected visitors
prescribed rules	acts and regulations, legal and ethical requirements, brand and industry standards
private and confidential	according to service agreements, federal legislation, provincial legislation, agency law
productivity and collaboration applications	e.g., those used for word-processing; spreadsheets; portable document format; electronic signatures; presentations; email, calendaring, and task management; file hosting, sharing, and management; surveys; notetaking; collaboration; project management; database management; videoconferencing
profiles	underlying needs, concerns, constraints, or conditions (e.g., first-time buyer vs. sophisticated purchaser, health status, special requirements, timing, family circumstances)
promotional activities	e.g., advertising, personal selling, sales promotion, public relations, sponsorship
protocols and tools	e.g., precautions for open houses, placement and maintenance of signage, cleaning and pre-screening protocols, use of customer identification forms, care with personal information, cybersecurity (including device and information security, prevention of malware installation), safety apps and products like emergency buttons, GPS trackers, distress codes
public	e.g., general public, customers
quality	clean, legible, free of errors, uses correct punctuation and spelling
real estate documents	e.g., real estate purchase contracts, disclosures, letters, offer/agreement to lease
real estate taxation	e.g., depreciation, income, capital gain
reasonable inquiries	e.g., it is expected that a Salesperson uncovers all that needs to be disclosed
reasoning and interpersonal skills	e.g., show genuine interest, use supportive and encouraging language, think logically, ask insightful questions, acknowledge opposing points of view, use concrete examples to make a point, present data, alternatives, and solutions
refer	includes providing information and explaining the basis on which the referral is made
regulatory compliance	Meeting all federal, provincial, municipality, and industry related legislation, Rules, regulations, and standards.
relationship	the need for transparency of relationships between self, buyer, seller. It is critical in the case of dual representation
relevant properties	e.g., those similar to the subject property and that have recently sold, are listed for sale, or are under contract
resources	e.g., lawyer, financial analyst, notary, environmental company, home inspector – but not related to specific providers such as plumber, roofer
respond	avoiding, recognizing, disclosing, mitigating impact, and resolving
risks	Potential threat, damage, loss, injury, or difficulty related to the safety, wellbeing, or security of others (e.g., client, customer, neighbours, community, third parties) and oneself.
sensitivity analysis	Useful method of assumption to determine if a commercial property meets a client's needs.
scope of practice	permissible procedures, actions, and processes as set by the regulatory body, in conjunction with an individual's specific education, experience, and demonstrated competence; determined for each registration category
software	e.g., online listing databases, other software depending on location and nature of practice
speech	tone, inflection, enunciation, volume, and speed
standards and requirements	e.g., legal and ethical requirements, brand standards, privacy expectations
strategies	e.g., informal learning opportunities, mentorship, workshops, conferences, webinars, advanced education
techniques	e.g., questioning, rephrasing, visual support, gestures to enhance understanding as appropriate
units	e.g., price per square foot
visual observation	e.g., land, building envelope, foundation, structure, and systems (electrical, plumbing, heating and cooling, elevators)
working relationships	e.g., roles, responsibilities, levels of effort

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN	DOMAIN WT.
1. PROFESSIONAL RELATIONSHIPS AND CONDUCT	28.8
2. COMMUNICATION AND COLLABORATION	17.1
3. PROSPECTING AND MARKETING	8.3
4. RESEARCH AND ANALYSIS	24.4
5. NEGOTIATING AND CLOSING	21.4



COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN AND TITLE WEIGHTS S PERCENTAGE OF TOTAL DOMAINS

COMPETENCY DOMAIN	DOMAIN WT.	COMPETENCY TITLE		COMPETENCY WT.
1. PROFESSIONAL RELATIONSHIPS AND CONDUCT	28.8			
		1.1	FULFILL AGENCY RESPONSIBILITIES TO CLIENTS	8.8
		1.2	MANAGE DISCLOSURE OBLIGATIONS	2.3
		1.3	PROTECT THE PUBLIC	2.6
		1.4	COMPLY WITH APPLICABLE LAWS AND REGULATIONS	2.6
		1.5	MITIGATE RISK TO HEALTH AND SAFETY	1.9
		1.6	MITIGATE RISK	2.6
		1.7	INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE	4
		1.8	DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT	2
		1.9	MANAGE TIME, PRIORITIES, AND WORK QUALITY	2
2. COMMUNICATION AND COLLABORATION	17.1			
		2.1	<u>COMMUNICATE</u> EFFECTIVELY	2.9
		2.2	ADVISE CLIENTS AS SELLERS, LANDLORDS, BUYERS, OR TENANTS	6.8
		2.3	USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)	2.9
		2.4	ESTABLISH MEANINGFUL RELATIONSHIPS	3
		2.5	DEMONSTRATE RESPECT FOR <u>DIVERSITY</u>	1.5

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3. PROSPECTING AND MARKETING	8.3			
		3.1	PROMOTE OWN BUSINESS	1.3
		3.2	COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL	1.5
		3.3	PROMOTE PROPERTY WHEN REPRESENTING THE SELLER / LANDLORD	3.3
		3.4	DEMONSTRATE BUSINESS SENSE	2.2
4. RESEARCH AND ANALYSIS	24.4			
		4.1	CONDUCT RESEARCH	10.9
		4.2	DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY	3.3
		4.3	PERFORM COMPARATIVE MARKET ANALYSIS	6.7
		4.4	PERFORM FINANCIAL ANALYSIS	3.5
5. NEGOTIATING AND CLOSING	21.4			
		5.1	MANAGE DOCUMENTS AND CONTRACTS	6.2
		5.2	EXPLAIN FINANCIAL IMPLICATIONS (COMMERCIAL)	2.7
		5.3	MANAGE OFFERS AND COUNTER OFFERS	2.6
		5.4	NEGOTIATE WITH INTEGRITY	7
		5.4	COMPLETE THE TRANSACTION	2.9
			TOTAL WEIGHT	100

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN: 1. PROFESSIONAL RELATIONSHIPS AND CONDUCT

Domain Weight 28.8

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	
1.1 FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8%	1.1.1	Understand the foundations of real estate.	1.1.1.1	Assess the foundations of commercial real estate.	Evaluate	1.1.1.1.1	Define the term real estate.	Remember	
						1.1.1.1.2	Define commercial real estate according to REA.	Remember	
							1.1.1.1.3	Identify the licensees governed by RECA.	Remember
							1.1.1.1.4	Identify professionals that may be involved with a real estate transaction.	Remember
							1.1.1.1.5	Identify real estate industry organizations.	Remember
							1.1.1.1.6	List the various authorization outcomes.	Remember
							1.1.1.1.7	Define conduct deserving of sanction.	Remember
							1.1.1.1.8	List the four main objectives of a practice review.	Remember
							1.1.1.1.9	List elements associated with real property.	Remember
							1.1.1.1.10	Identify benefits, deductions (including taxation), and related matters that must be addressed when starting at a real estate brokerage.	Remember
							1.1.1.1.11	Identify questions a new licensee may want to ask to orient themselves with their registered brokerage.	Remember
							1.1.1.1.12	Identify which party is typically responsible for paying real estate commissions in a leasing transaction.	Remember
							1.1.1.1.13	Describe the history of real estate in Alberta.	Understand
							1.1.1.1.14	Explain the purposes of the <u>RECA Board</u> .	Understand
							1.1.1.1.15	Describe the composition of the <u>RECA Board</u> .	Understand
							1.1.1.1.16	Describe RECA Board's obligation to make bylaws and RECA's business public, including posting annual reports.	Understand
							1.1.1.1.17	Explain the purpose of the Industry Councils.	Understand
							1.1.1.1.18	Describe the Industry Councils' powers and responsibilities.	Understand
							1.1.1.1.19	Describe the broker's role in relation to the brokerage.	Understand
							1.1.1.1.20	Describe the exemptions to the licensing provisions under <u>REA</u> .	Understand
							1.1.1.1.21	Describe the fines associated with conducting business that requires a licence without a licence.	Understand
							1.1.1.1.22	Explain how RECA may take jurisdiction over trade activities conducted in multiple provinces and countries.	Understand
							1.1.1.1.23	Clarify what is meant by right touch regulation.	Understand
							1.1.1.1.24	Explain the requirement to cooperate with RECA in an investigation.	Understand
							1.1.1.1.25	Summarize the role of real estate associate education and licensing requirements.	Understand

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FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.1.1.26	Describe the Registrar's powers to place conditions or restrictions on licences.	Understand
					1.1.1.1.27	Describe when licences expire, when they must be renewed, and when they are terminated.	Understand
					1.1.1.1.28	Describe the eligibility requirements for brokerages to be licensed.	Understand
					1.1.1.1.29	Describe the eligibility and education requirements for individuals to be licensed.	Understand
					1.1.1.1.30	Describe the conditions under which the Registrar may grant education requirements' exemptions.	Understand
					1.1.1.1.31	Describe the obligations imposed on prospective licensees and licensees by the Education Code of Conduct for Learners during the pre-licensing and re-licensing education process.	Understand
					1.1.1.1.32	Describe when a Registrar licensing eligibility opinion is not binding.	Understand
					1.1.1.1.33	Describe the duty to notify the Registrar of license application related information changes.	Understand
					1.1.1.1.34	Explain the brokerage registration requirement for associates and associate brokers.	Understand
					1.1.1.1.35	Clarify the licensee requirement to complete re-licensing education before renewing their license.	Understand
					1.1.1.1.36	Clarify licence application requirements.	Understand
					1.1.1.1.37	Describe activities prospective licensees may engage in while awaiting licensing and registration completion that may prepare them to work at a commercial real estate brokerage.	Understand
					1.1.1.1.38	Describe the evolution of real estate self-regulation in Alberta.	Understand
					1.1.1.1.39	Describe popular service platforms used by commercial brokerages.	Understand
					1.1.1.1.41	Explain why market specialization occurs.	Understand
					1.1.1.1.42	Describe the role of commercial real estate in the Canadian economy.	Understand
					1.1.1.1.43	Describe the role of commercial real estate in the global economy.	Understand
					1.1.1.1.44	Explain the benefits of the resources developed by RECA.	Understand
					1.1.1.1.45	Explain how to locate and access RECA resources.	Understand
					1.1.1.1.46	Use key terms associated with REA.	Apply
				1.1.1.1.47	Compare and contrast the different types of real property ownership.	Analyse	
				1.1.1.1.48	Outline real property ownership rights and limitations.	Analyse	
				1.1.1.1.49	Explain the different interests that may be registered against a title.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.1.1.50	Compare and contrast the major types of commercial real estate properties.	Analyse
					1.1.1.1.51	Compare and contrast the terms <u>property</u> and <u>property ownership</u> .	Analyse
					1.1.1.1.52	Outline how common law in Canada impacts real estate.	Analyse
					1.1.1.1.53	Outline the development of designated agency and its adoption in Alberta.	Analyse
					1.1.1.1.54	Outline the activities related to a trade or potential trade in real estate.	Analyse
					1.1.1.1.55	Outline RECA's role in Alberta's real estate industry.	Analyse
					1.1.1.1.56	Outline the requirements for RECA authorization (license and registration).	Analyse
					1.1.1.1.57	Outline the steps for an individual to become authorized by RECA to trade in real estate.	Analyse
					1.1.1.1.58	Outline the process to obtain a certified criminal record check.	Analyse
					1.1.1.1.59	Outline the authorization status confirmation procedure for real estate professionals.	Analyse
					1.1.1.1.60	Outline the process to change a license or brokerage.	Analyse
					1.1.1.1.61	Outline the scope of practice that a commercial real estate license grants.	Analyse
					1.1.1.1.62	Outline the responsibilities that REA imposes on clients, customers, and consumers.	Analyse
					1.1.1.1.63	Outline the responsibilities that <u>REA</u> imposes on real estate associates.	Analyse
					1.1.1.1.64	Outline <u>RECA Board's</u> bylaw creation responsibilities.	Analyse
					1.1.1.1.65	Outline RECA Board's powers and responsibilities.	Analyse
					1.1.1.1.66	Compare and contrast the role and responsibilities of the Executive Director and the Registrar.	Analyse
					1.1.1.1.67	Outline the leadership role of the broker in relation to associates and associate brokers.	Analyse
					1.1.1.1.68	Outline the licensing requirements for real estate brokers.	Analyse
					1.1.1.1.69	Outline the licensing requirements for mortgage brokers.	Analyse
					1.1.1.1.70	Outline the requirements for the different licenses governed by RECA.	Analyse
					1.1.1.1.71	Outline RECA's Trust Assurance and Practice Review Program.	Analyse
					1.1.1.1.72	Outline RECA's Professional Conduct Review Program.	Analyse
					1.1.1.1.73	Explain the need for commercial real estate licensing.	Analyse
				1.1.1.1.74	Outline when the Registrar may refuse, suspend, or cancel a license and how these decisions can be appealed.	Analyse	

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FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% (continued)					1.1.1.1.75	Outline the appeals process for Registrar decisions refusal, suspension, or cancelation decisions.	Analyse	
					1.1.1.1.76	Outline the principles of trust and confidence in a real estate setting.	Analyse	
					1.1.1.1.77	Compare and contrast commercial real estate and residential real estate.	Analyse	
					1.1.1.1.78	Compare and contrast rural real estate (agri-business) and residential real estate in a rural setting.	Analyse	
					1.1.1.1.79	Distinguish the circumstances that make individuals ineligible to become and continue to be licensed.	Analyse	
					1.1.1.1.80	Outline how prospective licensees may request the Registrar's opinion regarding their licensing eligibility.	Analyse	
					1.1.1.1.81	Outline the benefits of seeking the Registrar's licensing eligibility opinion.	Analyse	
					1.1.1.1.82	Outline the prohibitions associated with being registered to multiple brokerages.	Analyse	
					1.1.1.1.83	Outline the purposes of Designated agency.	Analyse	
					1.1.1.1.84	Outline the broker's role in designated agency.	Analyse	
					1.1.1.1.85	Compare and contrast a fee simple from a leasehold estate.	Analyse	
					1.1.1.1.86	Differentiate a licence from a lease.	Analyse	
					1.1.1.1.87	Outline the key role of discipline, planning, time management, image/promotion, and attitude in getting started in commercial real estate sales.	Analyse	
					1.1.1.1.88	Compare and contrast when a licensee is hired as an employee and as an independent contractor.	Analyse	
					1.1.1.1.89	Compare and contrast the different ways leasing transaction commissions are typically calculated.	Analyse	
					1.1.1.1.90	Determine the priority of the various registered interests.	Evaluate	
					1.1.1.1.91	Assess the "conduct deserving of sanction" complaint process.	Evaluate	
					1.1.1.1.92	Determine the role of a commercial real estate associate.	Evaluate	
					1.1.1.1.93	Justify the need for real estate education.	Evaluate	
			1.1.1.2	Outline RECA's disciplinary proceedings.	Analyse	1.1.1.2.1	Explain the Registrar's production order powers, including Registrar appointed investigators.	Understand
						1.1.1.2.2	Explain the Registrar's Administrative Penalty powers.	Understand
						1.1.1.2.3	Explain the different Professional Conduct Review outcomes.	Understand
						1.1.1.2.4	Describe how Hearing and Appeal panels are appointed.	Understand
						1.1.1.2.5	Describe licensing, conduct deserving of sanction, and other enforcement /decision publication provisions.	Understand
						1.1.1.2.6	Describe RECA's enforcement and fine/cost collection powers.	Understand

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FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.1.2.7	Summarize the offences under which people may be prosecuted and the possible sanctions.	Understand
					1.1.1.2.8	Describe orders to cease carrying on business and their appeal processes.	Understand
					1.1.1.2.9	Describe the service of documents process.	Understand
					1.1.1.2.10	Describe the Alberta Real Estate Foundation's purpose and activities.	Understand
					1.1.1.2.11	Describe the Minister's powers related to RECA, the RECA Board, and the Industry Councils.	Understand
					1.1.1.2.12	Describe the immunity provisions to the Minister, an official administrator, RECA, the <u>RECA Board</u> , an Industry Council, an Industry Council member, and a RECA officer or employee.	Understand
					1.1.1.2.13	Summarize the history of commercial property ownership in Alberta and Canada.	Understand
					1.1.1.2.14	Describe the different settings/locations in which commercial real estate may be found.	Understand
					1.1.1.2.15	Outline the investigation process related to conduct deserving of sanction.	Analyse
					1.1.1.2.16	Outline the decision-making process related to conduct deserving of sanction.	Analyse
					1.1.1.2.17	Outline the appeals process related to conduct deserving of sanction.	Analyse
					1.1.1.2.18	Outline the Administrative Penalty appeal process.	Analyse
					1.1.1.2.19	Outline the Registrar's powers to conduct periodic inspections, issue receiving orders, and freeze assets.	Analyse
					1.1.1.2.20	Outline the lifetime licensing ban application process.	Analyse
					1.1.1.2.21	Compare and contrast common law agency and designated agency.	Analyse
					1.1.1.2.22	Outline the requirements that brokerages must meet to practice designated agency.	Analyse
					1.1.1.2.23	Outline the impact of information barriers for brokerages that practice designated agency.	Analyse
					1.1.1.2.24	Outline the development of real property law in Canada.	Analyse
					1.1.1.2.25	Outline the evolution of real estate regulation in Alberta.	Analyse
					1.1.1.2.26	Outline RECA's consumer related function.	Analyse
					1.1.1.2.27	Compare and contrast the benefits, disadvantages, and considerations of the different property types from a buyer's perspective.	Analyse
					1.1.1.2.28	Compare and contrast the benefits, disadvantages, and considerations of the different property types from a seller's perspective.	Analyse
					1.1.1.2.29	Compare and contrast the benefits, disadvantages, and considerations of the different forms of ownership from a buyer's perspective.	Analyse

