

FUNDAMENTALS OF MORTGAGE BROKERAGE  
COMPETENCY EXAM BLUEPRINT

	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT	
<b>1</b>	<b>COMMUNICATE EFFECTIVELY</b>	1.1	Check that English language proficiency requirements have been met.	Evaluate	1.1.1	Justify the need for English language proficiency requirements from a regulatory standpoint.	Evaluate	2.1	
		1.2	Assess communication techniques.	Evaluate	1.2.1	Determine the best communication methods for diverse mortgage brokering situations.	Evaluate	2.8	
		1.3	Determine which communication techniques and communication methods are best for diverse mortgage industry purposes.	Evaluate	1.3.1	Use appropriate communication techniques and methods in set mortgage brokering situations.	Apply	2.4	
		1.4	Compare and contrast commonly used mortgage industry terminology with the terms used in the associated legislation.	Evaluate	1.4.1	Describe strategies that licensees may employ to ensure clear and precise communication.	Understand	2.0	
						1.4.2	Use real estate and mortgage related terms, including the following (list is not exhaustive): <ul style="list-style-type: none"> <li>- Building classifications (residential, recreational, commercial, industrial, retail, institutional, agricultural)</li> <li>- Real estate sectors (residential, commercial, rural, property management)</li> <li>- Residential</li> <li>- New residential</li> <li>- Recreational property</li> <li>- Mobile home</li> <li>- Investment real estate</li> <li>- CMHC and high ratio, default mortgage insurers</li> </ul>	Apply	
						1.4.3	Outline strategies that licensees may employ to promote the use and understanding of legislatively consistent language.	Analyse	
		1.5	Outline processes that ensure information is accurate, concise, and complete.	Evaluate	1.5.1	Employ appropriate processes that ensure information is accurate, concise, and complete.	Apply	3.2	
		1.6	Create a communication quality assurance process.	Create	1.6.1	Check quality of written communication using a communication quality assurance process.	Evaluate	1.7	
		1.7	Assess speech requirements based on the intended audience and content communicated.	Evaluate	1.7.1	Explain how the intended audience determines language requirements.	Understand	1.8	

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					1.7.2	Describe communication logic when dealing with complaints or adversarial situations.	Understand	
					1.7.3	Determine appropriate communication styles for diverse audiences.	Analyse	
		1.8	Assess active listening principles.	Evaluate	1.8.1	Describe active listening techniques.	Understand	2.8
		1.9	Outline the principles commonly used to repair communication breakdowns.	Analyse	1.9.1	Describe the most common reasons why communication breaks down.	Understand	1.7
					1.9.2	Describe communication techniques that may be used in confrontations or communication breakdowns.	Understand	
					1.9.3	Describe relationship termination best practices.	Understand	
						<b>COMPETENCY 1. COMMUNICATE EFFECTIVELY</b>	<b>TOTAL WT.</b>	<b>20.5</b>
<b>2</b>	<b>KNOW THE MORTGAGE BROKERAGE FRAMEWORK</b>	2.1	Outline mortgage fundamentals.	Analyse	2.1.1	Define the term mortgage.	Remember	3.1
					2.1.2	Define mortgage industry terms.	Remember	
					2.1.3	Describe characteristics of land.	Understand	
					2.1.4	Summarize the purpose of mortgaging.	Understand	
					2.1.5	Summarize the historical development of mortgages in Canada.	Understand	
					2.1.6	Summarize the historical development of mortgages in Alberta.	Understand	
					2.1.7	Summarize the 5 Cs of borrower credit analysis.	Understand	
					2.1.8	Identify common prospective client needs, wants, and concerns.	Understand	
					2.1.9	Assess the economic impact of real estate.	Analyse	
					2.1.10	Assess the social impact of real estate.	Analyse	
					2.1.11	Outline the benefits of using a mortgage broker to help meet client needs, wants, and concerns.	Analyse	
		2.2	Compare and contrast the stakeholder organizations and professions within the mortgage brokerage industry.	Analyse	2.2.1	Outline the roles and responsibilities of regulators, and trade associations in relation to the mortgage brokerage.	Analyse	1.7