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FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.1.2.30	Compare and contrast the benefits, disadvantages, and considerations of the different forms of ownership from a seller's perspective.	Analyse
		1.1.1.3	Assess the basics of economics as they relate to commercial real estate.	Evaluate	1.1.1.3.1	Identify the phases of the real estate asset life cycle.	Remember
					1.1.1.3.2	Define risk.	Remember
					1.1.1.3.3	Define return.	Remember
					1.1.1.3.4	Define rent.	Remember
					1.1.1.3.5	Define gross-up factor.	Remember
					1.1.1.3.6	Define capital expenditure pass-through.	Remember
					1.1.1.3.7	Describe the four risk categories.	Understand
					1.1.1.3.8	Explain how returns for real estate assets are measured.	Understand
					1.1.1.3.9	Explain the importance of the time value of money as it relates to commercial real estate investment.	Understand
					1.1.1.3.10	Calculate the present value, future value, and rate of return for a lump sum.	Apply
					1.1.1.3.11	Calculate the present value and annual payment amount for a mortgage.	Apply
					1.1.1.3.12	Calculate percentage rent.	Apply
					1.1.1.3.13	Calculate the annual base rent for a premises.	Apply
					1.1.1.3.14	Calculate the annual additional rent for a premises.	Apply
					1.1.1.3.15	Outline the characteristics of the real estate market.	Analyse
					1.1.1.3.16	Outline the stages of a typical business cycle.	Analyse
					1.1.1.3.17	Outline the four phases of the commercial real estate market cycle.	Analyse
					1.1.1.3.18	Explain how supply and demand influence the commercial real estate market.	Analyse
					1.1.1.3.19	Outline the market indicators that impact supply and demand.	Analyse
					1.1.1.3.20	Compare and contrast movements and shifts in supply and demand.	Analyse
					1.1.1.3.21	Compare and contrast market equilibrium, market surplus, and market shortage.	Analyse
					1.1.1.3.22	Outline inelastic supply of commercial real estate.	Analyse
					1.1.1.3.23	Distinguish between real and financial investment.	Analyse
					1.1.1.3.24	Compare and contrast public and private markets.	Analyse
					1.1.1.3.25	Differentiate the asset market from the space market.	Analyse
					1.1.1.3.26	Explain the relationship between the asset market and space market.	Analyse
					1.1.1.3.27	Differentiate between an ordinary annuity and annuity due.	Analyse
				1.1.1.3.28	Differentiate between base rent, additional rent, and percentage rent.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.1.3.29	Determine the impact of the market in diverse commercial real estate contexts.	Evaluate
		1.1.1.4	Assess the relationship between commercial condominium property ownership and trade as it relates to commercial real estate associates.	Evaluate	1.1.1.4.1	Define the term "condominium corporation".	Remember
					1.1.1.4.2	Define the term "condominium unit".	Remember
					1.1.1.4.3	Define the term "common property".	Remember
					1.1.1.4.4	Describe the <u>CPA</u> and the Condominium Property Regulation.	Remember
					1.1.1.4.5	Describe what is involved in unit ownership.	Remember
					1.1.1.4.6	List the responsibilities of unit owners.	Remember
					1.1.1.4.8	Define the condominium corporation.	Remember
					1.1.1.4.9	Describe the duties of the condominium corporation.	Remember
					1.1.1.4.10	List the various meetings that may be held.	Remember
					1.1.1.4.11	Describe the condominium corporation's decision-making process.	Remember
					1.1.1.4.12	Define what is meant by exclusive use.	Remember
					1.1.1.4.13	Define monthly contributions.	Remember
					1.1.1.4.14	Explain how condominium unit ownership operates.	Understand
					1.1.1.4.15	Describe the benefits of condominium ownership.	Understand
					1.1.1.4.16	Describe potential issues related to condominium ownership.	Understand
					1.1.1.4.17	Describe real estate arrangements that may be understood as condominiums.	Understand
					1.1.1.4.18	Explain the concept of unit factors.	Understand
					1.1.1.4.19	Describe the role of a court-appointed condominium administrator.	Understand
					1.1.1.4.20	Explain the purpose of special assessments.	Understand
					1.1.1.4.21	Compare and contrast the terms condominium, unit, and common property.	Analyse
					1.1.1.4.22	Outline the role and responsibilities of the Board of Directors.	Analyse
					1.1.1.4.23	Outline the different condominium management options.	Analyse
					1.1.1.4.24	Outline common duties performed by condominium managers.	Analyse
					1.1.1.4.25	Outline key aspects related to leasing individual condominium units.	Analyse
					1.1.1.4.26	Outline unit owner obligations when renting/leasing a unit.	Analyse
					1.1.1.4.27	Outline tenant condominium unit obligations.	Analyse
				1.1.1.4.28	Outline the ways in which condominium corporations may finance their activities.	Analyse	
				1.1.1.4.29	Outline how monthly contributions are calculated.	Analyse	
				1.1.1.4.30	Outline the two trust accounts required under the legislation.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>		1.1.1.5	Outline Condominium Document fundamentals for commercial real estate associates.	Analyse	1.1.1.5.1	Describe the types of Condominium Plans and how they differ.	Remember	
					1.1.1.5.2	Identify the different parking stall and storage area arrangements that are possible.	Remember	
					1.1.1.5.3	Describe the type of information contained within a management agreement.	Remember	
					1.1.1.5.4	List the types of financial statements that may be produced.	Remember	
					1.1.1.5.5	Describe other documents that may be relevant.	Remember	
					1.1.1.5.6	List the sources of condominium documents.	Remember	
					1.1.1.5.7	List the condominium documents associated with each type of condominium sale.	Remember	
					1.1.1.5.8	Identify who may perform reviews of condominium documents.	Remember	
					1.1.1.5.9	Explain the information contained in the unit title.	Understand	
					1.1.1.5.10	Explain the purpose of the condominium bylaws and what is included in them.	Understand	
					1.1.1.5.11	Explain the purpose of the governing policies of the condominium.	Understand	
					1.1.1.5.12	Explain the purpose of an annual budget.	Understand	
					1.1.1.5.13	Explain the importance of the Notes to the Financial Statements.	Understand	
					1.1.1.5.14	Explain the importance and processes involved in document stewardship.	Understand	
					1.1.1.5.15	Outline the information contained in the Condominium Plan.	Analyse	
					1.1.1.5.16	Outline the information contained in the Condominium Additional Plan Sheet.	Analyse	
					1.1.1.5.17	Compare and contrast audited and unaudited financial statements.	Analyse	
					1.1.1.5.18	Outline the process involved in creating a reserve fund plan.	Analyse	
			1.1.1.6	Outline Condominium Sales fundamentals for commercial real estate associates.	Analyse	1.1.1.6.1	List the three types of condominium sales.	Remember
						1.1.1.6.2	Describe the types of buyer target markets most applicable to condominiums.	Understand
					1.1.1.6.3	Describe issues a buyer should be aware of when considering purchasing a condominium.	Understand	
					1.1.1.6.4	Outline general condominium purchase considerations.	Analyse	
					1.1.1.6.5	Compare and contrast how the different <u>corporation</u> management business models (self-managed, professionally managed, or partially managed) may impact a buyer.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.1.6.6	Compare and contrast how the different <u>corporation</u> management business models (self-managed, professionally managed, or partially managed) may impact a seller.	Analyse	
		1.1.1.7	Assess how REA and the Rules are created, amended, and impact licensees.	Evaluate	1.1.1.7.1	Summarize the history of <u>REA</u> .	Understand	
						1.1.1.7.2	Explain who oversees <u>REA</u> .	Understand
						1.1.1.7.3	Describe the limitations imposed on Industry Councils associated with the creation of <u>Rules</u> .	Understand
						1.1.1.7.4	Explain the purposes of RECA as stated in <u>REA</u> .	Understand
						1.1.1.7.5	Outline the process required to amend <u>REA</u> .	Analyse
						1.1.1.7.6	Outline how Industry Councils make rules governing licensee conduct.	Analyse
						1.1.1.7.7	Compare and contrast <u>REA</u> , the Rules, the Regulations, and Bylaws.	Analyse
						1.1.1.7.8	Deconstruct <u>REA</u> and the Rules.	Analyse
						1.1.1.7.9	Determine how <u>REA</u> relates to the business of licensees.	Evaluate
		1.1.1.8	Determine the type of real estate relationship that applies to diverse contexts.	Evaluate	1.1.1.8.1	Define the term agency relationship as it relates to commercial real estate.	Remember	
						1.1.1.8.2	Describe the contexts in which a brokerage may not place conditions for a client to terminate an agency relationship.	Understand
						1.1.1.8.3	Describe types of authority in representation relationships.	Understand
						1.1.1.8.4	Describe the limits on authority regarding capacity to contract, delegate, and incur expenses.	Understand
						1.1.1.8.5	Describe the elements of a representation relationship.	Understand
						1.1.1.8.6	Describe how representation relationship may be established.	Understand
						1.1.1.8.7	Differentiate between a commercial real estate associate, client, and customer.	Analyse
						1.1.1.8.8	Compare and contrast a representation and non-representation relationship.	Analyse
						1.1.1.8.9	Outline the importance of consumers understanding the role of real estate professionals.	Analyse
						1.1.1.8.10	Outline the ways by which an agency relationship may be terminated.	Analyse
					1.1.1.8.11	Assess when the various types of representation authority are appropriate in real estate.	Analyse	
					1.1.1.8.12	Outline the services licensees may provide to customers.	Analyse	
					1.1.1.8.13	Outline how co-brokering works.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% (continued)					1.1.1.8.14	Determine the duties owed to clients in representation relationships.	Evaluate	
					1.1.1.8.15	Determine the duties owed to non-clients in non-representation relationships.	Evaluate	
					1.1.1.8.16	Determine if an individual is a customer based on diverse contexts.	Evaluate	
					1.1.1.8.17	Determine services that licensees are prohibited from providing to customers.	Evaluate	
					1.1.1.8.18	Determine a licensee's obligations in a customer relationship.	Evaluate	
	1.1.2	Explain licensee and client obligations in an agency relationship.	1.1.2.1	Determine licensee and client obligations in an agency relationship.	Evaluate	1.1.2.1.1	Outline the conditions that a client is required to remunerate a licensee acting as their representative.	Analyse
						1.1.2.1.2	Outline a licensee's general client obligations to: <ul style="list-style-type: none"> - exercise care and skill - act honestly - negotiate favourable terms - maintain confidentiality - disclose information - act in person - obey lawful instructions - perform mandate 	Analyse
						1.1.2.1.3	Outline the fiduciary duties that a licensee owes a client: <ul style="list-style-type: none"> - utmost loyalty - avoid conflicts of interest - disclose conflicts of interest - not make secret profits - handle confidential information properly - to account 	Analyse
						1.1.2.1.4	Determine appropriate actions based on the 6 fiduciary duties in diverse situations.	Evaluate
						1.1.2.1.5	Determine appropriate actions based on the 8 general obligations in diverse situations.	Evaluate
						1.1.2.1.6	Determine client obligations related to indemnification in a representation relationship in diverse real estate scenarios.	Evaluate
						1.1.2.1.7	Determine client obligations related to remuneration in a representation relationship in diverse real estate scenarios.	Evaluate
						1.1.2.1.8	Determine client obligations related to disclosure in a representation relationship in diverse real estate scenarios.	Evaluate
1.1.3	Carry out agency relationships with clients that meet applicable laws.	1.1.3.1	Determine how common law and the Rules impact commercial real estate agency relationships.	Evaluate	1.1.3.1.1	Describe the licensee's obligations that surpass termination of the agency relationship.	Understand	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.3.1.2	Outline the common law agency requirements on real estate agency relationships.	Analyse	
					1.1.3.1.3	Outline licensee obligations under the Rules regarding a sole agency relationship with a seller.	Analyse	
					1.1.3.1.4	Outline licensee obligations under the Rules regarding a sole agency relationship with a buyer.	Analyse	
					1.1.3.1.5	Outline a licensee's duty to act consistently in accordance with representation relationships.	Analyse	
					1.1.3.1.6	Outline how a real estate relationship may be inadvertently changed.	Analyse	
					1.1.3.1.7	Outline potential consequences of acting outside of the established relationship requirements.	Analyse	
	1.1.4	Act in the best interests of clients.	1.1.4.1	Assess how to best serve clients and represent their interests in diverse contexts.	Evaluate	1.1.4.1.1	Explain the roles and priorities of the various individuals who act on behalf of the client.	Understand
						1.1.4.1.2	Explain the role of property management and asset management.	Understand
						1.1.4.1.3	Explain the due diligence required of licensees related to non-resident sellers/landlords.	Understand
						1.1.4.1.4	Compare and contrast the role of a real estate investor and a real estate user.	Analyse
						1.1.4.1.5	Outline the different types of clients.	Analyse
						1.1.4.1.6	Outline the relationship between property management and asset management.	Analyse
						1.1.4.1.7	Outline the principle of client best interest in a real estate setting.	Analyse
						1.1.4.1.8	Outline what real estate professionals should do if the client is or wishes to use a nominee or corporation for the transaction.	Analyse
			1.1.4.2	Assess how to deal with power of attorney, trusteeships, foreclosures, assignees, assignors, and judicial sales.	Evaluate	1.1.4.2.1	Describe how various ownership arrangements affect title when an owner dies.	Understand
						1.1.4.2.2	Outline licensee due diligence requirements when dealing with a real estate sale by one or more executors.	Analyse
						1.1.4.2.3	Outline licensee due diligence requirements when dealing with an assignee or assignor in a sale or purchase.	Analyse
						1.1.4.2.4	Compare and contrast the different types of judicial real estate sales.	Analyse
						1.1.4.2.5	Outline the general judicial sales process.	Analyse
						1.1.4.2.6	Outline licensee due diligence requirements when dealing with a trustee sale or purchase.	Analyse
					1.1.4.2.7	Compare and contrast the advantages and disadvantages of judicial sales purchases by buyers.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.4.2.8	Compare and contrast the strategies licensees may use to deal with potential disadvantages related to judicial sales purchases by buyers.	Analyse	
					1.1.4.2.9	Determine licensee due diligence requirements when dealing with a sale or purchase through a power of attorney.	Evaluate	
					1.1.4.2.10	Determine licensee due diligence requirements when dealing with a sale or purchase through a trustee.	Evaluate	
					1.1.4.2.11	Determine the circumstances that require probate to facilitate the sale of real estate.	Evaluate	
			1.1.4.4	Assess the obligations, responsibilities, and limitations imposed by the Act and Rules.	Evaluate	1.1.4.4.1	Describe trade records.	Understand
						1.1.4.4.2	Describe the conditions necessary for individual licensees being able to retain client information or copies of client documents.	Understand
						1.1.4.4.3	Describe the requirements of licensees associated with the solicitation, acceptance, and receipt of money.	Understand
						1.1.4.4.4	Describe the prohibition preventing charging and suing for commissions if the persons provided services requiring a license without a license.	Understand
						1.1.4.4.5	Describe licensees' duties associated with the administration of trust accounts and trust monies.	Understand
						1.1.4.4.6	Describe the conditions necessary for real estate licensees to communicate guaranteed sales.	Understand
						1.1.4.4.7	Explain the meaning of misrepresentation and how it might occur in practice.	Analyse
						1.1.4.4.8	Outline potential issues related to referring a person to another service provider or third-party industry.	Analyse
						1.1.4.4.9	Outline the tasks unauthorized assistants may or may not perform.	Analyse
						1.1.4.4.10	Outline the conditions or events that licensees must report to the Registrar and the associated timelines.	Analyse
						1.1.4.4.11	Outline the responsibilities imposed by the Rules on all licensees.	Analyse
						1.1.4.4.12	Outline the prohibitions imposed by the Rules on all licensees.	Analyse
						1.1.4.4.13	Compare and contrast incentives and inducements.	Analyse
						1.1.4.4.14	Outline the conditions necessary for real estate licensees to communicate incentives and inducements.	Analyse
					1.1.4.4.15	Outline licensee client information protection responsibilities under the Rules.	Analyse	
					1.1.4.4.16	Outline licensee obligations to submit all trade records to the brokerage in accordance with brokerage policies and procedures.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.4.4.17	Outline the legislative requirements regarding real estate brokerage record keeping.	Analyse	
					1.1.4.4.18	Explain licensee referral related responsibilities.	Analyse	
					1.1.4.4.19	Outline licensee obligations associated with the receipt offers, counter offers, acceptance, and waivers.	Analyse	
					1.1.4.4.20	Outline a licensee's obligations to their brokerage.	Analyse	
					1.1.4.4.21	Compare and contrast real estate associate broker specific and real estate broker specific duties and responsibilities.	Analyse	
					1.1.4.4.22	Determine when it is required to notify RECA regarding a change of information.	Evaluate	
			1.1.4.5	Assess service agreements for responsibilities and requirements.	Evaluate	1.1.4.5.1	List the benefits of having a written service agreement.	Remember
						1.1.4.5.2	Describe how to amend the service agreement after it is signed.	Understand
						1.1.4.5.3	Interpret how to comply with service agreement requirements under the <u>Rules</u> .	Apply
						1.1.4.5.4	Complete a designated agency exclusive seller representation agreement with a seller.	Apply
						1.1.4.5.8	Complete a common law agency exclusive seller representation agreement with a seller.	Apply
						1.1.4.5.9	Outline a brokerage's service agreement responsibilities.	Analyse
						1.1.4.5.10	Outline written service agreement content requirements.	Analyse
						1.1.4.5.11	Compare and contrast exclusive and non-exclusive representation agreements.	Analyse
						1.1.4.5.12	Assess service agreements for consistency with the intended agency responsibilities and service model.	Evaluate
						1.1.4.5.13	Determine if an individual signing a service agreement on behalf of a client has signing authority.	Evaluate
			1.1.4.6	Outline Brokerage Responsibilities and Prohibitions.	Analyse	1.1.4.6.1	Outline the requirement to provide annual accounting reports to the Registrar.	Understand
						1.1.4.6.2	Outline real estate brokerage trust account obligations related to trust account reconciliation.	Understand
						1.1.4.6.3	Outline real estate brokerage record keeping and conversion requirements.	Analyse
						1.1.4.6.4	Outline real estate brokerage trust account obligations.	Analyse
						1.1.4.6.5	Outline real estate brokerage trust account record keeping requirements.	Analyse
						1.1.4.6.6	Outline real estate brokerage trust account obligations related to negative trust account balances.	Analyse
						1.1.4.6.7	Outline real estate brokerage trust account obligations related to trust fund shortages.	Analyse

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.4.6.8	Outline real estate brokerage trust account obligations related to funding requirements.	Analyse	
					1.1.4.6.9	Outline real estate brokerage trust account obligations related to trust shortages.	Analyse	
					1.1.4.6.10	Outline real estate brokerage trust account obligations related to Registrar notification requirements.	Analyse	
					1.1.4.6.11	Outline real estate brokerage prohibitions.	Analyse	
					1.1.4.6.12	Determine electronic deposit and trust fund transfer related requirements.	Evaluate	
			1.1.4.8	Determine how to work within the brokerage's policies and procedures.	Evaluate	1.1.4.8.1	Outline potential consequences of failing to follow brokerage policies and procedures.	Analyse
						1.1.4.8.2	Outline types of policies and procedures brokerages may implement.	Analyse
			1.1.4.9	Assess real estate licensee liability.	Evaluate	1.1.4.9.1	Explain how errors and omissions insurance helps reduce risk.	Understand
						1.1.4.9.2	Explain the purpose of the Real Estate Assurance Fund.	Understand
						1.1.4.9.3	Explain how and when a licensee becomes personally liable to a third party.	Analyse
						1.1.4.9.4	Outline the effect of Tort law on a licensee's activities.	Analyse
						1.1.4.9.5	Compare and contrast negligence, recklessness, and intent.	Analyse
						1.1.4.9.6	Outline the various errors and omissions coverage available to address civil liability in real estate licensee practice.	Analyse
						1.1.4.9.7	Outline the purpose of errors and omissions insurance.	Analyse
						1.1.4.9.8	Determine a licensee's civil and regulatory liability in diverse situations.	Evaluate
	1.1.5	Follow fiduciary duty of loyalty to clients.	1.1.5.1	Assess situations for fiduciary duties and general obligations to clients.	Evaluate	1.1.5.1.1	Outline common general obligations that a licensee owes a client.	Analyse
	1.1.6	Perform obligations to meet required duty of care.	1.1.6.1	Assess licensee practice and diverse scenarios for required actions to meet duty of care obligations.	Evaluate	1.1.6.1.1	Compare and contrast duty of care obligations in representation relationships and non-representation relationships.	Analyse
						1.1.6.1.2	Outline the standard of care to which real estate professionals are held.	Analyse
						1.1.6.1.3	Outline licensee best practices that contribute to meeting the standard of care.	Analyse
						1.1.6.1.4	Outline the relationship between market specialization and standard of care.	Analyse
1.1.7	Provide clients with all relevant information on all aspects of the real estate transaction in a timely manner.	1.1.7.1	Assess information disclosure requirements and best practice.	Evaluate	1.1.7.1.1	Explain who may determine if information is relevant to a client.	Understand	
					1.1.7.1.2	Outline the process licensees must follow to determine what information is relevant to a client.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.7.1.3	Determine what, when, and how to disclose information in keeping with information disclosure obligations.	Evaluate	
	1.1.8	Adhere to lawful instructions and directions from client.	1.1.8.1	Assess the legality of client instructions.	Evaluate	1.1.8.1.1	Describe the consequences associated with a licensee's failure to follow lawful instructions.	Remember
						1.1.8.1.2	Outline the process by which clients may provide lawful instructions to licensees.	Analyse
						1.1.8.1.3	Determine whether a client has provided lawful instructions.	Evaluate
						1.1.8.1.4	Determine licensee options to deal with unlawful client instructions.	Evaluate
	1.1.9	Keep client information confidential, disclosing only with client's informed written direction or as required by law.	1.1.9.1	Assess situations for client confidentiality issues.	Evaluate	1.1.9.1.1	Describe the benefits of documenting client's consent to their disclosure of confidential information.	Remember
						1.1.9.1.2	Determine when and how you may disclose confidential client information (including NDA related issues).	Evaluate
	1.1.10	Safeguard and account for property entrusted by client or customers.	1.1.10.1	Outline entrusted client property legislative requirements.	Analyse	1.1.10.1.1	Define client property.	Remember
						1.1.10.1.2	Describe the buyer/tenant representative's responsibilities when touring properties.	Remember
						1.1.10.1.3	Describe buyer's/tenant's representative's duties to leave the property as when accessed.	Remember
						1.1.10.1.4	Describe buyer's/tenant's representative's duties to follow any conditions placed by the seller/landlord.	Remember
						1.1.10.1.5	Outline licensee property safeguarding responsibilities when transitioning from another brokerage (broker notification and client notification).	Analyse
	1.1.11	<u>Respond</u> to real and potential <u>conflicts of interest</u> as required by law.	1.1.11.1	Assess known and potential conflicts of interest and the related legislative requirements.	Evaluate	1.1.11.1.1	Describe the implications associated with a licensee entering into a <u>conflict of interest</u> with a client's consent.	Remember
						1.1.11.1.2	Define attributed knowledge.	Remember
						1.1.11.1.3	Clarify what is meant by a conflict of interest.	Understand
						1.1.11.1.4	Define "conflict of interest" according to the Rules.	Analyse
						1.1.11.1.5	Outline conflict of interest prevention strategies and practices.	Analyse
						1.1.11.1.6	Outline how designated agency may prevent certain conflicts of interest.	Analyse
						1.1.11.1.7	Outline licensee responsibilities regarding perceived or actual conflicts of interests.	Analyse
						1.1.11.1.8	Recognize circumstances that give rise to unavoidable conflicts of interest.	Evaluate
					1.1.11.1.9	Determine when situations require you to inform the brokerage of a conflict of interest.	Evaluate	
					1.1.11.1.10	Determine conflict of interest resolution options.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 8.8% <i>(continued)</i>					1.1.11.1.11	Determine if there is a conflict for brokerages practicing agency under the common law.	Evaluate	
					1.1.11.1.12	Determine if there is a conflict for brokerages in designated agency.	Evaluate	
					1.1.11.1.13	Outline the process for managing <u>conflicts of interest</u> .	Evaluate	
			1.1.11.2	Outline transaction brokerage fundamentals.	Analyse	1.1.11.2.1	Describe three circumstances in which transaction brokerage is not appropriate.	Understand
						1.1.11.2.2	Describe the most common circumstances under which it is inappropriate for transaction brokerage to be used to resolve conflicts of interest.	Understand
						1.1.11.2.3	Demonstrate who was the first client to establish a representation relationship in diverse contexts.	Apply
						1.1.11.2.4	Outline the concept and purpose of transaction brokerage.	Analyse
						1.1.11.2.5	Outline the role of the transaction facilitator.	Analyse
						1.1.11.2.6	Outline the facilitation services may be provided in transaction brokerage.	Analyse
						1.1.11.2.7	Outline services that may not be provided in transaction brokerage.	Analyse
						1.1.11.2.8	Outline strategies real estate associates may use in transaction brokerage.	Analyse
						1.1.11.2.9	Outline the required steps when clients decline to enter in transaction brokerage.	Analyse
						1.1.11.2.10	Outline the two options for the second client in brokerages practicing agency under common law.	Analyse
						1.1.11.2.11	Outline the three options for the second client of brokerages practicing designated agency.	Analyse
						1.1.11.2.12	Outline what happens should a transaction not complete.	Analyse
	1.1.12	Inform client buyers of material facts that may impact a decision to purchase.	1.1.12.1	Assess information for licensee obligations and client impact.	Evaluate	1.1.12.1.1	Describe financial criteria that may impact buyer/tenant decisions.	Understand
						1.1.12.1.2	Describe operational criteria that may impact buyer/tenant decisions.	Understand
						1.1.12.1.3	Describe qualitative criteria that may impact buyer/tenant decisions.	Understand
						1.1.12.1.4	Outline a licensee's obligation to inform a client regarding material facts.	Analyse
						1.1.12.1.5	Determine the potential impact of various material facts on client decisions.	Evaluate
1.1.13	Refer clients to outside professionals.	1.1.13.1	Assess situations for the need to seek the services of other professionals.	Evaluate	1.1.13.1.1	Determine when situations that require the services of other professionals.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