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					2.2.2	Compare and contrast the federal and provincial government's roles and responsibilities in relation to the mortgage brokerage.	Analyse	
					2.2.3	Compare and contrast the roles and responsibilities of mortgage lenders and mortgage insurers.	Analyse	
					2.2.4	Distinguish the role of real estate professionals in a mortgage practice.	Analyse	
					2.2.5	Distinguish the role of lenders in a mortgage practice.	Analyse	
					2.2.6	Distinguish the role of appraisers in a mortgage practice.	Analyse	
					2.2.7	Distinguish the role of appraisal management companies in a mortgage practice.	Analyse	
					2.2.8	Distinguish the role of high ratio mortgage insurers in a mortgage practice.	Analyse	
					2.2.9	Distinguish the role of closing services companies in a mortgage practice.	Analyse	
					2.2.10	Distinguish the role of underwriters in a mortgage practice.	Analyse	
					2.2.11	Distinguish the role of lawyers in a mortgage practice.	Analyse	
					2.2.12	Distinguish the role of trade associations in a mortgage practice.	Analyse	
					2.2.13	Distinguish the role of financial planners in a mortgage practice.	Analyse	
					2.2.14	Distinguish the role of other relevant professionals in a mortgage practice.	Analyse	
					2.2.15	Compare and contrast the roles and responsibilities of real property assessors and real property inspectors in the mortgage industry.	Analyse	
					2.2.16	Compare and contrast the roles and responsibilities of condominium document reviewers, land surveyors, and title surveyors in the mortgage industry.	Analyse	
		2.3	Assess the different types of mortgages available, their attributes, and the circumstances in which they may be used.	Evaluate	2.3.1	Explain key mortgage financing attributes (including mortgage portability FTHBI, RRSP FTHB withdrawal).	Understand	3.5

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					2.3.2	Compare and contrast the different types of mortgages: - Conventional - Insured - Equity-take out - Wraparound - Blanket - Draw - Participating - Discount / Bonus - With improvements - Reverse - Collateral - Switch - Existing - Vendor take back - Equity take out - Interim financing - Any others currently available in Canada	Analyse	

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					2.3.3	Compare and contrast the circumstances in which each of the different mortgage types may be used: <ul style="list-style-type: none"> <li>- Conventional, high ratio</li> <li>- Insured, unisurable, insurable</li> <li>- Equity-take out</li> <li>- Wraparound / Blanket</li> <li>- Draw / Competition</li> <li>- Participating</li> <li>- Discount/Bonus</li> <li>- With Improvements</li> <li>- plus rental</li> <li>- Reverse</li> <li>- Collateral</li> <li>- Switch</li> <li>- Existing</li> <li>- Vendor Takeback</li> <li>- Interim financing</li> <li>- Any others currently available in Canada</li> </ul>	Analyse	
					2.3.4	Compare and contrast how lenders and borrowers view mortgage products. (tool vs. investment)	Analyse	
		2.4	Compare and contrast the different types of lenders.	Analyse	2.4.1	Compare and contrast the following mortgage funding sources and when each may be used: <ul style="list-style-type: none"> <li>- Financial institutions</li> <li>- Government</li> <li>- Mortgage investment corporations (MICs)</li> <li>- Mortgage Finance Companies</li> <li>- Private Lenders</li> <li>- Syndicated Mortgages</li> <li>- Other Sources</li> </ul>	Analyse	3.2
					2.4.2	Compare and contrast commercial and residential mortgages.	Analyse	