1.2 MANAGE DISCLOSURE OBLIGATIONS Competency Weight: 2.3%	1.2.1	Critically reflect on situations that require disclosures based on legal requirements.	1.2.1.1	Assess legislated disclosure obligations that impact commercial real estate practice.	Evaluate	1.2.1.1.1	Compare and contrast a material latent defect, a latent defect, and a patent defect.	Understand	
						1.2.1.1.2	Outline the legislated disclosure obligations for material latent defects.	Analyse	
						1.2.1.1.3	Outline the legislated disclosure obligations regarding personal trades in real estate.	Analyse	
						1.2.1.1.4	Outline the legislated disclosure obligations regarding conflicts of interest.	Analyse	
						1.2.1.1.5	Outline the legislated disclosure obligations regarding referrals.	Analyse	
						1.2.1.1.6	Outline the legislated disclosure obligations regarding remuneration.	Analyse	
						1.2.1.1.7	Outline the legislated disclosure obligations upon receiving confidential information from a consumer in relation to real estate.	Analyse	
						1.2.1.1.8	Outline the legislated disclosure obligations under the applicable privacy legislation.	Analyse	
						1.2.1.1.9	Outline disclosure time requirements and processes.	Analyse	
				1.2.1.2	Justify confidential information disclosure in accordance with the Rules in diverse contexts.	Evaluate	1.2.1.2.1	Outline confidential information disclosure requirements under the <u>Rules</u> .	Analyse
							1.2.1.2.2	Outline the process for disclosing confidential information in accordance with the <u>Rules</u> .	Analyse
							1.2.1.2.3	Determine when you may disclose confidential information in accordance with the <u>Rules</u> .	Evaluate
		1.2.2	Explain <u>agency obligations</u> if client instructs to <u>withhold disclosure</u> .	1.2.2.1	Outline licensee's obligations regarding mandatory disclosure.	Analyse	1.2.2.1.1	Outline the process licensees must follow when a client <u>directs</u> them to <u>withhold information</u> the client is required to disclose by law.	Analyse
		1.2.3	Verify that all <u>reasonable inquiries</u> and disclosures have been made.	1.2.3.1	Check disclosures are complete and accurate.	Evaluate	1.2.3.1.1	Describe how licensees must respond to inquiries about information not required to be disclosed where the client has not authorized disclosure.	Remember
							1.2.3.1.2	Determine appropriate processes and procedures to ensure disclosures are complete and accurate.	Evaluate
							1.2.3.1.3	Describe instances where buyer/tenant agents may ask questions that the seller/landlord will not want to provide a response (existence of multiple offers, conditional sales, reason for sale).	Evaluate
		1.2.4	Obtain consent, as required.	1.2.4.1	Assess consent requirements.	Evaluate	1.2.4.1.1	Determine consent requirements in diverse situations.	Evaluate
	1.2.5	Document disclosures details.	1.2.5.1	Determine required appropriate documentation.	Evaluate	1.2.5.1.1	Compare and contrast documentation best practices for decisions, directions, communications, and recommendations.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

1.3 PROTECT THE PUBLIC Competency Weight: 2.6%	1.3.1	Act honestly and professionally.	1.3.1.1	Assess situations for public protection and ethical professional best practices.	Evaluate	1.3.1.1.1	Determine how to act honestly and professionally in diverse real estate situations that may impact public protection.	Evaluate
	1.3.2	Exercise care and skill in performing assigned duties.	1.3.2.1	Determine skill and care requirements of diverse assigned duties.	Evaluate	1.3.2.1.1	Compare and contrast the skill and care required to perform assigned duties.	Evaluate
	1.3.3	Accept responsibility for actions.	1.3.3.1	Outline the role and responsibilities of a licensee under self-regulation.	Analyse	1.3.3.1.1	Define "acting with professionalism".	Remember
						1.3.3.1.2	Define a "change agent".	Remember
						1.3.3.1.3	Explain the government's real estate self-regulation objectives.	Understand
						1.3.3.1.5	Describe effective self-regulation outcomes.	Understand
						1.3.3.1.6	Outline how RECA's statement of self-regulation applies to a licensee.	Analyse
						1.3.3.1.7	Outline the real estate self-regulation framework.	Analyse
						1.3.3.1.8	Outline the licensee's role in self-regulation.	Analyse
						1.3.3.1.9	Outline the characteristics of a professional mindset.	Analyse
	1.3.4	Stay informed of <u>essential information</u> that affects market conditions.	1.3.4.1	Assess information for impact on market conditions.	Evaluate	1.3.4.1.1	Outline how licensees may stay informed of market relevant information.	Analyse
						1.3.4.1.2	Outline the economic indicators that affect the real estate market.	Analyse
	1.3.5	Communicate to unrepresented parties that no agency obligations exist.	1.3.5.1	Outline agency obligations to unrepresented parties.	Analyse	1.3.5.1.1	Outline disclosure requirements for customers.	Analyse
	1.3.6	Advertise properties in accordance with legislative obligations and standards of practice.	1.3.6.1	Assess situations for property advertising related legislative obligations and standards of practice.	Evaluate	1.3.6.1.1	Describe the objectives of Canada's Anti-Spam Legislation	Remember
						1.3.6.1.2	Describe how Canada's Anti-Spam Legislation impacts licensees trading in real estate	Remember
						1.3.6.1.3	Describe the strategies licensees should follow to endure compliance with the Anti-Spam Legislation	Remember
						1.3.6.1.4	Describe common criteria that may be used to determine if an advertisement is false or misleading.	Remember
						1.3.6.1.5	List the important considerations when advertising using the internet or social media.	Remember
						1.3.6.1.6	Define telemarketing and common considerations in using it as a marketing technique.	Remember
						1.3.6.1.7	Describe the common types of misleading advertising claims or representations.	Remember
					1.3.6.1.8	List the recommendations for how to avoid false or misleading advertising.	Remember	
					1.3.6.1.9	Describe advertising requirements under the Rules.	Remember	
					1.3.6.1.10	Determine how to advertise properties in compliance with applicable legislative obligations and standards of practice.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

PROTECT THE PUBLIC Competency Weight: 2.6% <i>(continued)</i>	1.3.7	Handle deposits, explaining, terms of trust, trustee, processing, and disposition.	1.3.7.1	Assess REA mandated responsibilities for licensees, brokerages, and others.	Evaluate	1.3.7.1.1	Describe deposit requirements under the Regulations and the Rules.	Remember
						1.3.7.1.2	Describe the role of the trustee holding deposits	Remember
						1.3.7.1.3	Explain how the terms of trust and the trustee are subject to negotiation between the buyers/tenants and sellers/landlords.	Understand
						1.3.7.1.4	Describe the advantages and disadvantage of stipulating a deposit be provided.	Understand
						1.3.7.1.5	Describe the advice to be provided to seller/landlord clients if the deposit is not provided or not provided on time.	Analyse
						1.3.7.1.6	Describe the advice to be provided to buyer/tenant clients if they are unable to provide deposits as required.	Analyse
						1.3.7.1.7	Describe the common elements of term of trust terms and how they impact buyers/tenants and sellers/landlords.	Analyse
						1.3.7.1.8	Outline the role of the licensee in trust deposit disputes and of the need to get legal advice.	Analyse
						1.3.7.1.9	Compare and contrast the two possible scenarios that should be accounted for in an offer to lease where a deposit applies.	Analyse

1.4 COMPLY WITH APPLICABLE LAWS AND REGULATIONS Competency Weight: 2.6%	1.4.1	Comply with the laws that apply to a transaction.	1.4.1.1	Assess transactions for legal and regulatory requirements.	Evaluate	1.4.1.1.1	Describe how the criminal interest rate, fraud, and secret commission sections of the Criminal Code of Canada impact the activities of real estate licensees.	Understand
						1.4.1.1.2	Describe the importance of Alberta's Law of Property Act in real estate transactions.	Understand
						1.4.1.1.3	Describe the importance of the Land Titles Act of Alberta in real estate transactions.	Understand
						1.4.1.1.4	Describe the importance of the Statute of Frauds in real estate.	Understand
						1.4.1.1.5	Describe how the Competition Act relates to real estate brokerages and real estate professionals.	Understand
						1.4.1.1.6	Explain "anti-competitive business practices".	Understand
						1.4.1.1.7	Exemplify common anti-competitive conduct by real estate professionals.	Understand
						1.4.1.1.8	Explain the purpose of the Alberta <i>Environmental Protection and Enhancement Act</i> .	Understand
						1.4.1.1.9	Describe how the Weed Control Act impacts commercial properties located in a rural setting.	Understand
						1.4.1.1.10	Outline the impact of the <i>Alberta Water Act</i> on commercial properties in a rural setting.	Analyse
						1.4.1.1.11	Explain the impact of the National Building Code - 2019 Alberta Edition on commercial real estate transactions.	Analyse

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPLY WITH APPLICABLE LAWS AND REGULATIONS Competency Weight: 2.6% (continued)					1.4.1.1.12	Explain the impact of the <i>Residential Tenancies Act</i> and Regulations on commercial transactions involving multi-family properties.	Analyse	
					1.4.1.1.13	Determine the legislative and regulatory requirements of diverse transactions.	Evaluate	
	1.4.2	Identify <u>contexts</u> that give rise to legal issues.	1.4.2.1	Assess contracts for legal issues.	Evaluate	1.4.1.1.14	Determine how the principles of contract law apply to real estate contracts.	Evaluate
			1.4.2.2	Assess situations for improper conduct.	Evaluate	1.4.2.2.1	Compare and contrast <u>conduct deserving of sanction</u> and <u>civil liability</u> .	Analyse
						1.4.2.2.2	Compare and contrast how improper conduct and court remedies apply to real estate associates and brokerages.	Analyse
						1.4.2.2.3	Determine what is improper conduct for real estate associates under <i>REA</i> .	Evaluate
						1.4.2.2.4	Determine real estate associate improper conduct (under <i>REA</i>)_ court remedies.	Evaluate
						1.4.2.2.5	Determine what is improper conduct for brokerages under <i>REA</i> .	Evaluate
						1.4.2.2.6	Determine brokerage improper conduct (under <i>REA</i>) court remedies.	Evaluate
			1.4.2.3	Determine how privacy law and personal information protection pertains to real estate licensees.	Evaluate	1.4.2.3.1	Summarize PIPA's personal information collection, use, and disclosure exemptions.	Understand
						1.4.2.3.2	Outline the objectives of <i>PIPA</i> .	Analyse
						1.4.2.3.3	Outline the role and powers of Alberta's Office of Information and Privacy Commissioner (OIPC).	Analyse
						1.4.2.3.4	Outline privacy law and personal information related policies and processes that a brokerage must implement.	Analyse
						1.4.2.3.5	Outline OIPC's privacy complaint process.	Analyse
						1.4.2.3.6	Compare and contrast personal information as defined under PIPA and confidential information resulting from a representation agreement.	Analyse
						1.4.2.3.7	Outline the different types of consent under <i>PIPA</i> .	Analyse
						1.4.2.3.8	Compare and contrast personal information, privacy, and confidential information.	Analyse
						1.4.2.3.9	Outline the privacy principles upon which privacy legislation is based.	Analyse
						1.4.2.3.10	Outline what is meant by "obtaining consent".	Analyse
						1.4.2.3.11	Outline the role of brokerage policies and procedures in handling client information.	Analyse
					1.4.2.3.12	Outline the most common information barriers that brokerages use to protect client information.	Analyse	
					1.4.2.3.13	Outline a licensee's client information protection related responsibilities.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPLY WITH APPLICABLE LAWS AND REGULATIONS Competency Weight: 2.6% <i>(continued)</i>					1.4.2.3.14	Outline the types of precautions licensees can provide their clients when viewing a property with a surveillance system.	Analyse	
					1.4.2.3.15	Outline the importance of securely storing personal information.	Analyse	
					1.4.2.3.16	Outline personal information retention and disposal requirements.	Analyse	
					1.4.2.3.17	Outline the methods brokerages use to ensure privacy legislation compliance (privacy policies, including cybersecurity plans, and Privacy Officers).	Analyse	
					1.4.2.3.18	Outline the regulatory requirements and legal considerations that apply to licensee personal databases and use of brokerage databases.	Analyse	
					1.4.2.3.19	Compare and contrast how privacy law applies to the protection of client, guest, employee, and others' personal information.	Evaluate	
					1.4.2.3.20	Determine when to obtain legal advice regarding real estate privacy law and personal information protection requirements.	Evaluate	
					1.4.2.3.21	Determine if and how <i>PIPA</i> applies to diverse situations.	Evaluate	
					1.4.2.3.22	Determine the conditions under which provincial and federal privacy legislation apply.	Evaluate	
					1.4.2.3.23	Determine how to respond to privacy concerns related to access requests.	Evaluate	
			1.4.2.4	Determine the impact of money laundering and mortgage fraud legislation on real estate licensees.	Evaluate	1.4.3.1.4	Describe Canada's establishment of the PCMLTFA and FINTRAC.	Understand
						1.4.3.1.5	Describe actions brokerages must take to comply with the PCMLTFA.	Understand
						1.4.3.1.6	Explain the role of the real estate professional related to the brokerage's PCMLTFA compliance.	Understand
						1.4.3.1.7	Describe the objectives of the Proceeds of Crime (Money Laundering), and <i>Terrorist Financing Act</i> .	Understand
	1.4.3	Seek out broker or <u>legal resources</u> to deal with specific legal or regulatory issues and for advice and information.	1.4.3.1	Assess situations and determine if broker or legal resources are required.	Evaluate	1.4.3.1.1	Determine when input from broker or legal resources is required.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

1.5 MITIGATE RISK TO HEALTH AND SAFETY Competency Weight: 1.9%	1.5.1	Recognize health and safety risks based on circumstances.	1.5.1.1	Assess circumstances for risks.	Evaluate	1.5.1.1.1	Define risk.	Remember
			1.5.1.2	Outline a brokerage's risk management policy.	Analyse	1.5.1.2.1	Describe how brokerage policies and procedures guide risk management.	Understand
						1.5.1.2.2	Outline how real licensees can reduce risk.	Analyse
	1.5.2	Act to mitigate risks.	1.5.2.1	Determine when to inform the brokerage of potential and known health and safety risks, including mitigation strategies.	Evaluate	1.5.2.1.1	Recognize risks based on circumstances.	Remember
						1.5.2.1.2	Outline common risk reduction practices.	Analyse
						1.5.2.1.3	Determine how to reduce or mitigate recognized risks based on circumstances.	Evaluate
	1.5.3	Use safety <u>protocols</u> and <u>tools</u> in context.	1.5.3.1	Assess health and safety risks.	Evaluate	1.5.3.1.1	Clarify what workplace safety includes.	Understand
						1.5.3.1.2	Use safety protocols and tools.	Apply
						1.5.3.1.3	Outline real estate professional safety precaution best practices.	Analyse
						1.5.3.1.4	Explain the importance of situational awareness.	Analyse
						1.5.3.1.5	Outline common personal safety best practices for real estate professionals.	Analyse
						1.5.3.1.6	Determine best practices to avoid or mitigate health and safety risks.	Evaluate
						1.5.3.1.7	Determine a health and safety risk assessment plan adherence and remediation.	Evaluate
						1.5.3.1.8	Determine how to manage <u>broker, customer, and community</u> health and safety risk related concerns.	Evaluate
						1.5.3.1.9	Determine which safety protocols and tools are advisable in diverse situations.	Evaluate
	1.5.4	Educate clients and customers about safety precautions.	1.5.4.1	Assess diverse situations for best practice safety precautions.	Evaluate	1.5.4.1.1	Determine best practice safety precautions for diverse contexts.	Evaluate
						1.5.4.1.2	Determine most appropriate communication style and method to communicate diverse safety precautions to clients and customers.	Evaluate
1.5.5	Manage client and public risk concerns.	1.5.5.1	Assess client and public risk and related concerns.	Evaluate	1.5.5.1.1	Outline best practices for managing client and public risk concerns.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

1.6 MITIGATE RISK Competency Weight: 2.6%	1.6.1	Recognize professional risks based on circumstances.	1.6.1.1	Assess circumstances for professional risks.	Evaluate	1.6.1.1.1	Define professional risk.	Remember
			1.6.1.2	Determine how to manage professional risk in diverse contexts.	Evaluate	1.6.1.2.1	Outline how real estate associates can reduce professional risk.	Analyse
	1.6.2	Recognize financial risks based on circumstances.	1.6.2.1	Assess circumstances for financial risks.	Evaluate	1.6.2.1.1	Define financial risk.	Remember
			1.6.2.2	Determine how to manage financial risk in diverse contexts.	Analyse	1.6.2.2.1	Outline how to reduce financial risk.	Analyse
	1.6.3	Act to mitigate professional risks.	1.6.3.1	Determine when a licensee must inform the brokerage of potential and known professional risks, including mitigation strategies.	Evaluate	1.6.3.1.1	Recognize professional risks based on circumstances.	Remember
						1.6.3.1.2	Outline common professional risk reduction practices.	Analyse
						1.6.3.1.3	Determine how to reduce or mitigate recognized professional risks based on circumstances, including co-brokering.	Evaluate
	1.6.4	Act to mitigate financial risks.	1.6.4.1	Determine when a licensee must inform the brokerage of potential and known financial risks, including mitigation strategies.	Evaluate	1.6.4.1.1	Recognize financial risks based on circumstances.	Remember
						1.6.4.1.2	Outline common financial risk reduction practices.	Analyse
						1.6.4.1.3	Determine how to reduce or mitigate financial risks in diverse contexts.	Evaluate
			1.6.4.2	Assess commercial real estate insurance issues.	Evaluate	1.6.4.2.1	List the common types of insurance which real estate associates should know.	Remember
						1.6.4.2.2	Define "reciprocal insurance program".	Remember
						1.6.4.2.3	Explain when premiums are due.	Understand
						1.6.4.2.4	Outline the importance of the Real Estate Insurance Exchange for licensees.	Analyse
						1.6.4.2.5	Outline how premiums are determined.	Analyse
						1.6.4.2.5	Outline the exclusions to REIX coverage.	Analyse
					1.6.4.2.6	Outline ways licensees could potentially compromise their REIX coverage.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

1.7 INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE Competency Weight: 4%	1.7.1	Comply with regulatory requirements.	1.7.1.1	Assess transactions and documents for regulatory requirements.	Evaluate	1.7.1.1.1	Determine actions and select documents based on regulatory requirements.	Evaluate
	1.7.2	Follow relevant codes of ethics, codes of conduct, and standards of practice.	1.7.2.1	Assess situations for real estate associate prohibitions.	Evaluate	1.7.2.1.1	Describe self-regulation as it applies to real estate under REA.	Understand
						1.7.2.1.2	Outline the impact of the industry sectors under REA jurisdiction on commercial real estate associates.	Analyse
						1.7.2.1.3	Determine appropriate licensee actions in situations that present prohibitions.	Evaluate
			1.7.2.2	Determine how to behave professionally in diverse contexts.	Evaluate	1.7.2.2.1	Summarize factors that impact ethics and professional conduct.	Understand
						1.7.2.2.2	Use a decision-making model to assist with ethical dilemmas.	Apply
						1.7.2.2.3	Differentiate acting ethically and acting professionally.	Analyse
						1.7.2.2.4	Outline how to protect and promote public confidence in the industry.	Analyse
						1.7.2.2.5	Outline proactive steps licensees may take to stay within commercial real estate licence boundaries.	Analyse
						1.7.2.2.6	Explain the relationship between investigations, disciplinary actions, and self-regulation.	Analyse
						1.7.2.2.7	Determine how to act with integrity in diverse situations.	Evaluate
						1.7.2.2.8	Determine the best course of action for licensees when faced with expertise limitations.	Evaluate
	1.7.3	Work within <u>scope of practice</u> of registration category.	1.7.3.1	Assess situations for real estate associate scope of practice.	Evaluate	1.7.3.1.1	Determine how to act within a real estate associate's scope of practice.	Evaluate
						1.7.3.1.2	Determine potential licensee consequences of acting outside of the boundaries of their expertise.	Evaluate
	1.7.4	Interact with other registrants in a professional manner.	1.7.4.1	Assess real estate associate professional interactions for professionalism.	Evaluate	1.7.4.1.1	Describe the nature of professional courtesy between real estate professionals.	Understand
						1.7.4.1.2	Compare and contrast situations that require licensees to interact professionally with others.	Evaluate
	1.7.5	Seek help from broker or outside professionals; or decline to act when a matter is beyond own competence or scope.	1.7.5.1	Assess situations, documents, and information for scope and competence requirements.	Evaluate	1.7.5.1.1	Describe a real estate associate's obligation to communicate with their broker when an issue is <u>beyond their competence</u> .	Understand
						1.7.5.1.2	Determine if a situation is within your scope of practice.	Evaluate
						1.7.5.1.3	Determine if issues beyond a real estate associate's competence may be adequately addressed within the brokerage.	Evaluate
						1.7.5.1.4	Determine the expertise required for specific situations, documents, or information.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE Competency Weight: 4% <i>(continued)</i>	1.7.6	Avoid knowingly or recklessly participating in or enabling dishonest, fraudulent, criminal, or illegal transactions, activity, or conduct.	1.7.6.1	Assess how to execute licensee duties and responsibilities in an honest, legal, and transparent manner.	Evaluate	1.7.6.1.1	List common indicators of suspicious transactions.	Remember	
						1.7.6.1.2	Demonstrate how to execute licensee duties and responsibilities in an honest, legal, and transparent manner.	Apply	
						1.7.6.1.3	Deconstruct the essential role of licensees acting honestly and legally within self-regulation.	Analyse	
						1.7.6.1.4	Outline real estate professional best practices if a buyer/tenant wishes to provide a cash deposit.	Analyse	
						1.7.6.1.5	Justify a brokerage's need to collect seller/landlord and/or buyer/tenant information.	Evaluate	
			1.7.6.2	Apply indicators (red flags) of mortgage fraud to mortgage transactions.	Evaluate	1.7.6.2.1	Define mortgage fraud.	Remember	
						1.7.6.2.2	Summarize the mortgage fraud red flags that may indicate a fraudulent transaction.	Understand	
						1.7.6.2.3	Explain the two general categories of people who participate in money laundering.	Understand	
						1.7.6.2.4	Outline the scope of mortgage fraud activities in Canada.	Analyse	
						1.7.6.2.5	Outline how mortgage fraud impacts society.	Analyse	
						1.7.6.2.6	Outline the relationship between the two broad mortgage fraud categories and other criminal activity.	Analyse	
						1.7.6.2.7	Outline common mortgage fraud schemes, such as identity and property manipulation.	Analyse	
						1.7.6.2.8	Outline how real estate may be used to carry out money laundering.	Analyse	
						1.7.6.2.9	Outline RECA's mortgage fraud suppression role.	Analyse	
						1.7.6.2.10	Outline real estate professionals' mortgage fraud suppression role.	Analyse	
						1.7.6.2.11	Assess the potential impact of money laundering on commercial real estate.	Evaluate	
		1.7.7	Report unethical, unsafe, illegal, or incompetent practices to the appropriate authorities.	1.7.7.1	Assess the relationship between professional behaviour, agency responsibility, and legislative responsibilities associated with reporting unethical, unsafe, illegal, or incompetent practices.	Evaluate	1.7.7.1.1	Outline the responsibilities under the <u>Rules</u> to report unethical, unsafe, illegal, or incompetent practices to the brokerage, RECA, and other authorities.	Analyse
		1.7.8	Practice in a manner that sustains public trust in the profession and enhances consumer protection.	1.7.8.1	Assess real estate practice principles that sustain trust and safeguard the public.	Evaluate	1.7.8.1.1	Determine how to integrate real estate practice principles that sustain trust and safeguard the <u>public</u> into professional practice.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE Competency Weight: 4% <i>(continued)</i>	1.7.9	Maintain <u>personal health and wellbeing</u> .	1.7.9.1	Assess health and safety requirements, resources, and risks.	Evaluate	1.7.9.1.1	Summarize potential sources of encouragement, advice, and mentoring.	Understand
						1.7.9.1.2	Describe how brokers may assist with personal health and wellbeing.	Understand
						1.7.9.1.3	Outline mental health related resources and legislation.	Analyse
						1.7.9.1.4	Determine how to practice in a manner that maintains personal health and wellbeing.	Evaluate

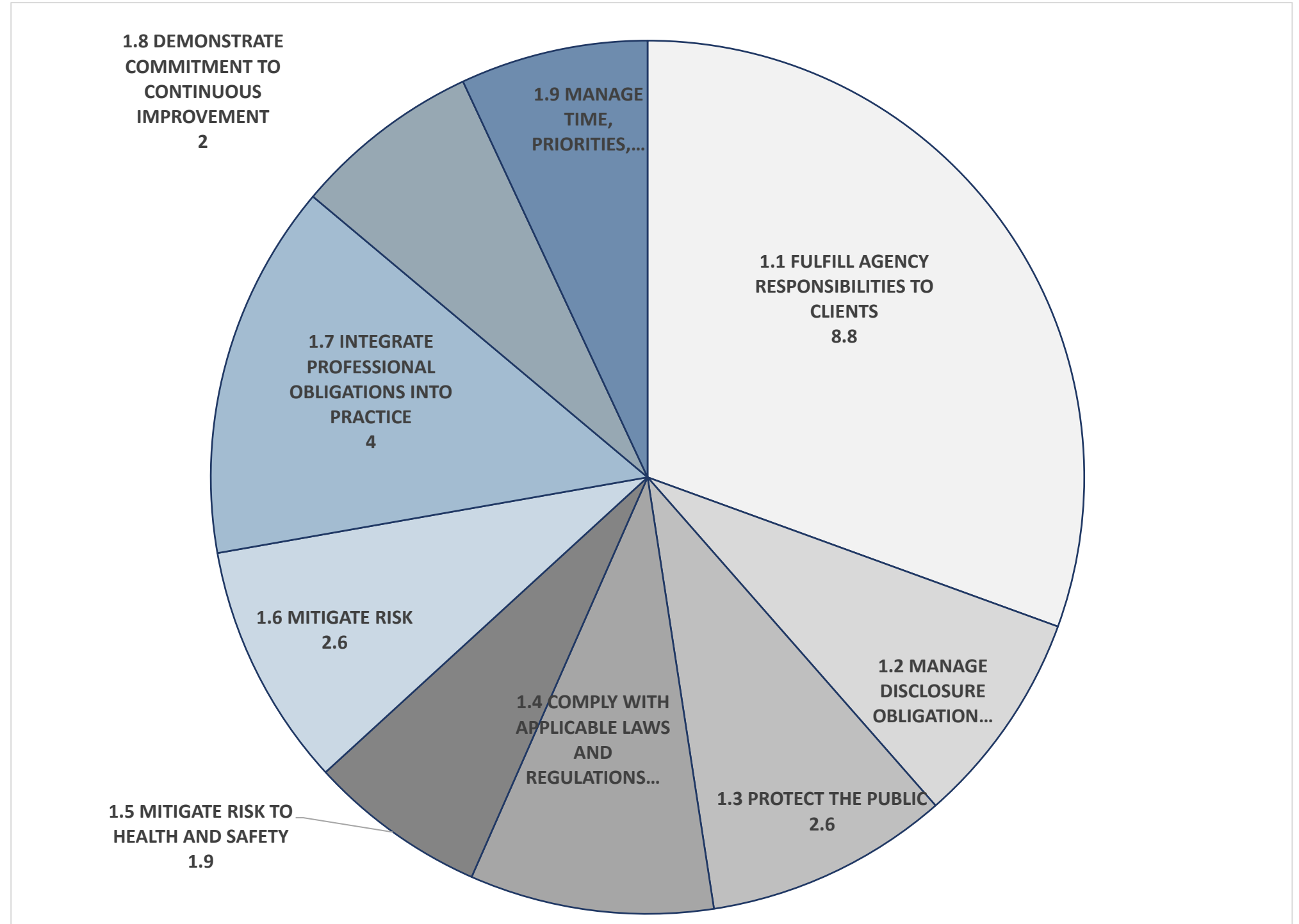
1.8 DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT Competency Weight: 2%	1.8.1	Access information on changes in regulation and practice.	1.8.1.1	Assess how to stay up to date with regulatory and practice requirements.	Evaluate	1.8.1.1.1	Determine resources and opportunities available to licensees to stay informed of regulatory and practice requirement changes.	Evaluate
	1.8.2	Seek opportunities to improve through various forms of <u>evaluation</u> .	1.8.2.1	Demonstrate commitment to continuous learning.	Apply	1.8.2.1.1	Seek opportunities to improve through various forms of evaluation.	Apply
	1.8.3	Formulate specific, measurable, relevant, and realistic learning goals.	1.8.3.1	Assess specific, measurable, relevant, and realistic learning goals for how effectively they support continuous improvement.	Evaluate	1.8.3.1.1	Determine specific, measurable, and realistic professional development goals.	Evaluate
	1.8.4	Implement <u>strategies</u> to achieve learning goals.	1.8.4.1	Assess how strategy implementation promotes learning goal achievement.	Evaluate	1.8.4.1.1	Determine case specific appropriate strategies to promote learning goals.	Evaluate
	1.8.5	Integrate new knowledge and skills into practice.	1.8.5.1	Demonstrate a commitment to continuous learning and professional development.	Apply	1.8.5.1.1	Describe how integrating knowledge and skills into practice leads to continuous improvement.	Understand
	1.8.6	Support improvements to existing systems and procedures.	1.8.6.1	Outline how licensees can support brokerage system evaluation and improvements.	Analyse	1.8.6.1.1	Demonstrate how to support brokerage system improvement.	Apply
	1.8.7	Uphold regulatory requirement for continued education.	1.8.7.1	Assess real estate trends for professional practice and continuing education implications.	Evaluate	1.8.7.1.1	Outline factors that affect real estate trends.	Analyse
						1.8.7.1.2	Determine impact of real estate trends on real estate practice and licensee educational needs.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

1.9 MANAGE TIME, PRIORITIES, AND WORK QUALITY Competency Weight: 2%	1.9.1	Recognize challenges based on data and feedback.	1.9.1.1	Assess data and feedback for potential knowledge and skill areas for improvement.	Evaluate	1.9.1.1.1	Demonstrate personal growth in knowledge and skills.	Apply
	1.9.2	Apply requisite brokerage standards of performance.	1.9.2.1	Describe how brokerage models impact time management, priorities, and work quality.	Understand	1.9.2.1.1	Identify a brokerage's time management models.	Remember
						1.9.2.1.2	Describe some time management models that are in use.	Understand
	1.9.3	Seek <u>opportunities to improve workflow</u> .	1.9.3.1	Assess how workflow process impacts time management, priority setting and work quality.	Evaluate	1.9.3.1.1	Describe brokerage processes that support communication, efficiency, and quality assurance.	Understand
						1.9.3.1.2	Describe time management techniques.	Understand
						1.9.3.1.3	Determine workplace software that supports efficiency.	Analyse
						1.9.3.1.4	Determine tasks that can be delegated.	Analyse
	1.9.4	Prepare for situations that are complex or prone to error.	1.9.4.1	Assess how preparation can assist with complex situations or situations prone to error.	Evaluate	1.9.4.1.1	Judge situations based on complexity, time requirements, and potential for error.	Evaluate
	1.9.5	Outline realistic <u>goals</u> .	1.9.5.1	Assess time management, priority assessment, and work quality goals, related needs, and resources.	Evaluate	1.9.5.1.1	Describe long-term and short-term goal setting methods.	Understand
						1.9.5.1.2	Outline the importance of realistic time management, priority assessment, and work quality goals.	Analyse
						1.9.5.1.3	Determine time management, priority assessment, and work quality goals.	Evaluate
	1.9.6	Focus on completing tasks that align with goals.	1.9.6.1	Assess situations for potential licensee distractions that interfere with goal achievement.	Evaluate	1.9.6.1.1	Outline strategies to stay focused on long-term and short-term goals.	Analyse
	1.9.7	Seek <u>guidance</u> and <u>resources</u> as required.	1.9.7.1	Assess situations, documents, and information for scope and competence required.	Evaluate	1.9.7.1.1	Determine if a situation is within a licensee's scope of practice and required competence.	Evaluate
						1.9.7.1.2	Determine the expertise required for specific situations, documents, or information.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

1. PROFESSIONAL RELATIONSHIPS AND CONDUCT	
COMPETENCY TITLE	COMPETENCY WT.
1.1 FULFILL AGENCY RESPONSIBILITIES TO CLIENTS	8.8
1.2 MANAGE DISCLOSURE OBLIGATIONS	2.3
1.3 PROTECT THE PUBLIC	2.6
1.4 COMPLY WITH APPLICABLE LAWS AND REGULATIONS	2.6
1.5 MITIGATE RISK TO HEALTH AND SAFETY	1.9
1.6 MITIGATE RISK	2.6
1.7 INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE	4
1.8 DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT	2
1.9 MANAGE TIME, PRIORITIES, AND WORK QUALITY	2



COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN: 2. COMMUNICATION AND COLLABORATION

Domain Weight 17.1

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC LO BLOOM'S LEVEL
2.1 COMMUNICATE EFFECTIVELY Competency Weight: 2.9%	2.1.1	Meet the regulatory English language proficiency requirements.	2.1.1.1	Check that English language proficiency requirements have been met.	Evaluate	2.1.1.1.1	Justify the need for English language proficiency requirements from a regulatory standpoint.	Evaluate
	2.1.2	Use <u>format</u> , <u>medium</u> , and <u>techniques</u> suited to purpose and audience.	2.1.2.1	Assess communication techniques.	Evaluate	2.1.2.1.1	Determine the best communication methods for diverse licensee practice situations.	Evaluate
	2.1.3	Consider how context affects meaning and messaging.	2.1.3.1	Determine which communication techniques and communication methods are best for diverse purposes.	Evaluate	2.1.3.1.1	Use appropriate communication techniques and methods diverse situations.	Apply
	2.1.4	Use precise language and correct grammar.	2.1.4.1	Compare and contrast commonly used real estate terminology with the terms used in the associated legislation.	Evaluate	2.1.4.1.1	Outline strategies to promote the use and understanding of legislatively consistent language.	Analyse
						2.1.4.1.2	Outline strategies to ensure clear and precise communication.	Analyse
	2.1.5	Supply information that is timely, accurate, concise, and complete.	2.1.5.1	Outline practices and processes that ensure information is accurate, concise, and complete.	Evaluate	2.1.5.1.1	Determine appropriate practices and processes to ensure information is accurate, concise, and complete.	Evaluate
	2.1.6	Check <u>quality</u> of written text.	2.1.6.1	Create a communication quality assurance process.	Create	2.1.6.1.1	Check quality of written communication using a communication quality assurance process.	Evaluate
	2.1.7	Adjust <u>speech</u> according to intent of message.	2.1.7.1	Assess speech requirements based on the intended audience and content communicated.	Evaluate	2.1.7.1.1	Explain how an intended audience determines language requirements.	Understand
						2.1.7.1.2	Determine appropriate communication styles for diverse audiences.	Evaluate
						2.1.7.1.3	Justify communication logic when dealing with complaints or adversarial situations.	Evaluate
	2.1.8	Check for understanding.	2.1.8.1	Assess active listening principles.	Evaluate	2.1.8.1.1	Outline active listening techniques.	Analyse
						2.1.8.1.2	Determine how to use active listening techniques.	Evaluate
	2.1.9	Repair <u>communication breakdowns</u> .	2.1.9.1	Outline the principles commonly used to repair communication breakdowns.	Analyse	2.1.9.1.1	Describe common reactions that individuals can have to conflicts and disputes.	Remember
						2.1.9.1.2	Describe the most common reasons why communication breaks down.	Understand
						2.1.9.1.3	Outline communication techniques that may be used in confrontations or <u>communication breakdowns</u> .	Analyse
						2.1.9.1.4	Outline actions that potentially deter dispute resolution between real estate professionals and/or consumers.	Analyse
					2.1.9.1.5	Outline communication strategies and skills that prevent conflicts and disputes.	Analyse	
2.1.10	Work with interpreters as needed.	2.1.10.1	Assess circumstances that may require the use of an interpreter.	Evaluate	2.1.10.1.1	Determine situations that require an interpreter.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

2.2 ADVISE CLIENTS AS SELLERS, LANDLORDS, BUYERS, OR TENANTS Competency Weight: 6.8%	2.2.1	Identify products or services that correspond to client profiles.	2.2.1.1	Assess products and services for clients.	Evaluate	2.2.1.1.1	Identify information that may be included in a prospective buyer/tenant representation proposal.	Remember
						2.2.1.1.2	Outline best practices for licensees to assess products and services.	Analyse
						2.2.1.1.3	Outline best practices for licensees to establish client profiles.	Analyse
						2.2.1.1.4	Determine the best products and services for clients based on diverse profiles.	Evaluate
	2.2.2	Understand and adhere to real estate transaction processes, protocols, and practices.	2.2.2.1	Assess real estate transaction processes, protocols, and practices for licensee requirements and best practice.	Evaluate	2.2.2.1.1	Describe real estate transaction processes, protocols, and practices to clients as needed.	Understand
						2.2.2.1.2	Determine the relevance of real estate transaction processes, protocols, and practices in diverse situations.	Evaluate
	2.2.3	Determine client's goals and issues that may impact the success of the transaction.	2.2.3.1	Assess client goals and issues that may impact a transaction.	Evaluate	2.2.3.1.1	Classify the four commercial real estate investment strategies.	Understand
						2.2.3.1.2	Describe constraints that may affect a client's objectives.	Understand
						2.2.3.1.3	Summarize a landlord's general objectives in a lease transaction.	Understand
						2.2.3.1.4	Summarize a tenant's general objectives in a lease transaction.	Understand
						2.2.3.1.5	Summarize a seller's general objectives in a disposition transaction.	Understand
						2.2.3.1.6	Summarize a buyer's general objectives in an acquisition transaction.	Understand
						2.2.3.1.7	Describe the advantages and disadvantages of owning commercial real estate.	Understand
						2.2.3.1.8	Outline the impact of risk and return on a client's investment objectives.	Analyse
						2.2.3.1.9	Compare and contrast the benefits and drawbacks of leasing premises, from a tenant's perspective.	Analyse
						2.2.3.1.10	Outline the reasons a seller may consider an off-market transaction.	Analyse
						2.2.3.1.11	Outline the benefits of off market transactions for buyers.	Analyse
						2.2.3.1.12	Compare and contrast the advantages and disadvantages of purchasing commercial real estate.	Analyse
						2.2.3.1.13	Compare and contrast the advantages and disadvantages of leasing commercial real estate.	Analyse
					2.2.3.1.14	Determine client goals and issues that may jeopardize a transaction.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

ADVISE CLIENTS AS SELLERS, LANDLORDS, BUYERS, OR TENANTS Competency Weight: 6.8% <i>(continued)</i>	2.2.4	Understand client's budget and available financing including mortgage qualifications according to scope of practice.	2.2.4.1	Assess client needs, wants, budget, and financing within the applicable market.	Evaluate	2.2.4.1.1	Determine client budget, available financing, needs and wants.	Evaluate
			2.2.4.2	Assess how financing impacts the purchase and sale process.	Evaluate	2.2.4.2.1	List the purpose for mortgage financing.	Remember
						2.2.4.2.2	List the different types of mortgages available.	Remember
						2.2.4.2.3	List common sources of commercial real estate mortgages.	Remember
						2.2.4.2.4	Describe the rights and obligations of the parties to a mortgage agreement.	Remember
						2.2.4.2.5	Describe how mortgage features impact sellers in the sale process.	Remember
						2.2.4.2.6	Describe the key determinants of mortgage affordability for borrowers.	Remember
						2.2.4.2.7	Describe the due diligence buyer and seller representatives must provide their clients respecting purchase/sale contracts that involve mortgage assumption.	Remember
						2.2.4.2.8	Describe the priority of mortgages and how it is established.	Remember
						2.2.4.2.9	Define key concepts related to mortgages.	Remember
						2.2.4.2.10	Recognize the market dynamics affecting mortgages.	Understand
						2.2.4.2.11	Summarize the affordability guidelines used to qualify a borrower.	Understand
						2.2.4.2.12	Describe lender due diligence activities used to evaluate mortgage risk.	Understand
						2.2.4.2.13	Define common developments that have affected mortgage financing in Canada.	Understand
						2.2.4.2.14	Outline the relationship between mortgages and real estate.	Analyse
						2.2.4.2.15	Compare and contrast the advantages and disadvantages of the different types of mortgages.	Analyse
						2.2.4.2.16	Outline the key elements of a credit analysis.	Analyse
						2.2.4.2.17	Outline the potential consequences of failing to include a financing condition or waiving a financing condition prematurely in an offer to purchase real estate.	Analyse
						2.2.4.2.18	Outline the due diligence expected of real estate professionals regarding financing conditions in offers to purchase real estate.	Analyse
						2.2.4.2.19	Distinguish the benefits and drawback of financing a commercial property purchase with a mortgage.	Analyse
						2.2.4.2.20	Determine the different mortgage transactions that are registered against the title of a property.	Evaluate
					2.2.4.2.21	Justify the need to include a financing condition in a real estate purchase contract.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

ADVISE CLIENTS AS SELLERS, LANDLORDS, BUYERS, OR TENANTS Competency Weight: 6.8% <i>(continued)</i>					2.2.4.2.22	Determine if additional information or clarification is required and how to obtain it.	Evaluate	
	2.2.5	Refer to mortgage advisor as needed.	2.2.5.1	Assess client representation for limitations on scope that require a mortgage advisor.	Evaluate	2.2.5.1.1	Outline the consumer benefits of working with mortgage brokerage professionals.	Analyse
						2.2.5.1.3	Outline the services provided by mortgage brokerage professionals.	Analyse
						2.2.5.1.4	Differentiate an affiliated mortgage broker from an unaffiliated mortgage broker.	Analyse
						2.2.5.1.5	Determine when to refer to a mortgage advisor.	Evaluate
						2.2.5.1.6	Determine activities that constitute "dealing in mortgages".	Evaluate
	2.2.6	Explain all advantages and disadvantages.	2.2.6.1	Assess research to generate a complete picture for clients.	Evaluate	2.2.6.1.1	Educate the client regarding required documentation.	Apply
						2.2.6.1.2	Determine research goals.	Evaluate
						2.2.6.1.3	Determine how to present findings, including gap analysis, to the client.	Evaluate
						2.2.6.1.4	Explain facts, information, and options to the client to facilitate decision making.	Evaluate
	2.2.7	Represent clients during negotiations and all interactions with other parties.	2.2.7.1	Assess situations for client representation requirements.	Evaluate	2.2.7.1.1	Determine appropriate actions and documents to represent clients during negotiations and interactions with other parties.	Evaluate
	2.2.8	Clarify terms and conditions.	2.2.8.1	Assess documents and communication for terms that may require clarification.	Analyse	2.2.8.1.1	Check that the client understands all relevant terms and conditions.	Evaluate
	2.2.9	Prioritize and promptly address client concerns.	2.2.9.1	Assess client concerns for urgency and potential resolution.	Evaluate	2.2.9.1.1	Determine how to uncover client concerns.	Evaluate
						2.2.9.1.2	Prioritize diverse client concerns based on context.	Evaluate
						2.2.9.1.3	Determine the best option for addressing client concerns in diverse contexts.	Evaluate
			2.2.9.2	Demonstrate professionalism.	Apply	2.2.9.2.1	Address client concerns objectively and courteously.	Apply
					2.2.9.2.2	Respond professionally in diverse real estate contexts.	Apply	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

ADVISE CLIENTS AS SELLERS, LANDLORDS, BUYERS, OR TENANTS Competency Weight: 6.8% <i>(continued)</i>	2.2.10	Inform client of progress, changes, and problems that affect them.	2.2.10.1	Assess issues and information for client impact.	Evaluate	2.2.10.1.1	Describe the information that may be contained in an activity report.	Understand
						2.2.10.1.2	Explain the purpose of an activity report.	Understand
						2.2.10.1.3	Outline strategies to manage client expectations.	Analyse
						2.2.10.1.4	Outline possible consequences of failing to keep a client informed on progress, changes, and problems that affect them.	Analyse
						2.2.10.1.5	Outline the benefits of keeping clients informed on progress, changes, and problems and affect them.	Analyse
						2.2.10.1.6	Determine if and how issues and information may impact a client.	Evaluate
						2.2.10.1.7	Appraise strategies and expectations.	Evaluate
	2.2.11	Document conversations, actions, and advice.	2.2.11.1	Assess individual practice, conversations, actions, and advice for documentation best practices and requirements.	Evaluate	2.2.11.1.1	Outline the essential components of maintaining proper documentation.	Analyse
						2.2.11.1.2	Outline the legislative and regulatory documentation and record keeping requirements that apply to licensees.	Analyse
						2.2.11.1.3	Compare and contrast documentation best practices and requirements applicable to individual practice, conversations, actions, and advice.	Analyse