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					2.4.3	Compare and contrast prime mortgage lending and alternate mortgage lending.	Analyse	
					2.4.4	Outline the role of MICs, syndicated mortgages, and private lenders in relation to mortgage lending.	Analyse	
		2.5	Assess trends and forces which influence the real estate and mortgage markets.	Evaluate	2.5.1	Outline the main characteristics of the real estate market.	Analyse	2.6
					2.5.2	Explain how trends and broader economic factors impact real estate market economics and the mortgage brokerage industry.	Analyse	
					2.5.3	Compare and contrast economic factors and social influences that impact the real estate market, including: - Inflation - Employment - Family composition - Population growth - Consumer habits - Investor confidence - Building activity - Business cycles (expansion, prosperity, peak, contractions, recession, trough, recovery) - Market bubble - Market corrections	Analyse	
					2.5.4	Outline how supply and demand economics affects: - Real estate financing - Prime interest rates - Mortgage rates	Analyse	
					2.5.5	Explain the impact of government influences on the real estate market.	Analyse	
					2.5.6	Outline the different types of real estate markets (balanced, buyers', and sellers').	Analyse	
					2.5.7	Outline the relationship between "mortgage volume", real estate, and mortgage markets.	Analyse	

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		2.6	Assess the concepts of property valuation and market influences.	Evaluate	2.6.1	Explain the principle of substitution.	Understand	2.1
					2.6.2	Choose a licensed real estate appraiser/AMC based on lender requirements and professional designation.	Apply	
					2.6.3	Outline market influences.	Analyse	
					2.6.4	Explain the concept of property value as it relates to mortgage brokering.	Analyse	
					2.6.5	Compare and contrast property valuation and market value.	Analyse	
					2.6.6	Compare and contrast objective and subjective value.	Analyse	
					2.6.7	Outline the four basic principles of property valuation: - Demand - Utility - Scarcity - Transferability	Analyse	
					2.6.8	Outline the appraisal process and requirements.	Analyse	
					2.6.9	Distinguish types and elements of an appraisal report (types include: desk review, drive by, full appraisal, and modified full appraisal).	Analyse	
					2.6.10	Differentiate between real estate appraisers and assessors.	Analyse	
					2.6.11	Compare and contrast the cost approach, income approach and direct comparison approach to value.	Analyse	
					2.6.12	Differentiate between price, cost, and value.	Analyse	
					2.6.13	Distinguish between market value, assessed value, and appraised value.	Analyse	
					2.6.14	Outline strategies to mitigate property qualification issues.	Analyse	
					2.6.15	Compare and contrast movements and shifts in demand.	Analyse	
					2.6.16	Outline the relationship between supply and demand.	Analyse	

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					2.6.17	Differentiate market equilibrium, surplus, and shortage.	Analyse	
					2.6.18	Compare and contrast the known terms of recent commercial lease transactions.	Analyse	
					2.6.19	Determine the relationship between supply, demand, and value.	Evaluate	
					2.6.20	Determine reasons for an appraisal to occur.	Evaluate	
						<b>COMPETENCY 2.0 KNOW THE MORTGAGE BROKERAGE FRAMEWORK</b>	<b>TOTAL WT.</b>	<b>16.2</b>
<b>3</b>	<b>PRACTICE MORTGAGE BROKERAGE IN COMPLIANCE WITH THE LAW</b>	3.1	Determine the impact of national laws on the practice of mortgage brokering.	Evaluate	3.1.1	Define key mortgage industry related legislation vocabulary.	Remember	1.8
					3.1.2	Summarize the <i>National Housing Act</i> .	Remember	
					3.1.3	List three sources for Canadian law.	Remember	
					3.1.4	Define the <i>National Housing Act</i> (NHA).	Understand	
					3.1.5	Describe relevant federal legislation in relation to mortgages.	Understand	
					3.1.6	Describe key points in the development of Canadian law and real property law.	Understand	
					3.1.7	Explain the scope and effect of Canada's <i>Interest Act</i> .	Understand	
					3.1.8	Explain the effect of Canada's <i>Interest Act</i> on mortgages.	Understand	
					3.1.9	Outline the purpose of the <i>National Housing Act</i> (NHA).	Analyse	
					3.1.10	Outline how the <i>Competition Act</i> affects advertising.	Analyse	
					3.1.11	Outline how the <i>Act</i> , Rules, and Regulations relate to the business of licensees.	Analyse	
					3.1.12	Summarize the history of the <i>National Housing Act</i> (NHA).	Understand	
		3.2	Determine the impact of provincial laws on the practice of mortgage brokering.	Evaluate	3.2.1	Define self-regulation.	Remember	2.1
					3.2.2	Define conduct deserving of sanction.	Remember	
					3.2.3	Explain what is meant by professional standards.	Understand	