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

2.3 USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT) Competency Weight: 2.9%	2.3.1	Select communication technology suited to task.	2.3.1.1	Assess available communication methods and context suitability.	Evaluate	2.3.1.1.1	Determine which communication technology is best suited to a task and audience.	Evaluate
						2.3.1.1.2	Determine the appropriate processes, procedures, components, resources, and preparation required for different types of communication.	Evaluate
	2.3.2	Customize communications with specific technology.	2.3.2.1	Assess available communication technology based on the brokerage, legislation, context, and intended audience.	Evaluate	2.3.2.1.1	Use appropriate brokerage software and resources.	Apply
	2.3.3	Use communication technology for online research.	2.3.3.1	Assess the appropriateness of using communication technology for online research.	Evaluate	2.3.3.1.1	Determine when and how to use communication technology for online research.	Evaluate
	2.3.4	Distribute relevant <u>online content</u> in compliance with <u>standards and requirements</u> .	2.3.4.1	Assess online content for standards and regulatory compliance.	Evaluate	2.3.4.1.1	Follow brokerage direction for online content.	Apply
						2.3.4.1.2	Determine how to distribute online content in compliance with applicable standards and requirements.	Analyse
	2.3.5	Ensure all communications are clearly represented and truthful.	2.3.5.1	Assess clarity and veracity of communications.	Evaluate	2.3.5.1.1	Determine communication best practices for clarity and veracity.	Evaluate
			2.3.5.2	Assess how the digital environment impacts professionalism.	Evaluate	2.3.5.2.1	Outline digital environment practices that may lead to unprofessionalism.	Analyse
						2.3.5.2.2	Outline practices, policies, and procedures that licensees should employ to ensure they act professionally in a digital environment.	Analyse
	2.3.6	Stay up to date with relative changes to technology.	2.3.6.1	Assess technological changes for relevance to licensee practice.	Evaluate	2.3.6.1.1	Determine best practices to stay current with practice related technology.	Evaluate
	2.3.7	Understand basic information technology <u>IT infrastructure</u> .	2.3.7.1	Assess the role of IT infrastructure in real estate.	Evaluate	2.3.7.1.1	Describe basic <u>IT infrastructure</u> related to real estate.	Understand
	2.3.8	Use general office <u>productivity and collaboration applications</u> effectively.	2.3.8.1	Explain the effect of general office productivity and collaboration applications on improved communications and increased productivity.	Analyse	2.3.8.1.1	Outline general office <u>productivity and collaboration applications</u> used by brokerages.	Analyse
	2.3.9	Leverage property databases, sites, and applications for sales/leasing activities.	2.3.9.1	Assess potential use of property databases, sites, and applications for sales/leasing activities.	Evaluate	2.3.9.1.1	Determine how to leverage property databases, sites, and applications for sales/leasing activities.	Evaluate
	2.3.10	Comply with brokerage, regulatory, and legal requirements regarding privacy, anti-spam, data security, and personal use.	2.3.10.1	Assess practice for privacy, anti-spam, data security, and personal use related brokerage, regulatory, and legal compliance.	Evaluate	2.3.10.1.1	Determine how to comply with brokerage privacy, anti-spam, data security, and personal use requirements.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

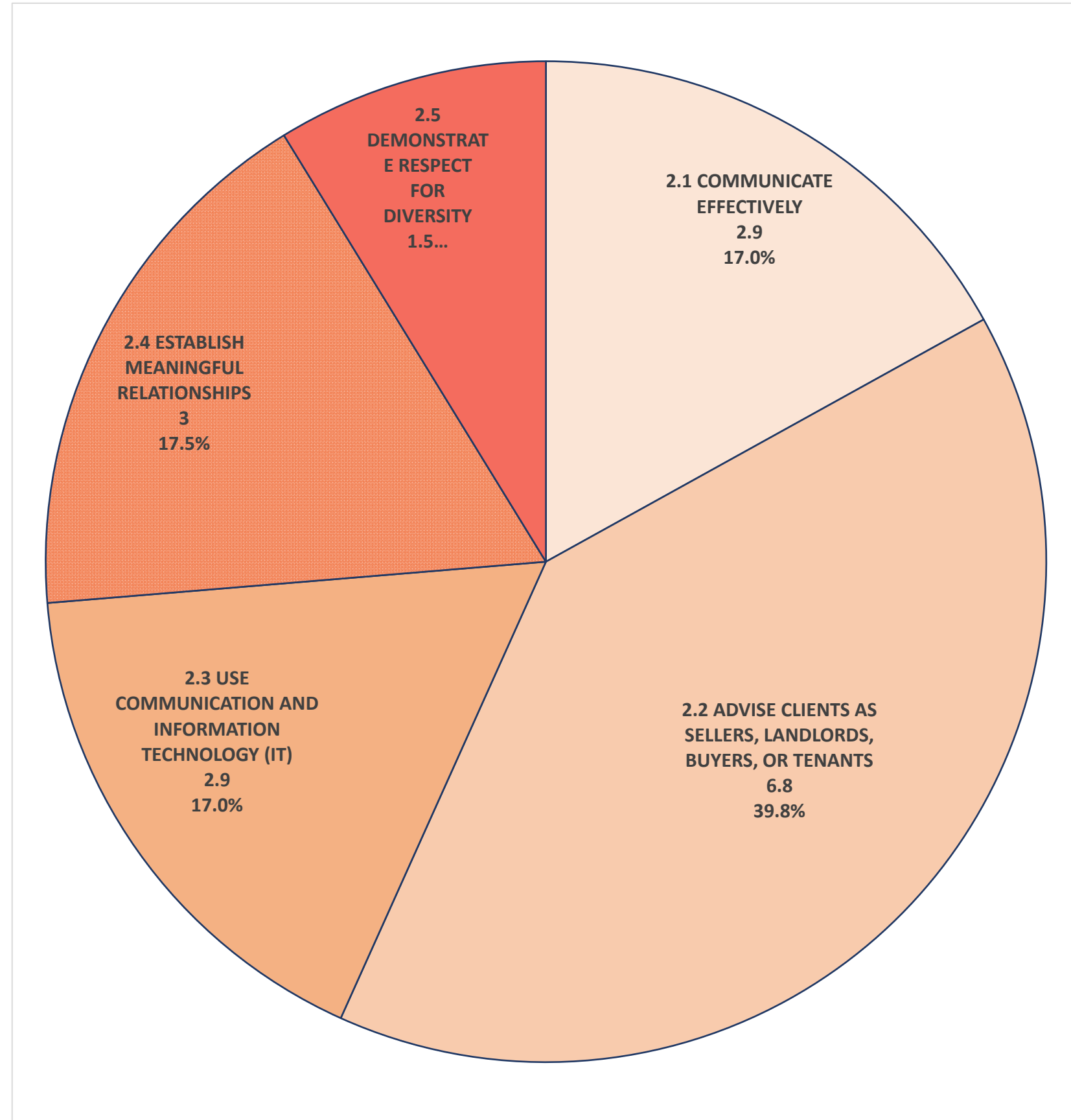
2.4 ESTABLISH MEANINGFUL RELATIONSHIPS Competency Weight: 3%	2.4.1	Cultivate strategic <u>working relationships</u> with <u>other people</u> .	2.4.1.1	Determine the link between respectful working relationships and professional relationships.	Evaluate	2.4.1.1.1	Describe activities and personal qualities that are likely to foster positive working relationships.	Understand
						2.4.1.1.2	Choose strategies that cultivate respectful working relationships.	Apply
	2.4.2	Collaborate with other salespersons and broker.	2.4.2.1	Assess situations for need and opportunity to collaborate with other licensees and broker.	Evaluate	2.4.2.1.1	Determine when collaborations are necessary and/or beneficial.	Evaluate
	2.4.3	Engage others through <u>reasoning and interpersonal skills</u> .	2.4.3.1	Assess how to engage others through reasoning and interpersonal skills in diverse situations.	Evaluate	2.4.3.1.1	Describe how to engage others by reasoning and using interpersonal skills in diverse situations.	Understand
	2.4.4	Show empathy toward the <u>perspectives</u> of others.	2.4.4.1	Assess how showing empathy toward the others' perspectives promotes constructive relationships and the improved concern resolutions.	Evaluate	2.4.4.1.1	Describe how empathy assist clients during stressful circumstances that give rise to the purchase or sale of a home (divorce, relocation, etc.).	Remember
						2.4.4.1.2	Describe how to demonstrate empathy towards the perspective of others.	Understand
						2.4.4.1.3	Determine how to best demonstrate empathy in diverse contexts.	Evaluate
	2.4.5	<u>Manage</u> conflict effectively.	2.4.5.1	Assess conflict resolution strategies in a real estate context.	Evaluate	2.4.5.1.1	Outline common potential real estate conflicts.	Analyse
						2.4.5.1.2	Outline conflict resolution processes licensees may employ.	Analyse
						2.4.5.1.3	Outline conflict avoidance and conflict resolution processes available to real estate associates during meetings.	Analyse
						2.4.5.1.4	Outline conflict prevention techniques or processes available to licensees when dealing with clients or other associates.	Analyse
						2.4.5.1.5	Outline the benefits of brokers using the VBRP to deal with disputes.	Analyse
						2.4.5.1.6	Explain how multiple offers impact conflict resolution options.	Analyse
	2.4.6	Request and provide constructive feedback.	2.4.6.1	Determine how constructive feedback requests and provision may foster meaningful relationships.	Analyse	2.4.6.1.1	Outline the strategies licensees may use to request and provide constructive feedback.	Analyse
	2.4.7	Maintain a third-party network to assist client referrals to third parties.	2.4.7.1	Assess the role of licensees as liaisons between the client and other parties.	Evaluate	2.4.7.1.1	Outline the various activities licensees are expected to perform when liaising between the client and other parties.	Analyse

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

2.5 DEMONSTRATE RESPECT FOR DIVERSITY Competency Weight: 1.5%	2.5.1	Challenge assumptions about self or others.	2.5.1.1	Determine how licensees can challenge their assumptions to demonstrate respect for diversity.	Evaluate	2.5.1.1.1	Critique your own <u>assumptions</u> about self or others.	Evaluate
	2.5.2	Learn about the ideas and opinions of others.	2.5.2.1	Outline how learning about others' ideas and opinions fosters respect for diversity.	Analyse	2.5.2.1.1	Outline strategies to learn about others' opinions and ideas.	Analyse
						2.5.2.1.2	Compare and contrast diverse ideas and opinions.	Analyse
	2.5.3	Exhibit <u>inclusive behaviour</u> .	2.5.3.1	Assess how licensees can exhibit inclusive behaviour in diverse contexts.	Evaluate	2.5.3.1.1	Recognize systems and behaviours that make others feel excluded.	Remember
						2.5.3.1.2	Determine how to communicate and behave inclusively.	Evaluate
	2.5.4	Use vocabulary that is respectful and inclusive of others.	2.5.4.1	Assess how vocabulary and communications can be made inclusive.	Evaluate	2.5.4.1.1	Choose inclusive language	Apply
						2.5.4.1.2	Demonstrate respectful and inclusive choices in diverse real estate contexts.	Apply
	2.5.5	Recognize systems and behaviours that exclude others.	2.5.5.1	Assess how systems and behaviours may exclude others.	Evaluate	2.5.5.1.1	Outline strategies and processes to proactively address systems and behaviours that may exclude others.	Analyse
	2.5.6	Meet legal requirements regarding diversity, equity, harassment and <u>discrimination</u> .	2.5.6.1	Assess situations for diversity, equity, harassment, and discrimination related legal requirements.	Evaluate	2.5.6.1.1	Outline potential consequences of failing to comply with diversity, equity, harassment, and discrimination legal requirements.	Analyse
						2.5.6.1.2	Outline the impact of failing to comply with diversity, equity, harassment, and discrimination legal requirements on property values.	Analyse
						2.5.6.1.3	Determine how to conduct business in accordance with diversity, equity, harassment, and discrimination legal requirement compliance.	Evaluate
						2.5.6.1.4	Determine how to comply with diversity, equity, harassment, and discrimination legal requirements.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

2. COMMUNICATION AND COLLABORATION	
COMPETENCY TITLE	COMPETENCY WT.
2.1 COMMUNICATE EFFECTIVELY	2.9
2.2 ADVISE CLIENTS AS SELLERS, LANDLORDS, BUYERS, OR TENANTS	6.8
2.3 USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)	2.9
2.4 ESTABLISH MEANINGFUL RELATIONSHIPS	3
2.5 DEMONSTRATE RESPECT FOR DIVERSITY	1.5



COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN: 3. PROSPECTING AND MARKETING

Domain Weight 8.3

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
3.1 PROMOTE OWN BUSINESS Competency Weight: 1.3%	3.1.1	Develop a marketing plan that includes objectives, action items, and success indicators.	3.1.1.1	Assess individual licensee marketing plan needs, objectives, and resources.	Evaluate	3.1.1.1.1	Determine how to develop a marketing plan that includes objectives, action items, and success indicators.	Evaluate
	3.1.2	Engage in targeted promotional activities that comply with legal and ethical requirements, brand standards, and budgets.	3.1.2.1	Assess promotional activities for legal compliance, ethical requirements, brand standards, and budget requirements.	Evaluate	3.1.2.1.1	Describe different ways licensees may promote themselves.	Understand
						3.1.2.1.2	Explain the role of mailers in promotional activities.	Understand
						3.1.2.1.3	Determine best practices for engaging in targeted promotional activities.	Evaluate
	3.1.3	Generate and follow up with leads or prospects.	3.1.3.1	Outline processes and best practices to generate and follow up with leads or prospects.	Analyse	3.1.3.1.1	Describe the means by which prospective clients may contact a licensee.	Understand
						3.1.3.1.2	Describe circumstances when a licensee may initially contact a prospective client.	Understand
						3.1.3.1.3	Summarize the information a licensee should gather from a prospective landlord client.	Understand
						3.1.3.1.4	Summarize the information a licensee should convey to a prospective landlord client.	Understand
						3.1.3.1.5	Describe the information a licensee should gather from a prospective tenant client.	Understand
						3.1.3.1.6	Describe the information a licensee should convey to a prospective tenant client.	Understand
						3.1.3.1.7	Describe prospect sources.	Understand
						3.1.3.1.8	Describe activities and attitudes that hinder prospecting efforts.	Understand
						3.1.3.1.9	Compare and contrast processes and best practices to generate leads or prospects in diverse contexts.	Analyse
						3.1.3.1.10	Compare and contrast processes and best practices to follow up with leads or prospects in diverse contexts.	Analyse
						3.1.3.1.11	Differentiate warm calling from cold calling.	Analyse
3.1.4	Evaluate the effectiveness of promotional efforts.	3.1.4.1	Assess practices, tools, and techniques for evaluating promotional effectiveness.	Evaluate	3.1.4.1.1	Determine the best practices, tools, and techniques to evaluate promotional effectiveness in diverse contexts.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

3.2 COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL Competency Weight: 1.5%	3.2.1	Select <u>key</u> marketing <u>messages</u> .	3.2.1.1	Justify key marketing message choices.	Evaluate	3.2.1.1.1	Explain target marketing.	Understand
						3.2.1.1.2	Outline the impact of new technologies on key marketing message development.	Analyse
						3.2.1.1.3	Determine key marketing messages.	Evaluate
	3.2.2	Act with due care, providing accurate information considered sufficient, meaningful, and clear to the ordinary person.	3.2.2.1	Assess practice and marketing material for accuracy, meaning, clarity, and thoroughness.	Evaluate	3.2.2.1.1	Determine how to ensure marketing materials demonstrate due care, accuracy, clarity, and thoroughness.	Evaluate
	3.2.3	Select material types and designs, including visual and graphic elements.	3.2.3.1	Assess marketing materials, design, and graphic elements.	Evaluate	3.2.3.1.1	Justify marketing material, design, and graphic element choices.	Evaluate
	3.2.4	Develop specific marketing materials or outsource as appropriate.	3.2.4.1	Compare marketing skills with marketing needs to determine outsourcing requirements.	Evaluate	3.2.4.1.1	Explain the purpose of a marketing brochure.	Understand
						3.2.4.1.2	Describe the information that a marketing brochure may contain.	Understand
						3.2.4.1.3	Explain the purpose of a <u>Request For Information</u> (RFI).	Understand
						3.2.4.1.4	Summarize the information that a <u>Request For Information</u> (RFI) may contain.	Understand
						3.2.4.1.5	Summarize the information that a buyer's due diligence package may contain.	Understand
						3.2.4.1.6	Describe what should be considered when deciding to use signage.	Understand
						3.2.4.1.7	Outline the diverse traditional and contemporary marketing message delivery channels.	Analyse
						3.2.4.1.8	Outline the purpose of a proforma/financial analysis package.	Analyse
						3.2.4.1.9	Outline the information that a proforma/financial analysis package may contain.	Analyse
						3.2.4.1.10	Outline the purpose of a buyer's due diligence package.	Analyse
					3.2.4.1.11	Determine marketing materials and contexts that require outsourcing.	Evaluate	
3.2.5	Verify that marketing materials comply with <u>prescribed rules and accepted conventions</u> .	3.2.5.1	Assess marketing materials for regulatory compliance and convention adherence.	Evaluate	3.2.5.1.1	Judge if marketing materials meet regulatory compliance and adhere to conventions.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

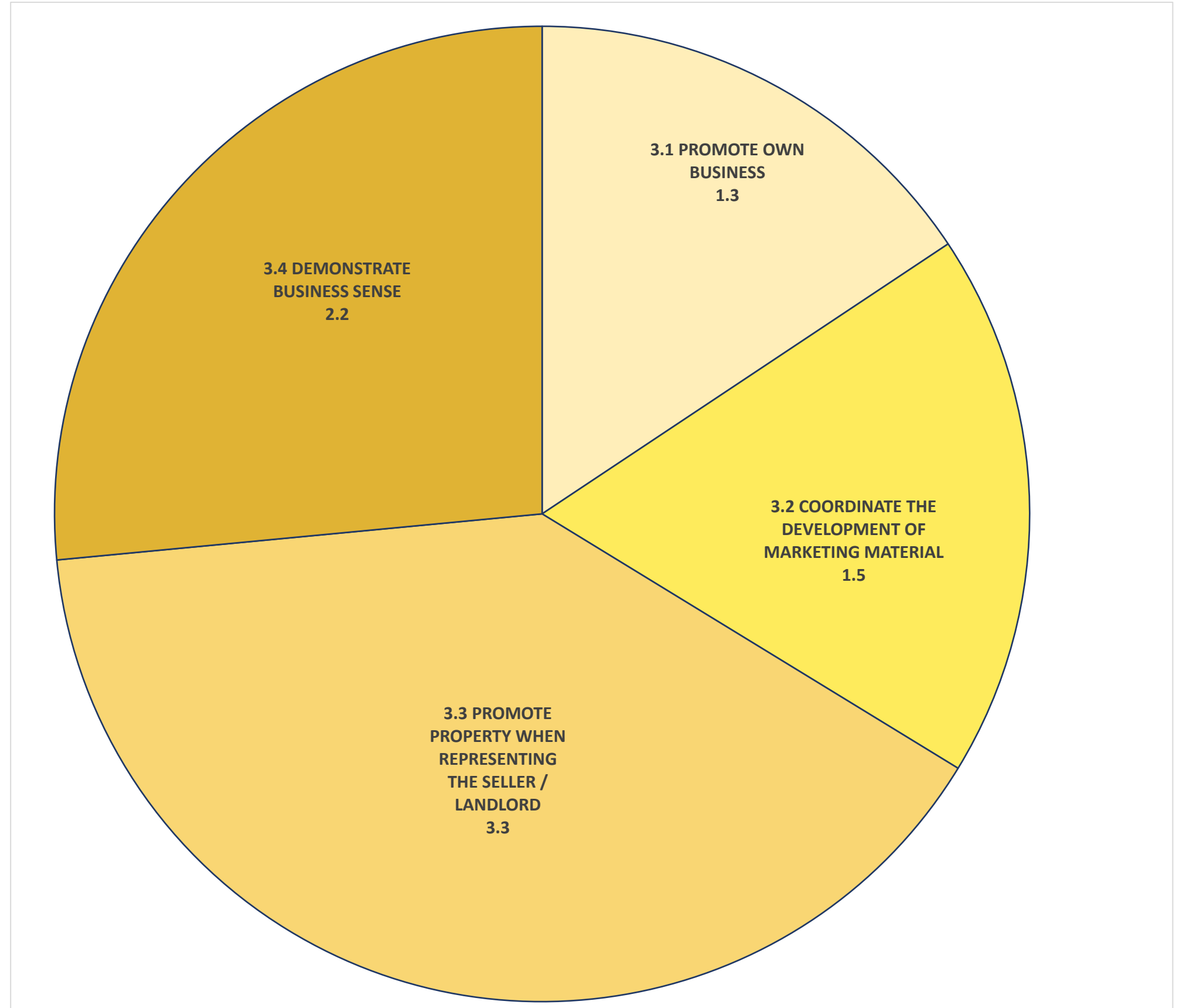
3.3 PROMOTE PROPERTY WHEN REPRESENTING THE SELLER/LANDLORD Competency Weight: 3.3%	3.3.1	Gather information on property.	3.3.1.1	Determine how to gather property information.	Evaluate	3.3.1.1.1	Outline how to gather property information.	Analyse
						3.3.1.1.2	Outline potential and common property information inconsistency or reliability issues.	Analyse
						3.3.1.1.3	Determine where to find specific property information.	Evaluate
						3.3.1.1.4	Determine how to resolve potential and common property information inconsistency or reliability issues.	Evaluate
	3.3.2	Document market and personal sales data in preparing listing presentations.	3.3.2.1	Assess listing, market, and personal data documentation best practices.	Evaluate	3.3.2.1.1	Identify the information that may be included in a listing proposal for prospective sellers/landlords.	Remember
						3.3.2.1.2	Describe how a licensee may demonstrate their competence and value to a seller/landlord in the listing proposal.	Understand
						3.3.2.1.3	Outline the items that should be discussed during a listing presentation to prospective sellers/landlords.	Analyse
						3.3.2.1.4	Outline the leasing strategy development process.	Analyse
						3.3.2.1.5	Outline the disposition strategy development process.	Analyse
						3.3.2.1.6	Determine listing, market, and personal data documentation requirements and practices.	Evaluate
	3.3.3	Promote the features of the seller/landlord client's property.	3.3.3.1	Determine the most appropriate property promotion techniques, tools, and strategies.	Evaluate	3.3.3.1.1	Explain the purpose of a marketing campaign.	Understand
						3.3.3.1.2	Explain the role of showing a seller's/landlord's property.	Understand
						3.3.3.1.3	Outline the typical leasing strategy implementation process.	Analyse
						3.3.3.1.4	Outline the typical disposition strategy implementation process.	Analyse
						3.3.3.1.5	Outline the licensee property showing preparation process.	Analyse
						3.3.3.1.6	Outline property showing scheduling preparation best practices.	Analyse
						3.3.3.1.7	Outline licensee property showing best practices.	Analyse
						3.3.3.1.8	Justify property and client specific techniques, tools, and strategies to promote a seller's/landlord's property.	Evaluate
	3.3.4	Use <u>everyone's</u> time effectively.	3.3.4.1	Assess tasks, goals, priorities, and party requirements for effective time management.	Evaluate	3.3.4.1.1	Determine how to best manage time respecting all parties.	Evaluate
	3.3.5	Make marketing materials available.	3.3.5.1	Assess marketing materials dissemination options.	Evaluate	3.3.5.1.1	Justify context specific marketing material dissemination choices.	Evaluate
3.3.6	Follow the selling client's directions and applicable protocols for showings.	3.3.6.1	Determine selling client's showing directions and protocols.	Evaluate	3.3.6.1.1	Outline techniques and processes licensees may use to determine, clarify, and confirm a selling client's showing directions and protocols.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

PROMOTE PROPERTY WHEN REPRESENTING THE SELLER/LANDLORD Competency Weight: 3.3% <i>(continued)</i>						3.3.6.1.2	Check your understanding/interpretation of a selling client's showing directions and protocols.	Evaluate
	3.3.7	Address potential and actual buyer/tenant questions.	3.3.7.1	Assess each property for likely buyer/tenant questions.	Evaluate	3.3.7.1.1	Outline how to proactively prepare for potential and likely buyer/tenant questions with the seller/landlord.	Analyse
						3.3.7.1.2	Determine likely buyer/tenant questions.	Evaluate
	3.3.8	Offer information on defects, flaws and drawbacks to selling/landlord client.	3.3.8.1	Assess research required to adequately inform selling/landlord clients regarding defects, flaws, and drawbacks.	Evaluate	3.3.8.1.1	Present selling/landlord clients with accurate information and alternatives related to defects, flaws, and drawbacks.	Apply
						3.3.8.1.2	Recommend to seller/landlord professionals who can provide seller/landlord with advice on extent of defects and flaws.	Apply
3.4 DEMONSTRATE BUSINESS SENSE Competency Weight: 2.2%	3.4.1	Seek opportunities to maintain and increase value for clients or prospects.	3.4.1.1	Assess opportunities to maintain and increase value for clients and prospects.	Evaluate	3.4.1.1.1	Determine how to maintain and increase value for clients and prospects.	Evaluate
	3.4.2	Use <u>business analysis frameworks</u> .	3.4.2.1	Outline how to use business analysis frameworks.	Evaluate	3.4.2.1.1	Demonstrate ability to use business analysis frameworks.	Apply
	3.4.3	Pursue areas of competitive advantage.	3.4.3.1	Determine potential areas of competitive advantage.	Evaluate	3.4.3.1.1	Outline how to determine areas of competitive advantage.	Analyse
						3.4.3.1.2	Determine how to pursue potential areas of competitive advantage based on context.	Evaluate
	3.4.4	Build a <u>network of qualified professionals</u> .	3.4.4.1	Assess your professional network goals, resources, and challenges.	Evaluate	3.4.4.1.1	Outline how to build a network of qualified professionals.	Analyse
						3.4.4.1.2	Determine your professional network goals, resources, and challenges.	Evaluate
	3.4.5	Build a real estate business that is sustainable.	3.4.5.1	Determine how to build a sustainable business.	Evaluate	3.4.5.1.1	Justify decisions that contribute to building a sustainable business.	Evaluate
	3.4.6	Resolve issues facing the licensee's business.	3.4.6.1	Assess business issues for resolution options.	Evaluate	3.4.6.1.1	Determine how to best resolve business issues.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

3. PROSPECTING AND MARKETING	
COMPETENCY TITLE	COMPETENCY WT.
3.1 PROMOTE OWN BUSINESS	1.3
3.2 COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL	1.5
3.3 PROMOTE PROPERTY WHEN REPRESENTING THE SELLER / LANDLORD	3.3
3.4 DEMONSTRATE BUSINESS SENSE	2.2



COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN: 4. RESEARCH AND ANALYSIS

Domain Weight **24.4**

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
4.1 CONDUCT RESEARCH Competency Weight: 10.9%	4.1.1	Respect the <u>private and confidential</u> nature of the research.	4.1.1.1	Assess privacy and confidentiality requirements and best practices related to the research process.	Evaluate	4.1.1.1.1	Determine how to respect privacy and confidentiality within the research process.	Evaluate
	4.1.2	Outline research outcomes.	4.1.2.1	Assess research needs.	Evaluate	4.1.2.1.1	Determine research needs and desired outcomes.	Evaluate
	4.1.3	Indicate essential areas of expertise required.	4.1.3.1	Assess essential areas of expertise.	Evaluate	4.1.3.1.1	Determine essential areas of expertise.	Evaluate
	4.1.4	Distinguish between attributes and drawbacks of properties used for the analysis.	4.1.4.1	Assess property attributes to be included in the analysis.	Evaluate	4.1.4.1.1	Describe attributes that make commercial real estate unique.	Understand
						4.1.4.1.2	Explain why licensees need to know their property attributes when representing clients.	Analyse
						4.1.4.1.3	Determine the impact of property attributes on the analysis.	Evaluate
			4.1.4.2	Determine green attributes of a property.	Evaluate	4.1.4.2.1	Identify features that define green real estate.	Remember
						4.1.4.2.2	Identify feature that define green real estate and discuss their benefits and disadvantages.	Remember
						4.1.4.2.3	Describe energy conservation components and their advantages and disadvantages.	Remember
						4.1.4.2.4	Recognize the components of a greened property and the various services or programs.	Understand
						4.1.4.2.5	Describe best practices for adopting sustainable and green initiatives.	Understand
						4.1.4.2.6	Compare and contrast the benefits and disadvantages of green real estate features.	Analyse
						4.1.4.2.7	Outline the main rating systems used to identify green buildings and sustainable building components.	Analyse
			4.1.4.3	Determine office property attributes.	Evaluate	4.1.4.3.1	Describe the purpose of office properties.	Understand
						4.1.4.3.2	Describe the building classification system used for office properties.	Understand
						4.1.4.3.3	Categorize diverse office properties according to the office building classification system.	Understand
			4.1.4.4	Determine retail property attributes.	Evaluate	4.1.4.4.1	Describe the purpose of retail properties.	Understand
						4.1.4.4.2	Describe common retail centre classification categories.	Understand
					4.1.4.4.3	Categorize retail properties according to common retail centre classification systems.	Understand	
					4.1.4.4.4	Outline the impact of anchor tenants on a retail property.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 10.9% <i>(continued)</i>		4.1.4.5	Determine mixed-use development attributes.	Evaluate	4.1.4.5.1	Define a mixed-use development.	Remember
					4.1.4.5.2	Explain the appeal of mixed-use developments.	Understand
		4.1.4.6	Determine industrial property attributes.	Evaluate	4.1.4.6.1	Differentiate between light and heavy industrial activities.	Analyse
					4.1.4.6.2	Outline the key site attributes used to determine if an industrial property is suitable.	Analyse
					4.1.4.6.3	Distinguish between the three classifications of industrial buildings with reference to their usage and resell potential.	Analyse
					4.1.4.6.4	Compare and contrast single-use and multi-use industrial properties and industrial parks.	Analyse
		4.1.4.7	Determine multi-family property attributes.	Evaluate	4.1.4.7.1	Define "purpose-built multi-family property".	Remember
					4.1.4.7.2	Describe the types of properties that comprise the secondary rental market.	Understand
		4.1.4.8	Determine undeveloped land, hotel, and special-to-use property attributes.	Evaluate	4.1.4.8.1	Explain the attributes that impact land, hotel, and special-to-use properties.	Understand
		4.1.4.9	Assess attributes of properties in an urban setting.	Evaluate	4.1.4.9.1	Determine the impact of nearby infrastructure and other amenities.	Evaluate
		4.1.4.10	Assess the impact of land use on commercial real estate trades.	Evaluate	4.1.4.10.1	Define municipality.	Remember
					4.1.4.10.2	Define legal non-conforming use.	Remember
					4.1.4.10.3	Explain the underlying concepts of municipal land use policies.	Understand
					4.1.4.10.4	Explain the purpose of municipal Land Use Bylaws.	Understand
					4.1.4.10.5	Explain the purpose of land use classification.	Understand
					4.1.4.10.6	Outline the impact of land use classification.	Analyse
					4.1.4.10.7	Differentiate permitted uses from discretionary uses.	Analyse
					4.1.4.10.8	Compare and contrast land use districts.	Analyse
					4.1.4.10.9	Explain the purpose of diverse municipal development plans.	Analyse
					4.1.4.10.10	Outline the relationship between the <i>MGA</i> , land planning, and development.	Analyse
				4.1.4.10.11	Outline licensee best practices for providing land use information.	Analyse	
				4.1.4.10.12	Outline potential reasons an owner may request to change the land use designation of their property.	Analyse	
				4.1.4.10.13	Outline the process to change the land use designation of a property.	Analyse	
				4.1.4.10.14	Outline the subdivision process.	Analyse	
				4.1.4.10.15	Outline the development process.	Analyse	
				4.1.4.10.16	Outline land use due diligence requirements when representing sellers.	Analyse	
				4.1.4.10.17	Outline land use due diligence requirements when representing buyers.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 10.9% <i>(continued)</i>					4.1.4.10.18	Explain how to verify the land use classification and/or district for a particular property.	Analyse
		4.1.4.11	Assess attributes of properties located in a rural setting.	Evaluate	4.1.4.11.1	List water treatment equipment that may be included in a real estate transaction.	Remember
					4.1.4.11.2	Define a utility cooperative.	Remember
					4.1.4.11.3	Define environmental stewardship.	Remember
					4.1.4.11.4	Describe well performance tests licensees should discuss with clients.	Understand
					4.1.4.11.5	Explain how a private sewage system septic tank functions.	Understand
					4.1.4.11.6	Summarize licensee due diligence related to private sewage systems when representing buyer or sellers.	Understand
					4.1.4.11.7	Explain the services a utility cooperative may provide.	Understand
					4.1.4.11.8	Describe wildlife considerations related to rural living.	Understand
					4.1.4.11.9	Explain domestic pet considerations relate to rural living	Understand
					4.1.4.11.10	Describe environmental hazards for commercial properties in a rural setting.	Understand
					4.1.4.11.11	Outline water-related issues and concerns that may affect rural commercial properties.	Analyse
					4.1.4.11.12	Outline the potential impact of environmental matters on rural properties and transactions.	Analyse
					4.1.4.11.13	Outline the relationship between commercial transactions in a rural setting and surface and mineral rights.	Analyse
					4.1.4.11.14	Outline environmental due diligence requirements for representing prospective commercial rural property buyers.	Analyse
					4.1.4.11.15	Outline due diligence requirements for representing prospective commercial rural property sellers.	Analyse
					4.1.4.11.16	Outline due diligence requirements for representing prospective commercial rural property buyers.	Analyse
					4.1.4.11.17	Determine potential real estate transaction concerns related to wells in pits, abandoned wells, oil and gas wells, and pipelines.	Evaluate
		4.1.4.12	Assess the need for permits.	Evaluate	4.1.4.12.1	List the most common commercial construction related types of permits.	Remember
					4.1.4.12.2	Define an occupancy permit.	Remember
					4.1.4.11.3	Explain when a Building Permit is required.	Understand
					4.1.4.12.3	Explain how the absence of required building permits may impact the sale and purchase process.	Understand
					4.1.4.12.4	Explain when a development permit or building permit is required.	Understand
	4.1.4.13	Determine relevant commercial construction information.	Evaluate	4.1.4.13.1	Define a floor plate.	Remember	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 10.9% <i>(continued)</i>					4.1.4.13.2	Define floor-to-ceiling height.	Remember
					4.1.4.13.3	Define bay depth.	Remember
					4.1.4.13.4	Define clear span.	Remember
					4.1.4.13.5	Define clear height.	Remember
					4.1.4.13.6	Define floor load.	Remember
					4.1.4.13.7	Define fenestration.	Remember
					4.1.4.13.8	Define space planning.	Remember
					4.1.4.13.9	Describe common commercial property construction methods.	Understand
					4.1.4.13.10	Describe common commercial property construction materials.	Understand
					4.1.4.13.11	Describe commercial property service systems.	Understand
					4.1.4.13.12	Describe common commercial property structural elements.	Understand
					4.1.4.13.13	Explain the purpose of building cores in multi-storey buildings.	Understand
					4.1.4.13.14	Explain how a curtain wall functions.	Understand
					4.1.4.13.15	Describe commercial property life safety systems.	Understand
					4.1.4.13.16	Describe the components of a structural frame.	Understand
					4.1.4.13.17	Explain the purpose of each of the components of a structural frame.	Understand
					4.1.4.13.18	Explain the purpose of a roof system.	Understand
					4.1.4.13.19	Describe the components of a roof system.	Understand
					4.1.4.13.20	Explain the functions of a building envelope.	Understand
					4.1.4.13.21	Explain the purpose of a siding system.	Understand
					4.1.4.13.22	Describe the components of a siding system.	Understand
					4.1.4.13.23	Describe the most common type of ceiling, wall, and floor finishes used in commercial construction.	Understand
					4.1.4.13.24	Describe the mechanical used in commercial buildings.	Understand
					4.1.4.13.25	Describe the electrical systems used in commercial buildings.	Understand
					4.1.4.13.26	Describe the plumbing systems used in commercial buildings.	Understand
					4.1.4.13.27	Identify the factors that are considered in site selection.	Understand
					4.1.4.13.28	Outline the potential impact of service systems on the sale/purchase/lease of a commercial property.	Analyse
					4.1.4.13.29	Outline the potential impact of common structural elements on the sale/purchase/lease of a commercial property.	Analyse
					4.1.4.13.30	Compare and contrast the different types of building cores that may be used in multi-storey properties.	Analyse
					4.1.4.13.31	Outline considerations that impact the design and size of a floor plate.	Analyse
					4.1.4.13.32	Explain the elements that impact the number of floors in a building.	Analyse

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH								
Competency Weight: 10.9% (continued)					4.1.4.13.33	Explain the potential impact of land use restrictions on retail building design and construction.	Analyse	
					4.1.4.13.34	Compare and contrast the 3 main categories of cranes.	Analyse	
					4.1.4.13.35	Compare and contrast the different types of loading docks.	Analyse	
					4.1.4.13.36	Outline the factors that impact the type of foundation used in a commercial property.	Analyse	
					4.1.4.13.37	Differentiate a live load from a dead load.	Analyse	
					4.1.4.13.38	Compare and contrast the different wall systems used in commercial construction.	Analyse	
					4.1.4.13.39	Compare and contrast the different floor systems used in commercial construction.	Analyse	
					4.1.4.13.40	Compare and contrast the different roofing systems used in commercial construction.	Analyse	
					4.1.4.13.41	Outline the construction process from inception to occupancy.	Analyse	
					4.1.4.13.42	Outline the construction bid process.	Analyse	
					4.1.4.13.43	Outline the commissioning process.	Analyse	
					4.1.4.13.44	Compare and contrast the different foundation types.	Analyse	
			4.1.4.14	Assess property parking requirements and options.	Evaluate	4.1.4.14.1	Explain parking structure design and planning considerations.	Understand
						4.1.4.14.2	Compare and contrast the different commercial property parking arrangements.	Analyse
						4.1.4.14.3	Compare and contrast the potential impact of condominium ownership parking options on the sale/purchase of the property.	Evaluate
			4.1.4.15	Differentiate commercial property measurement requirements and best practices.	Analyse	4.1.4.15.1	Describe the requirements real estate licensees have when communicating property measurements to consumers and other licensees.	Remember
						4.1.4.15.2	Define gross floor area.	Remember
						4.1.4.15.3	Define floor area ratio.	Remember
						4.1.4.15.4	Define gross building area.	Remember
						4.1.4.15.5	Define gross leasable area.	Remember
						4.1.4.15.6	Define rentable area.	Remember
						4.1.4.15.7	Define usable area.	Remember
						4.1.4.15.8	Explain the due diligence activities when hiring a property measurement service.	Understand
					4.1.4.15.9	Describe the different BOMA standards used to measure diverse commercial properties.	Understand	
					4.1.4.15.10	Calculate the rentable/usable (R/U) factor for a premises.	Apply	
					4.1.4.15.11	Explain the impact of accurate property measurements on landlords.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 10.9% <i>(continued)</i>					4.1.4.15.12	Outline the floor measurement information that should be included in an offer to lease/lease agreement.	Analyse	
					4.1.4.15.13	Compare and contrast the impact of BOMA standards on the lease or purchase of a commercial property.	Analyse	
			4.1.4.16	Assess facilities management information.	Evaluate	4.1.4.16.1	Define corrective maintenance.	Remember
						4.1.4.16.2	Define deferred maintenance.	Remember
						4.1.4.16.3	Explain the benefits of optimizing building performance.	Understand
						4.1.4.16.4	Outline the potential impact of preventative maintenance on a commercial real estate transaction.	Analyse
						4.1.4.16.5	Outline activities that may be included in a structural maintenance program.	Analyse
						4.1.4.16.6	Outline activities that may be included in a mechanical maintenance program.	Analyse
						4.1.4.16.7	Outline activities that may be included in an electrical maintenance program.	Analyse
						4.1.4.16.8	Outline the relationship between occupant engagement on facilities management.	Analyse
	4.1.5	Obtain information required to generate a complete picture.	4.1.5.1	Assess how to obtain information required to generate a complete picture.	Evaluate	4.1.5.1.1	Prepare a SWOT analysis for a property based on diverse scenarios.	Apply
						4.1.5.1.2	Outline diverse ways to obtain required information.	Analyse
						4.1.5.1.3	Outline research best practices that should be completed prior to meeting with a prospective landlord client.	Analyse
						4.1.5.1.4	Outline research best practices that should be completed prior to meeting with a prospective tenant client.	Analyse
						4.1.5.1.5	Outline how to evaluate the competitive market position of a landlord's property.	Analyse
						4.1.5.1.6	Outline the advantages of diverse properties.	Analyse
						4.1.5.1.7	Explain the purpose of a design test fit.	Analyse
						4.1.5.1.8	Determine relevant questions and observations when touring a property with a prospective seller/landlord client.	Evaluate
						4.1.5.1.9	Determine which documents to request when touring a property with a prospective seller/landlord client.	Evaluate
						4.1.5.1.10	Determine relevant questions and observations when touring a prospective tenant client's current property.	Evaluate
					4.1.5.1.11	Determine potential issues of diverse properties.	Evaluate	
					4.1.5.1.12	Determine potential mitigation strategies/resolutions for diverse property issues.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 10.9% (continued)					4.1.5.1.13	Determine tenant mix and tenant exclusion provisions.	Evaluate	
					4.1.5.1.14	Determine a tenant client's needs and objectives.	Evaluate	
					4.1.5.1.15	Determine a tenant client's leasing solution options.	Evaluate	
					4.1.5.1.16	Estimate the cost of a tenant client's leasing solution options.	Evaluate	
					4.1.5.1.17	Determine a property's competitive position in the market for a seller or landlord client.	Evaluate	
					4.1.5.1.18	Determine lease terms, including stepped rents and gross vs. net leases.	Evaluate	
			4.1.5.2	Determine the leasing, seller, and landlord information and documentation required.	Evaluate	4.1.5.2.1	Define rent roll.	Remember
						4.1.5.2.2	Define lease abstract.	Remember
						4.1.5.2.3	Explain the purpose of obtaining an Estoppel Certificate for each tenant in a commercial property when representing a buyer client.	Understand
						4.1.5.2.4	Explain the importance of reviewing a commercial property's past and current operating budgets and financial statements.	Understand
						4.1.5.2.5	Explain the importance of obtaining a building condition assessment and reviewing the resulting report.	Understand
						4.1.5.2.6	Explain value of reviewing a landlord client's standard lease/offer to lease.	Understand
						4.1.5.2.7	Explain importance of reviewing property site and floor plans.	Understand
						4.1.5.2.8	Explain the importance of reviewing a seller/landlord client's property operating costs breakdown.	Understand
						4.1.5.2.9	Explain the importance of reviewing a seller/landlord client's property stacking plan.	Understand
						4.1.5.2.10	Explain the importance of reviewing a seller/landlord client's property Certificate of Title.	Understand
						4.1.5.2.11	Explain the importance of reviewing a tenant client's current lease agreement.	Understand
						4.1.5.2.12	Explain the importance of reviewing a seller client's current real property report.	Understand
						4.1.5.2.13	Explain the importance of reviewing a seller client's current environmental site assessment reports.	Understand
						4.1.5.2.14	Outline the information typically included in an Estoppel Certificate.	Analyse
					4.1.5.2.15	Justify the need to review each existing tenant's lease agreement in a seller/landlord client's property.	Evaluate	
		4.1.5.3	Determine touring best practices based on context.	Evaluate	4.1.5.3.1	Describe property tour booking best practices when working with a tenant client.	Understand	
					4.1.5.3.2	Describe best practices when touring properties with a tenant client.	Understand	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 10.9% <i>(continued)</i>					4.1.5.3.3	Explain the benefits of virtual tours.	Understand
					4.1.5.3.4	Outline the selection process when determining which properties to tour with a tenant client.	Analyse
					4.1.5.3.5	Outline the contents of a tenant client's tour package.	Analyse
		4.1.5.4	Generate a market analysis.	Create	4.1.5.4.1	List common physical aspects that define a commercial property/space within a market analysis.	Remember
					4.1.5.4.2	Explain the main demand drivers for diverse commercial property types.	Understand
					4.1.5.4.3	Describe macroeconomic factors that may be considered as part of a market analysis.	Understand
					4.1.5.4.4	Explain where licensees may obtain market inventory and new supply information for preparing a market analysis.	Understand
					4.1.5.4.5	Explain the role of recent transactions when performing a market analysis.	Understand
					4.1.5.4.6	Interpret the impact of positive absorption on a property.	Apply
					4.1.5.4.7	Interpret the impact of negative absorption on a property.	Apply
					4.1.5.4.8	Calculate the historic net absorption level for a given scenario.	Apply
					4.1.5.4.9	Outline the 4 primary factors that determine a retail property's market position.	Analyse
					4.1.5.4.10	Outline the relationship between a market analysis and potential real estate transactions.	Analyse
					4.1.5.4.11	Outline the impact of understanding the asset and space markets when generating a market analysis.	Analyse
					4.1.5.4.12	Outline the effect of the 3 levels of market forces on commercial real estate.	Analyse
					4.1.5.4.13	Outline the market analysis preparation process.	Analyse
					4.1.5.4.14	Outline the relationship between net absorption and demand.	Analyse
						Outline how to forecast net absorption.	Analyse
					4.1.5.4.15	Outline the relationship between net absorption and vacancy rates.	Analyse
					4.1.5.4.16	Outline the relationship between vacancy rates and rental rates.	Analyse
				4.1.5.4.17	Determine the contexts in which a licensee may provide a market analysis.	Evaluate	
				4.1.5.4.18	Determine the relevant market.	Evaluate	
				4.1.5.4.19	Determine the relevant market segment(s) within which competitive properties must be considered.	Evaluate	
				4.1.5.4.20	Determine if a vacancy rate is high or low.	Evaluate	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 10.9% <i>(continued)</i>	4.1.6	Use relevant <u>software</u> , integrated with other data.	4.1.6.1	Assess which software may be relevant and how it may be integrated with other data.	Evaluate	4.1.6.1.1	Determine the appropriate software to use.	Evaluate
						4.1.6.1.2	Determine how to best integrate the selected software with other data.	Evaluate
	4.1.7	Use research methods to gather, verify, and analyse information.	4.1.7.1	Assess research methodology.	Evaluate	4.1.7.1.1	Demonstrate using sound research methodology.	Apply
						4.1.7.1.2	Outline basic sound research methodology.	Analyse
	4.1.8	Present findings and any remaining gaps.	4.1.8.1	Assess how to best present findings and gaps.	Evaluate	4.1.8.1.1	Outline findings and gaps presentation best practices for diverse contexts.	Analyse
	4.1.9	Know where to find information not generally available on online listing databases.	4.1.9.1	Assess potential sources of information not generally available through online databases.	Evaluate	4.1.9.1.1	Demonstrate the ability to use diverse potential sources of information.	Apply
						4.1.9.1.2	Determine the best potential sources of information.	Evaluate
	4.1.10	Define the specific commercial sector that is the subject of the research.	4.1.10.1	Determine your research target commercial sector.	Evaluate	4.1.10.1.1	Justify your selected research target commercial sector.	Evaluate
	4.1.11	Determine the nature of the transaction.	4.1.11.1	Assess the nature of a transaction.	Evaluate	4.1.11.1.1	Define off market property.	Remember
						4.1.11.1.2	Summarize the foreclosure process.	Understand
						4.1.11.1.3	Summarize the land development process, including planning and application.	Understand
						4.1.11.1.4	Explain design build arrangements including options and brokerage services.	Understand
						4.1.11.1.5	Describe what constitutes a commercial tenancy.	Understand
						4.1.11.1.6	Describe a sale-leaseback transaction.	Understand
						4.1.11.1.7	Outline how to determine the nature of a transaction.	Analyse
						4.1.11.1.8	Outline the municipal tax sale process.	Analyse
					4.1.11.1.9	Outline the different types of commercial leases.	Analyse	
					4.1.11.1.10	Outline the typical lease transaction process when representing a landlord.	Analyse	
					4.1.11.1.11	Outline the typical lease transaction process when representing a tenant.	Analyse	
					4.1.11.1.12	Outline the typical off market transaction process.	Analyse	
4.2 DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY Competency Weight: 3.3%	4.2.1	Describe <u>external factors</u> related to the property.	4.2.1.1	Assess property external factors.	Evaluate	4.2.1.1.1	Determine how to best describe a property's external factors.	Evaluate
	4.2.2	Perform a <u>visual observation</u> of the property.	4.2.2.1	Outline the visual property observation process.	Analyse	4.2.2.1.1	Summarize visual property observations.	Understand
	4.2.3	Document the property's <u>features</u> .	4.2.3.1	Outline property feature documentation best practices.	Analyse	4.2.3.1.1	Summarize the property's features.	Understand
	4.2.4	Recognize potential issues or problem areas of the property.	4.2.4.1	Assess a property for potential issues or problem areas.	Evaluate	4.2.4.1.1	Describe the due diligence activities real estate licensees should perform in regards to property defects or past defects that are represented by the seller as being remediated when representing sellers.	Remember
						4.2.4.1.2	List the situations when clients may choose to have a property inspection/building assessment.	Remember