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			3.2.4 Describe the scope of a mortgage associate licence.	Understand	
			3.2.5 Describe the different mortgage brokering related regulated activities.	Understand	
			3.2.6 Describe mortgage brokerage industry legislation related to licensing.	Understand	
			3.2.7 Explain the purposes of the RECA Board.	Understand	
			3.2.8 Describe the composition of the RECA Board.	Understand	
			3.2.9 Describe RECA Board's obligation to make bylaws and RECA's business public, including posting annual reports.	Understand	
			3.2.10 Explain the purpose of the Industry Councils.	Understand	
			3.2.11 Describe how Industry Councils are composed.	Understand	
			3.2.12 Describe the Industry Councils' powers and responsibilities.	Understand	
			3.2.13 Describe the consequences of unlicensed activity.	Understand	
			3.2.14 Describe the requirements of licensees associated with the solicitation, acceptance, and receipt of money.	Understand	
			3.2.15 Describe the prohibition on charging or suing for commissions or fees, if service providers practice without the required license.	Understand	
			3.2.16 Describe licensees' duties associated with the administration of trust accounts and trust moneys.	Understand	
			3.2.17 Describe the production order powers of the Registrar and of investigators appointed by the Registrar.	Understand	
			3.2.18 Describe the powers of the Registrar to issue Administrative Penalties.	Understand	
			3.2.19 Summarize the offences under which people may be prosecuted and the possible sanctions.	Understand	
			3.2.20 Explain what is meant by "orders to cease conducting business".	Understand	
			3.2.21 Describe how Hearing and Appeals panels are appointed.	Understand	

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					3.2.22	Describe the powers of the RECA Board and Industry Council to extend time relating to anything required to be done by any person under the REA and the bylaws or any directions given by any person under their authority under the REA.	Understand	
					3.2.23	Describe the processes associated with applying for a lifetime ban from being re-licensed.	Understand	
					3.2.24	Describe the publication provisions related to licensing, conduct deserving of sanction, and other enforcement actions or decision.	Understand	
					3.2.25	Describe RECA's fine and costs enforcement and collection related powers.	Understand	
					3.2.26	Describe the purpose and activities of the Alberta Real Estate Foundation.	Understand	
					3.2.27	Describe the Minister's powers associated with the conduct of RECA, the RECA Board or an Industry Council.	Understand	
					3.2.28	Describe immunity provisions that apply to the Minister, an official administrator, the RECA Board, an Industry Council, a member, or a RECA officer or employee.	Understand	
					3.2.29	Describe the requirements and responsibilities imposed by the Rules on all licensees.	Understand	
					3.2.30	Describe the key definitions under the <u>Rules</u> .	Understand	
					3.2.31	Describe when licences expire, when they must be renewed, and when they are terminated.	Understand	
					3.2.32	Clarify which licenses are affected by a lifetime licensing ban.	Understand	
					3.2.33	Describe brokerage eligibility requirements.	Understand	
					3.2.34	Describe when a Registrar licensing eligibility opinion is not binding.	Understand	
					3.2.35	Explain the brokerage registration requirement for associates and associate brokers.	Understand	