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

<p>DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY</p> <p>Competency Weight: 3.3% (continued)</p>					4.2.4.1.3	Describe the various options to buyer and sellers together with their advantages and disadvantages to resolve defects identified through a property inspection/building assessment.	Remember
					4.2.4.1.4	Explain how to conduct a search using the online Flood Hazard Map Application.	Understand
					4.2.4.1.5	Describe environmental contamination related proactive measures licensees may take to protect client interests.	Understand
					4.2.4.1.6	Describe property defect related proactive measures licensees may take to protect client interests.	Understand
					4.2.4.1.7	Describe radon related due diligence licensee best practices to protect seller clients.	Understand
					4.2.4.1.8	Describe radon related due diligence licensee best practices to protect landlord clients.	Understand
					4.2.4.1.9	Describe radon related due diligence licensee best practices to protect buyers.	Understand
					4.2.4.1.10	Describe radon related due diligence licensee best practices to protect tenant clients.	Understand
					4.2.4.1.11	Describe cannabis related due diligence licensee best practices when representing a landlord with a prospective cannabis associated tenant.	Understand
					4.2.4.1.12	Describe cannabis industry related due diligence licensee best practices when representing non-cannabis associated tenants.	Understand
					4.2.4.1.13	Describe the due diligence activities licensees should perform when representing cannabis dispensaries.	Understand
					4.2.4.1.14	Outline licensee due diligence activities related to property defects when representing buyers.	Analyse
					4.2.4.1.15	Outline the various types of property inspections and building assessments.	Analyse
					4.2.4.1.16	Outline the various types of environmental assessments.	Analyse
					4.2.4.1.17	Compare and contrast potential environmental assessment situations.	Analyse
					4.2.4.1.18	Compare and contrast environmental assessment identified defect resolution alternatives available to buyers and sellers.	Analyse
					4.2.4.1.19	Outline licensee flood hazard area related due diligence when representing sellers.	Analyse
					4.2.4.1.20	Outline licensee flood hazard area related due diligence when representing buyers.	Analyse
					4.2.4.1.21	Outline the impact of municipal land use classification and districts on commercial property development and use.	Analyse
					4.2.4.1.22	Determine if there are any property issues or problem areas.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY Competency Weight: 3.3% <i>(continued)</i>						4.2.4.1.23	Create a property inspection/building assessment or environmental assessment condition in an offer to purchase.	Create
	4.2.5	Research history of the property to uncover <u>material facts</u> .	4.2.5.1	Assess the property history for material facts.	Evaluate	4.2.5.1.1	Identify the characteristics that may indicate a property was used a grow op.	Remember
						4.2.5.1.2	Identify the characteristics that may indicate a property was used as a drug lab.	Remember
						4.2.5.1.3	Determine if the property history reveals any <u>material facts</u> .	Evaluate
			4.2.5.2	Describe legal land descriptions	Understand	4.2.5.2.1	Describe the role of a land surveyor.	Remember
						4.2.5.2.2	Describe the Plan, Block, and Lot system and the Plan and Unit System.	Remember
						4.2.5.2.3	Identify a property in a rural setting by its land description.	Remember
						4.2.5.2.4	Recognize the legal land description of various types of properties.	Understand
						4.2.5.2.5	Explain the difference between legal and municipal addresses.	Understand
						4.2.5.2.6	Outline the Alberta Township System.	Analyse
			4.2.5.3	Interpret an RPR (Real Property Report).	Apply	4.2.5.3.1	Explain the function of a Real Property Report.	Understand
						4.2.5.3.2	Explain the purpose of title insurance.	Understand

4.3 PERFORM COMPARATIVE MARKET ANALYSIS Competency Weight: 6.7%	4.3.1	Research <u>relevant properties</u> .	4.3.1.1	Determine relevant properties to research.	Evaluate	4.3.1.1.1	Compare and contrast relevant property research.	Analyse
	4.3.2	Verify property and market information.	4.3.2.1	Check property and market information against relevant documents and information sources.	Evaluate	4.3.2.1.1	Outline property and market information verification best practices.	Analyse
						4.3.2.1.2	Outline a licensee's due diligence obligation to communicate market changes to their clients.	Analyse
	4.3.3	Select relevant <u>units</u> of comparison.	4.3.3.1	Assess units of comparison for relevance.	Evaluate	4.3.3.1.1	Justify selected units of comparison.	Evaluate
	4.3.4	Analyse properties using relevant <u>elements of comparison</u> .	4.3.4.1	Assess relevance of property elements of comparison.	Evaluate	4.3.4.1.1	Compare and contrast properties using relevant elements of comparison.	Analyse
						4.3.4.1.2	Compare and contrast a property assessment, an appraisal, and a comparative market analysis.	Analyse
						4.3.4.1.3	Outline real estate licensee requirements that ensure their comparative market analysis is not mistaken for a real estate appraisal.	Analyse
						4.3.4.1.4	Outline real estate associate best practices for presenting a comparative market analysis that fosters client understanding.	Analyse
	4.3.5	Specify criteria for highest and best-use analysis.	4.3.5.1	Determine highest and best use analysis criteria.	Evaluate	4.3.5.1.1	Describe the 4 criteria considered when determining highest and best use.	Remember
	4.3.6	Reconcile value indications and adjust for differences.	4.3.6.1	Determine how to reconcile value indications and adjust for differences.	Evaluate	4.3.6.1.1	Demonstrate the ability to reconcile value indications and adjust for differences.	Apply

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

PERFORM COMPARATIVE MARKET ANALYSIS Competency Weight: 6.7% <i>(continued)</i>	4.3.7	Estimate market value of the property.	4.3.7.1	Determine the estimated market value of a property.	Evaluate	4.3.7.1.1	Justify the estimated market value of a property.	Evaluate
			4.3.7.2	Outline aspects that determine property value.	Analyse	4.3.7.2.1	Summarize the assumptions underlying the concept of market value.	Understand
						4.3.7.2.2	Outline the characteristics that make a commodity valuable.	Analyse
						4.3.7.2.3	Compare and contrast the different concepts of value.	Analyse
						4.3.7.2.4	Compare and contrast cost, asking price, market price, and market value.	Analyse
						4.3.7.2.5	Outline the impact of the space and asset markets on value.	Analyse
			4.3.7.3	Generate a Discounted Cash Flow (DCF) analysis.	Create	4.3.7.3.1	Describe the purpose of performing an unleveraged DCF analysis.	Understand
						4.3.7.3.2	Describe the types of assumptions that must be made to perform an unleveraged DCF analysis.	Understand
						4.3.7.3.3	Describe the types of assumptions that must be made to perform a leveraged DCF analysis.	Understand
						4.3.7.3.4	Calculate the initial investment.	Apply
						4.3.7.3.5	Calculate the reversionary value.	Apply
						4.3.7.3.6	Estimate annual net cash flows.	Apply
						4.3.7.3.7	Calculate the value of a commercial property using present value, net present value, the internal rate of return, and the internal rate of return with a hurdle rate as part of an unleveraged DCF analysis.	Apply
						4.3.7.3.8	Calculate the lender's fee for a given mortgage amount and number of origination points.	Apply
						4.3.7.3.9	Calculate initial equity investment.	Apply
						4.3.7.3.10	Calculate reversionary equity value.	Apply
						4.3.7.3.11	Calculate the annual debt service for a given scenario.	Apply
						4.3.7.3.12	Calculate the value of a commercial property using present value of equity, net present value of equity, the internal rate of return of equity, and the internal rate of return of equity with a hurdle rate as part of a leveraged DCF analysis.	Apply
						4.3.7.3.13	Outline the essential elements of a pro forma statement for an unleveraged DCF analysis.	Analyse
					4.3.7.3.14	Outline considerations for determining a holding period for an unleveraged DCF analysis.	Analyse	
					4.3.7.3.15	Outline the essential elements of a pro forma statement for a leveraged DCF analysis.	Analyse	
					4.3.7.3.16	Outline considerations for determining a holding period for a leveraged DCF analysis.	Analyse	
					4.3.7.3.17	Compare and contrast the purpose of performing a leveraged and an unleveraged DCF analysis.	Analyse	
					4.3.7.3.18	Determine assumptions used to generate a DCF.	Evaluate	

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PERFORM COMPARATIVE MARKET ANALYSIS Competency Weight: 6.7% <i>(continued)</i>					4.3.7.3.19	Determine the discount rate used to perform an unleveraged DCF analysis.	Evaluate	
					4.3.7.3.20	Determine expected future cash flows for a commercial property as part of an unleveraged DCF analysis.	Evaluate	
					4.3.7.3.21	Determine the information and documentation a licensee must gather and review to prepare a pro forma statement for an unleveraged DCF analysis.	Evaluate	
					4.3.7.3.22	Estimate expected future cash flows after debt service for a commercial property as part of a leveraged DCF analysis.	Evaluate	
					4.3.7.3.23	Determine the information and documentation a licensee must gather and review to prepare a pro forma statement for a leveraged DCF analysis.	Evaluate	
					4.3.7.3.24	Determine the equity discount rate for a leveraged DCF analysis.	Evaluate	
			4.3.7.4	Produce a pro forma statement.	Evaluate	4.3.7.4.1	Define vacancy and collection allowance.	Remember
						4.3.7.4.2	Define net operating income (NOI).	Remember
						4.3.7.4.3	Describe the purpose of a pro forma statement.	Understand
						4.3.7.4.4	Explain how a municipality determines individual property taxes.	Understand
						4.3.7.4.5	Describe the typical operating expenses found in commercial real estate.	Understand
						4.3.7.4.6	Explain the purpose of a sinking fund.	Understand
						4.3.7.4.7	Interpret a pro forma statement.	Apply
						4.3.7.4.8	Calculate Potential Gross Income (PGI).	Apply
						4.3.7.4.9	Calculate net operating income (NOI) for a given scenario.	Apply
						4.3.7.4.10	Calculate effective gross income.	Apply
						4.3.7.4.11	Calculate the future value of a sinking fund.	Apply
						4.3.7.4.12	Calculate sinking fund payment amounts.	Apply
						4.3.7.4.13	Outline key commercial floor measurement concepts related to rent calculation.	Analyse
						4.3.7.4.14	Differentiate operating expenses, leasing expenses, and capital expenditures.	Analyse
						4.3.7.4.15	Generate a pro forma statement.	Create
			4.3.7.5	Assess the use of the Capitalization of income approach to value.	Analyse	4.3.7.5.1	Calculate the value of a property using the cap rate.	Apply
						4.3.7.5.2	Outline the capitalization of income approach to value.	Analyse
						4.3.7.5.3	Outline the benefits of valuing a commercial property using the capitalization approach to value.	Analyse
						4.3.7.5.3	Outline the limitations of valuing a commercial property using the capitalization approach to value.	Analyse
			4.3.7.6	Outline the provision of property valuations.	Analyse	4.3.7.6.1	Compare and contrast the types of professionals who may provide property valuations.	Understand

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

PERFORM COMPARATIVE MARKET ANALYSIS Competency Weight: 6.7% (continued)					4.3.7.6.2	Outline reasons real estate professionals may provide property valuations.	Analyse	
					4.3.7.6.3	Outline cautions for real estate professionals when providing property valuations.	Analyse	
					4.3.7.6.4	Outline the real estate professional written disclosures required in property valuation reports.	Analyse	
					4.3.7.6.5	Outline the limitations of real estate professionals providing property valuations.	Analyse	
			4.3.7.7	Check for common market value determination mistakes.	Evaluate	4.3.7.7.1	Describe common mistakes to avoid when undertaking financial analyses.	Understand
			4.3.7.8	Assess the appraisal process.	Evaluate	4.3.7.8.1	Explain the reasons real estate appraisers follow an established appraisal process.	Understand
						4.3.7.8.2	Explain why the principles of value are important to property valuation.	Understand
						4.3.7.8.3	Outline the main steps in a typical appraisal process.	Analyse
						4.3.7.8.4	Outline the three approaches that may be used in appraisal.	Analyse
						4.3.7.8.5	Outline the principles of value.	Analyse
	4.3.8	Estimate <u>market value of the enterprise.</u>	4.3.8.1	Assess the information and resources required to estimate the market value of an enterprise.	Evaluate	4.3.7.2.4	Outline the information and resources required to estimate the market value of an enterprise.	Analyse
	4.3.9	Consider <u>financial position</u> and available financing.	4.3.9.1	Assess financial position and available financing.	Evaluate	4.3.9.1.1	Identify the different financing options for commercial properties.	Remember
						4.3.9.1.2	Define return on equity.	Remember
						4.3.9.1.3	Explain why investors use debt to finance commercial real estate assets.	Understand
						4.3.9.1.5	Outline how to assess financial position and available financing.	Analyse
						4.3.9.1.6	Outline the information needed to determine the financing reasonably available to an investor.	Analyse
						4.3.9.1.7	Explain the concept of the capital stack.	Analyse
						4.3.9.1.8	Outline the impact of leverage use on capital stack.	Analyse
						4.3.9.1.9	Outline mortgage type factors that determine best fit.	Analyse
						4.3.9.1.10	Outline mortgage cost factors that determine best fit.	Analyse
					4.3.9.1.11	Outline mortgage availability factors that determine best fit.	Analyse	

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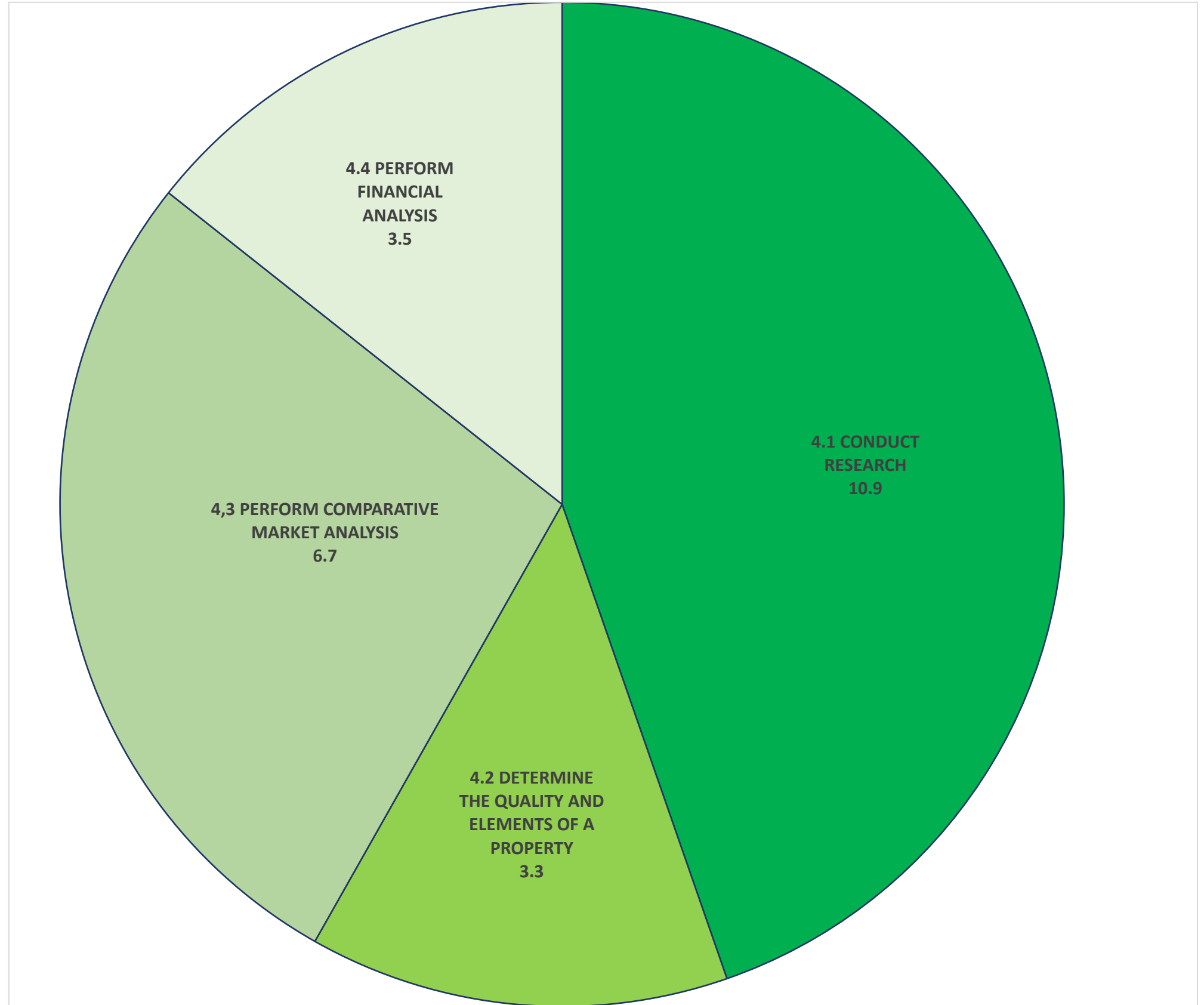
4.4 PERFORM FINANCIAL ANALYSIS Competency Weight: 3.5%	4.4.1	Determine highest and best use.	4.4.1.1	Assess investment properties for highest and best use.	Evaluate	4.4.1.1.1	Outline the relationship between highest and best use and land use.	Analyse
						4.4.1.1.2	Determine highest and best use for an investment property.	Evaluate
	4.4.2	Review costs, zoning, demand.	4.4.2.1	Assess property costs, land use, and demand.	Evaluate	4.4.2.1.1	Calculate the occupancy cost to lease a premises in diverse contexts.	Apply
						4.4.2.1.2	Calculate the average annual gross effective rate to lease a premises in diverse contexts.	Apply
						4.4.2.1.3	Calculate a premises' space efficiency in diverse contexts.	Apply
						4.4.2.1.4	Determine property costs.	Evaluate
						4.4.2.1.5	Determine a property's land use designation.	Evaluate
						4.4.2.1.6	Determine the demand for diverse properties.	Evaluate
	4.4.3	Calculate <u>financial ratios</u> .	4.4.3.1	Assess financial ratios for an investment property.	Evaluate	4.4.3.1.1	Calculate financial ratios for an investment property.	Apply
						4.4.3.1.2	Outline financial ratios used to evaluate investment properties and monitor their performance.	Analyse
			4.4.3.2	Assess information that impacts the capitalization rate.	Evaluate	4.4.3.2.1	Define adjusted NOI.	Remember
						4.4.3.2.2	Define stabilized NOI.	Remember
						4.4.3.2.3	Calculate cap rates using the three different methods.	Apply
						4.4.3.2.4	Outline the use of capitalization rates in calculating <u>financial ratios</u> .	Analyse
						4.4.3.2.5	Compare and contrast the benefits and limitations of <u>cap rates</u> .	Analyse
						4.4.3.2.6	Calculate adjusted NOI in diverse contexts.	Analyse
						4.4.3.2.7	Calculate stabilized NOI in diverse contexts.	Analyse
						4.4.3.2.8	Outline three different methods for calculating <u>cap rates</u> .	Analyse
	4.4.4	Calculate the cost of using leverage.	4.4.4.1	Determine how to calculate the cost of using leverage.	Evaluate	4.4.4.1.1	Define leverage.	Remember
						4.4.4.1.2	Calculate the monthly mortgage payment for diverse contexts.	Apply
						4.4.4.1.3	Calculate the outstanding balance of a mortgage at the end of a holding period using an amortization schedule, present value, and future value.	Apply
						4.4.4.1.4	Differentiate the two types of leverage.	Analyse
	4.4.5	Calculate loan-to-value and debt coverage ratio.	4.4.5.1	Assess loan-to-value and debt coverage ratio.	Evaluate	4.4.5.1.1	Explain the information a loan-to-debt ratio conveys.	Understand
					4.4.5.1.2	Explain the information a debt coverage ratio conveys.	Understand	
					4.4.5.1.3	Calculate loan-to value ratio.	Apply	
					4.4.5.1.4	Calculate debt coverage ratio.	Apply	
					4.4.5.1.5	Outline how lenders use the loan-to-debt ratio and debt coverage ratio when qualifying a borrower.	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

PERFORM FINANCIAL ANALYSIS Competency Weight: 3.5% (continued)	4.4.6	Calculate the value of uneven cash flows.	4.4.6.1	Outline how to calculate the value of uneven cash flows.	Analyse	4.4.6.1.1	Explain the commercial property information present value conveys.	Understand
						4.4.6.1.2	Explain the commercial property information net present value conveys.	Understand
						4.4.6.1.3	Explain the commercial property information the internal rate of return conveys.	Understand
						4.4.6.1.4	Explain the commercial property information the internal rate of return conveys when a hurdle rate is employed.	Understand
						4.4.6.1.5	Explain the limitations associated with the internal rate of return.	Understand
						4.4.6.1.6	Explain the commercial property information conveyed in the present value of equity.	Understand
						4.4.6.1.7	Explain the commercial property information conveyed in the net present value of equity.	Understand
						4.4.6.1.8	Explain the commercial property information conveyed in the internal rate of return of equity.	Understand
						4.4.6.1.9	Calculate the present value of uneven cash flows.	Apply
						4.4.6.1.10	Calculate the net present value of uneven cash flows.	Apply
						4.4.6.1.11	Calculate the internal rate of return of uneven cash flows.	Apply
						4.4.6.1.12	Calculate the present value of equity.	Apply
						4.4.6.1.13	Calculate the net present value of equity.	Apply
						4.4.6.1.14	Calculate the internal rate of return of equity.	Apply
	4.4.7	Calculate the net effective rent.	4.4.7.1	Calculate the net effective rent.	Analyse	4.4.7.1.1	List items of value and rent-related concessions that affect net effective rent calculations.	Remember
						4.4.7.1.2	Select the formula used to calculate net effective rent.	Analyse
						4.4.7.1.3	Compare and contrast effective rent with market rent.	Analyse
	4.4.8	Understand the value of the tenant covenant and how it affects the property value.	4.4.8.1	Assess the relationship between tenant covenant and property value.	Evaluate	4.4.8.1.1	List the three options available when a business insolvency occurs.	Remember
						4.4.8.1.2	Determine how a tenant covenant impacts property value.	Evaluate
	4.4.9	Understand net present value of different leasing scenarios.	4.4.9.1	Determine net present value of diverse leasing scenarios.	Evaluate	4.4.9.1.1	Recognize when a <u>sensitivity analysis</u> expert is required.	Remember
					4.4.9.1.2	Explain the reasons buyers may request a <u>sensitivity analysis</u> .	Understand	
					4.4.9.1.3	Calculate net present value of diverse leasing scenarios.	Apply	
					4.4.9.1.4	Outline the purpose of a <u>sensitivity analysis</u> .	Analyse	

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

4. RESEARCH AND ANALYSIS	
COMPETENCY TITLE	COMPETENCY WT.
4.1 CONDUCT RESEARCH	10.9
4.2 DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY	3.3
4,3 PERFORM COMPARATIVE MARKET ANALYSIS	6.7
4.4 PERFORM FINANCIAL ANALYSIS	3.5



COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN: 5. NEGOTIATING AND CLOSING

Domain Weight 21.4

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC LO BLOOM'S LEVEL	
5.1 MANAGE DOCUMENTS AND CONTRACTS Competency Weight: 6.2%	5.1.1	Make <u>intended use</u> of various types of <u>real estate documents</u> and forms.	5.1.1.1	Assess contracts and related conditions.	Evaluate	5.1.1.1.1	Define the term contract.	Remember	
						5.1.1.1.2	Describe common types of dispute resolution contract clauses.	Understand	
							5.1.1.1.3	Explain privity of contract.	Understand
							5.1.1.1.4	Describe licensee obligations to clients when negotiating or entering into service contracts on behalf of the brokerage.	Understand
							5.1.1.1.5	Exemplify capacity of the parties to a contract.	Understand
							5.1.1.1.6	Explain the common schedules included in commercial offers to lease/lease agreements.	Understand
							5.1.1.1.7	Explain the common conditions included in offers to lease for a landlord's benefit.	Understand
							5.1.1.1.8	Explain the common conditions included in offers to lease for a tenant's benefit.	Understand
							5.1.1.1.9	Explain the purpose of an authorization letter.	Understand
							5.1.1.1.10	Explain the purpose of a fee agreement.	Understand
							5.1.1.1.11	Explain the common conditions included in offers to purchase for a buyer's benefit.	Understand
							5.1.1.1.12	Explain the relationship between privity of contract and a party's right to assign rights under a contract.	Analyse
							5.1.1.1.13	Compare and contrast void, voidable, and unenforceable contracts.	Analyse
							5.1.1.1.14	Outline the essential elements of a contract.	Analyse
							5.1.1.1.15	Differentiate between contract conditions and contract terms.	Analyse
							5.1.1.1.16	Outline the methods to terminate or discharge a contract.	Analyse
							5.1.1.1.17	Outline the remedies for breach of contract.	Analyse
							5.1.1.1.18	Outline the types of contracts that relate to real estate brokerage.	Analyse
							5.1.1.1.19	Differentiate between a lease agreement, offer to lease, and a letter of intent.	Analyse
							5.1.1.1.20	Outline the leasing process: - letter of intent - offer to lease - lease agreement	Analyse
							5.1.1.1.21	Outline the contract-related documents that may form part of a real estate trade.	Analyse
							5.1.1.1.22	Outline the requirements for the use of electronic contracts and signatures.	Analyse

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

MANAGE DOCUMENTS AND CONTRACTS Competency Weight: 6.2% (continued)					5.1.1.1.23	Outline the information that should be included in a fee agreement.	Analyse	
					5.1.1.1.24	Determine the use of conditions precedent as they relate to fraudulent and dishonest acts.	Evaluate	
					5.1.1.1.24	Determine applicable best practices to use when working with diverse contracts.	Evaluate	
					5.1.1.1.25	Determine the impact of diverse clauses on a landlord in an offer to lease/lease agreement.	Evaluate	
					5.1.1.1.26	Determine the impact of diverse clauses on a tenant in an offer to lease/lease agreement.	Evaluate	
	5.1.2	Incorporate clauses using language that is clear, accurate, concise, and legally correct.	5.1.2.1	Plan purchase, sale, and lease related documents and clauses.	Create	5.1.2.1.1	Determine the correct use of diverse commercial real estate documents.	Evaluate
						5.1.2.1.2	Create an offer to purchase.	Create
						5.1.2.1.3	Create a counter offer to purchase.	Create
						5.1.2.1.4	Create an offer to lease.	Create
						5.1.2.1.5	Create a counter offer to lease.	Create
						5.1.2.1.6	Create an authorization letter.	Create
	5.1.3	Adapt client forms reflecting parties' contractual agreements.	5.1.3.1	Assess client form adaptations and contractual agreements.	Evaluate	5.1.3.1.1	Define base or standard lease.	Remember
						5.1.3.1.2	Compare and contrast contract adaptations with client objectives.	Evaluate
						5.1.3.1.3	Check forms would result in a legally binding contract if accepted.	Evaluate
	5.1.4	Complete amendments, notices of fulfillment of conditions, and waivers.	5.1.4.1	Assess amendments, notices of fulfillment of conditions, and waivers.	Evaluate	5.1.4.1.1	Use amendments, notices of fulfillment of conditions, and waivers correctly and effectively.	Apply
						5.1.4.1.2	Provide amendments, notices of fulfillment of conditions, and waivers according to the contract notification requirements.	Apply
	5.1.5	Structure content effectively.	5.1.5.1	Plan effectively structured documents and contracts.	Create	5.1.5.1.1	Determine document and contract structure.	Evaluate
						5.1.5.1.2	Produce effectively structured documents and contracts.	Create
	5.1.6	Confirm documents reflect their intended use.	5.1.6.1	Check documents reflect their intended use.	Evaluate	5.1.6.1.1	Describe the processes licensees may employ to review contracts.	Understand
						5.1.6.1.2	Revise documents as needed to reflect their intended use.	Apply
						5.1.6.1.3	Determine if any changes are required to ensure documents reflect their intended use.	Evaluate
	5.1.7	Review documents for accuracy, clarity, and compliance.	5.1.7.1	Assess documents for accuracy, clarity, and compliance.	Evaluate	5.1.7.1.1	Outline established document review techniques that foster accuracy, clarity, legislative compliance, and brokerage policy adherence.	Analyse

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

MANAGE DOCUMENTS AND CONTRACTS Competency Weight: 6.2% <i>(continued)</i>	5.1.8	Explain legal obligations under contract.	5.1.8.1	Assess legal obligations under contract.	Evaluate	5.1.8.1.1	Ensure the parties understand the legal obligations under the contract.	Evaluate
						5.1.8.1.2	Ensure the parties know they have the opportunity to have agreements reviewed by legal counsel.	Evaluate
	5.1.9	Ensure agreements are legally binding.	5.1.9.1	Review agreements to ensure that they are legally binding.	Evaluate	5.1.9.1.1	Ensure agreements are: - executed before the acceptance date - signed by all relevant parties - initialled by all relevant parties	Evaluate
5.2 EXPLAIN FINANCIAL IMPLICATIONS (commercial) Competency Weight: 2.7%	5.2.1	Calculate the financial implications of the transaction.	5.2.1.1	Assess transactions for financial implications.	Evaluate	5.2.1.1.1	Calculate the financial implications of the transaction.	Apply
	5.2.2	Apply methodologies related to <u>real estate taxation</u> .	5.2.2.1	Assess which real estate tax related methodologies apply to the transaction.	Evaluate	5.2.2.1.1	Explain the factors considered when determining if the disposition of capital property resulted in a capital gain or loss.	Understand
						5.2.2.1.2	Describe the capital cost allowance.	Understand
						5.2.2.1.3	Describe the due diligence process to be followed by licensees related to tax issues.	Understand
						5.2.2.1.4	Use real estate taxation methodologies appropriately.	Apply
	5.2.3	Interpret financial statements.	5.2.3.1	Assess financial statements.	Evaluate	5.2.3.1.1	Explain the purpose of obtaining a prospective tenant's financial statements.	Understand
						5.2.3.1.2	Outline alternatives for dealing with prospective tenants reluctant to provide their financial statements.	Analyse
						5.2.3.1.3	Interpret financial statements.	Evaluate
	5.2.4	Communicate the details of the deal to the client.	5.2.4.1	Outline the details of a deal.	Analyse	5.2.4.1.1	Explain details of a deal to a client with clarifications as needed.	Apply
	5.2.5	Present all offers and counter-offers according to protocols.	5.2.5.1	Assess offers and counter-offers.	Evaluate	5.2.5.1.1	Present offers and counter-offers in compliance with applicable protocols, legislation, and best practices.	Apply

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

5.3 MANAGE OFFERS AND COUNTER-OFFERS Competency Weight: 2.6%	5.3.1	Ensure parties understand the offer to purchase/lease, including their rights and obligations.	5.3.1.1	Assess offers and counter-offers.	Evaluate	5.3.1.1.1	Deconstruct offers and counter-offers for the client, including potential benefits and issues.	Analyse
						5.3.1.1.2	Outline a landlord's general rights and obligations in a lease.	Analyse
						5.3.1.1.3	Outline a tenant's general rights and obligations in a lease.	Analyse
						5.3.1.1.4	Determine how to best present the offer or counter-offer details to your client.	Evaluate
						5.3.1.1.5	Determine a licensee's offer and counter-offer related legal involvement and limitations.	Evaluate
	5.3.2	Protect confidentiality of offers if confidentiality agreement has been established or is required by law.	5.3.2.1	Assess confidentiality requirements for offers in compliance with agreements and all applicable laws.	Evaluate	5.3.2.1.1	Determine confidentiality requirements in diverse contexts.	Evaluate
	5.3.3	Protect client by explaining issues related to the transaction.	5.3.3.1	Assess transactions for potential issues that would harm your client.	Evaluate	5.3.3.1.1	Educate the client about the transaction and any related issues.	Apply
						5.3.3.1.2	Determine the impact of a non-client party's profile in an offer/counter-offer.	Evaluate
						5.3.3.1.3	Determine the impact of the property situation in an offer/counter-offer.	Evaluate
						5.3.3.1.4	Determine the impact of market conditions in an offer/counter-offer.	Evaluate
5.3.4	Act within the rules and parameters set forth in your regulatory guidelines.	5.3.4.1	Assess compliance requirements when managing offers and counter-offers.	Evaluate	5.3.4.1.1	Determine how to practice in compliance with all applicable rules, parameters, and legislation when managing offers and counter-offers.	Evaluate	
5.4 NEGOTIATE WITH INTEGRITY Competency Weight: 7%	5.4.1	Inform client of negotiation options and associated advantages and disadvantages.	5.4.1.1	Assess a client's negotiation options and associated advantages and disadvantages.	Evaluate	5.4.1.1.1	Inform clients of their negotiation options and related advantages and disadvantages.	Apply
						5.4.1.1.2	Determine a client's negotiation options, advantages, and disadvantages in diverse contexts.	Evaluate
	5.4.2	Conduct negotiations as directed by the client.	5.4.2.1	Assess how to best conduct negotiations as directed by the client.	Evaluate	5.4.2.1.1	Outline licensee strategies and best practices that ensure they conduct negotiations as directed by the client.	Analyse
						5.4.2.1.2	Determine the best actions that adhere to client negotiation related directions in diverse contexts.	Evaluate
						5.4.2.1.3	Determine how to effectively prepare for a negotiation.	Evaluate
	5.4.3	Facilitate best possible terms for client.	5.4.3.1	Assess how the real estate associate's duty to act in the best interests of the client applies to the negotiation process.	Evaluate	5.4.3.1.1	Determine when licensees must seek client direction to ascertain the best terms for the client.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

NEGOTIATE WITH INTEGRITY Competency Weight: 7% (continued)	5.4.4	Provide clients with options, advantages, and disadvantages on how to deal with multiple offers.	5.4.4.1	Determine a clients options, advantages, and disadvantages related to multiple offers.	Evaluate	5.4.4.1.1	Outline a client's options, advantages, and disadvantages related to a multiple offer situation.	Analyse
						5.4.4.1.2	Outline the mutliple offer information that must be discussed with clients.	Analyse
						5.4.4.1.3	Determine how to best communicate multiple offer related options, advantages, and disadvantages to a client in diverse contexts.	Evaluate
						5.4.4.1.4	Determine the lawful instructions a seller/landlord client may give a licensee regarding the existence of multiple offer.	Evaluate
						5.4.4.1.5	Determine if multiple offers on premises exist.	Evaluate
	5.4.5	Explore others' objectives, goals and desired outcomes.	5.4.5.1	Assess how understanding the objectives, goals, and desired outcomes of other parties can lead to better outcomes for all parties.	Evaluate	5.4.5.1.1	Describe the ways a real estate associate may uncover the objectives, goals and desired outcomes of other parties.	Understand
						5.4.5.1.2	Determine others' objectives, goals and desired outcomes.	Evaluate
			5.4.5.2	Differentiate negotiation strategies and dispute resolution techniques.	Evaluate	5.4.5.2.1	Describe behavioural principles and strategies for effective negotiation.	Understand
						5.4.5.2.2	Compare and contrast distributive and integrative approaches to negotiations.	Analyse
						5.4.5.2.3	Assess effectiveness of a negotiation using multiple criteria.	Evaluate
						5.4.5.2.4	Assess response to another negotiator's questionable tactics used.	Evaluate
			5.4.5.3	Determine how to employ integrity while negotiating.	Evaluate	5.4.5.3.1	Describe negotiation techniques that lack integrity.	Understand
						5.4.5.3.2	Compare and contrast integrity and transparency.	Analyse
						5.4.5.3.3	Determine how to manage negotiations based on best information available.	Evaluate
	5.4.6	Promote mutual understanding of different points of view.	5.4.6.1	Determine how to best promote mutual understanding in diverse contexts.	Evaluate	5.4.6.1.1	Outline strategies and best practices that foster acceptance of diverse points of view in differect contexts.	Analyse
	5.4.7	Negotiate based on factual observations and information.	5.4.7.1	Assess how to best negotiate based on facts on behalf of the client.	Evaluate	5.4.7.1.1	Clarify the the negotiation strategies and dispute resolution techniques that the client is comfortable approving.	Understand
						5.4.7.1.2	Educate the client on the advantages and disadvantages of different potential negotiation strategies and dispute resolution techniques.	Apply
						5.4.7.1.3	Determine the value of information and how it affects a client's best interest when negotiating.	Evaluate
						5.4.7.1.4	Determine appropriate negotiation strategies and dispute resolution techniques for diverse contexts.	Evaluate
	5.4.8	Encourage realistic compromises during negotiations.	5.4.8.1	Assess how offering realistic compromises leads to better negotiated outcomes.	Evaluate	5.4.8.1.1	Determine negotiation options and realistic compromises.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

NEGOTIATE WITH INTEGRITY Competency Weight: 7% <i>(continued)</i>	5.4.9	Maintain objectivity when confronted with interpersonal conflicts.	5.4.9.1	Explain how a lack of objectivity can lead to poor outcomes.	Analyse	5.4.9.1.1	Respond objectively to interpersonal conflicts.	Apply
	5.4.10	Use suitable <u>negotiating style</u> .	5.4.10.1	Assess negotiation strategies and dispute resolution techniques.	Evaluate	5.4.10.1.1	Integrate behavioural principles and strategies for effective negotiations.	Analyse
						5.4.10.1.2	Determine the effectiveness of a negotiation using multiple criteria.	Evaluate
5.5 COMPLETE THE TRANSACTION Competency Weight: 2.9%	5.5.1	Use appropriate techniques to complete the sale/lease.	5.5.1.1	Determine appropriate techniques that increase the probability of closing a transaction.	Evaluate	5.5.1.1.1	Determine the best techniques to complete a transaction in diverse contexts.	Evaluate
	5.5.2	Obtain required closing documents.	5.5.2.1	Assess documents required to close a transaction in diverse contexts.	Evaluate	5.5.2.1.1	Outline how to obtain the required closing documents.	Analyse
						5.5.2.1.2	Determine the documents required to close a transaction in diverse contexts.	Evaluate
	5.5.3	Manage factors that may prevent the completion of a transaction.	5.5.3.1	Determine factors that may prevent transaction completion.	Evaluate	5.5.3.1.1	Outline the time extension request addendum preparation process.	Analyse
						5.5.3.1.2	Outline due diligence requirements if a non-client party requests a time extension.	Analyse
						5.5.3.1.3	Outline the most common reasons for renegotiating a transaction during the conditional period.	Analyse
						5.5.3.1.4	Outline activities a licensee may perform to prepare a premises for tenant occupancy.	Analyse
						5.5.3.1.5	Determine how to prevent and manage factors that may interfere with transaction completion.	Evaluate
	5.5.4	Assist with the removal or satisfaction of condition precedents.	5.5.4.1	Assess condition precedents.	Evaluate	5.5.4.1.1	Determine how to facilitate removal or satisfaction of condition precedents.	Evaluate
	5.5.5	Maintain communication with parties until buyer/tenant has taken possession.	5.5.5.1	Assess how to maintain optimal communication with the relevant parties until a buyer/tenant has taken possession.	Evaluate	5.5.5.1.1	Determine how to communicate in diverse contexts.	Evaluate

COMMERCIAL REAL ESTATE ASSOCIATE COMPETENCY PROFILE

5. NEGOTIATING AND CLOSING	
COMPETENCY TITLE	COMPETENCY WT.
5.1 MANAGE DOCUMENTS AND CONTRACTS	6.2
5.2 EXPLAIN FINANCIAL IMPLICATIONS (COMMERCIAL)	2.7
5.3 MANAGE OFFERS AND COUNTER OFFERS	2.6
5.4 NEGOTIATE WITH INTEGRITY	7
5.5 COMPLETE THE TRANSACTION	2.9