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					3.2.36	Describe the Registrar's powers to place conditions or restrictions on licences.	Understand	
					3.2.37	Describe the requirement of licensees to meet re-licensing education requirements before renewing a licence.	Understand	
					3.2.38	Describe prohibitions associated with being registered to multiple brokerages.	Understand	
					3.2.39	Describe the conditions under which the Registrar may refuse, suspend, or cancel a licence.	Understand	
					3.2.40	Explain the conditions or events that licensees must report to the Registrar and the associated time lines.	Understand	
					3.2.41	Describe mortgage brokerage responsibilities.	Understand	
					3.2.42	Describe mortgage brokerage prohibitions.	Understand	
					3.2.43	Describe mortgage broker responsibilities	Understand	
					3.2.44	Describe the obligations of mortgage broker licensees when involved as a lender or borrower.	Understand	
					3.2.45	Describe mortgage brokerage insurance requirements and limitations.	Understand	
					3.2.46	Use key mortgage industry related legislation vocabulary.	Apply	
					3.2.47	Use key terms associated with the REA.	Apply	
					3.2.48	Outline Alberta's self-regulation model and RECA's statement of self-regulation.	Analyse	
					3.2.49	Compare and contrast the different mortgage licence classes and their responsibilities.	Analyse	
					3.2.50	Outline steps licensees may take to stay within the scope of a mortgage associate licence.	Analyse	
					3.2.51	Distinguish the consequences mortgage broker licensees may face when acting outside of the scope of their expertise.	Analyse	
					3.2.52	Outline RECA Board's bylaw creation responsibilities.	Analyse	
					3.2.53	Compare and contrast the role and responsibilities of the CEO and the Registrar.	Analyse	

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					3.2.54	Outline the licensing requirements for persons who deal in mortgages as mortgage associates.	Analyse	
					3.2.55	Outline the licensing requirements for persons who deal in mortgages as mortgage brokers.	Analyse	
					3.2.56	Outline the exemptions to the licensing provisions under the REA.	Analyse	
					3.2.57	Outline the conditions under which a licensee may charge a fee when dealing with commercial mortgages.	Analyse	
					3.2.58	Outline the conditions under which a licensee may charge a fee when dealing with residential mortgages.	Analyse	
					3.2.59	Outline the complaint process related to conduct deserving of sanction.	Analyse	
					3.2.60	Outline the investigation process related to conduct deserving of sanction.	Analyse	
					3.2.61	Outline the decision making process related to conduct deserving of sanction.	Analyse	
					3.2.62	Outline the appeals process related to conduct deserving of sanction.	Analyse	
					3.2.63	Outline the Administrative Penalties appeals process.	Analyse	
					3.2.64	Outline the Registrar's powers to conduct periodic inspections, issue receiving orders, and freeze assets.	Analyse	
					3.2.65	Outline the appeals process related to orders to cease conducting business.	Analyse	
					3.2.66	Outline the process associated with the service of documents.	Analyse	
					3.2.67	Distinguish the circumstances that make individuals ineligible to become licensed.	Analyse	
					3.2.68	Outline individual eligibility and education requirements.	Analyse	
					3.2.69	Outline the conditions under which the Registrar may grant education requirement exemptions.	Analyse	

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					3.2.70	Outline 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.	Analyse	
					3.2.71	Outline how prospective licensees may request the Registrar's opinion regarding their licensing eligibility.	Analyse	
					3.2.72	Outline the benefits of seeking the Registrar's licensing eligibility opinion.	Analyse	
					3.2.73	Outline the duty to notify the Registrar of license application related information changes.	Analyse	
					3.2.74	Outline licence application requirements.	Analyse	
					3.2.75	Outline how to appeal the Registrar's decision to refuse, suspend, or cancel a licence.	Analyse	
					3.2.76	Outline the mortgage brokerage service agreement responsibilities.	Analyse	
					3.2.77	Outline licensee client information protection responsibilities under the Rules.	Analyse	
					3.2.78	Explain licensee referral related responsibilities.	Analyse	
					3.2.79	Differentiate licensee responsibilities and permissible unlicensed assistant responsibilities.	Analyse	
					3.2.80	Outline mortgage broker delegation related duties and responsibilities.	Analyse	
					3.2.81	Compare and contrast mortgage associate specific and mortgage broker specific duties and responsibilities.	Analyse	
					3.2.82	Outline mortgage broker licensee prohibitions.	Analyse	
					3.2.83	Outline the conditions and circumstances that apply to the collection of borrower fees.	Analyse	
					3.2.84	Outline the obligations to lenders and borrowers associated with the verification of loan application information.	Analyse	

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					3.2.85	Outline the obligations to the lender when representing the lender.	Analyse	
					3.2.86	Outline the obligations relating to the delivery of documents when representing lender clients.	Analyse	
					3.2.87	Outline mortgage brokerage record keeping and communication records requirements.	Analyse	
					3.2.88	Outline mortgage brokerage trust account obligations.	Analyse	
					3.2.89	Outline RECA's audit and investigation processes.	Analyse	
					3.2.90	Determine how to practice honestly, legally, and transparently within self-regulation.	Evaluate	
					3.2.91	Determine the steps mortgage licensees may take when faced with expertise limitations.	Evaluate	
					3.2.92	Justify the need for licensing in the mortgage brokerage industry.	Evaluate	
					3.2.93	Determine the impact of the REA on mortgage licensee responsibilities.	Evaluate	
					3.2.94	Outline RECA's advertising guidelines for licensees.	Analyse	
		3.3	Determine how the <u>REA</u> and the Rules are created and amended.	Evaluate	3.3.1	Summarize the history of the <u>REA</u> .	Understand	0.9
					3.3.2	Explain who oversees the <u>REA</u> .	Understand	
					3.3.3	Outline the process required to amend the <u>REA</u> .	Analyse	
					3.3.4	Outline how Industry Councils makes rules governing licensee conduct.	Analyse	
					3.3.5	Outline the limitations imposed on Industry Councils associated with the creation of Rules.	Analyse	
					3.3.6	Determine how the <u>REA</u> relates to the business of licensees.	Evaluate	
		3.4	Assess the impact of municipal laws on real estate.	Evaluate	3.4.1	Exemplify different types of land use restrictions.	Understand	1.2
					3.4.2	Distinguish land use as it relates to municipal laws governing mortgage brokerage.	Analyse	
					3.4.3	Outline the role of building codes.	Analyse	

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				3.4.4	Assess diverse scenarios for: - Property use conformity - Building code compliance - Land use controls	Evaluate	
	3.5	Determine how to work within the scope of brokerage policies and procedures.	Evaluate	3.5.1	Explain the importance of following the brokerage's policies and procedures.	Understand	2.6
				3.5.2	Determine direction that may be found in a brokerage policies and procedures manual.	Evaluate	
	3.6	Determine the impact of contract law on real estate, mortgages, the mortgage brokerage, mortgage documents, and mortgage brokerage practice.	Evaluate	3.6.1	Define contract law.	Remember	2.1
				3.6.2	Summarize the historical foundations of contract law.	Understand	
				3.6.3	Describe remedies for breaches of a contract.	Understand	
				3.6.4	Describe the inherent legal liabilities of the mortgage application process.	Understand	
				3.6.5	Describe the various types of contracts a licensee may encounter.	Understand	
				3.6.6	Outline the five essential elements of a contract: - Offer and acceptance - Consideration - Capacity - Consent - Lawful purpose	Analyse	
				3.6.7	Compare and contrast void, voidable, and illegal contracts.	Analyse	
				3.6.8	Outline procedures for terminating a contract.	Analyse	
				3.6.9	Compare and contrast the potential liabilities that may arise from agent, broker, and lender relationships.	Analyse	

**MORTGAGE BROKERAGE FUNDAMENTALS  
COMPETENCY EXAM BLUEPRINT**

	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					3.6.10	Deduce tort law relevance through case studies.	Analyse	
					3.6.11	Distinguish the components of a mortgage brokerage employment contract.	Analyse	
					3.6.12	Distinguish the essential elements of a contract.	Analyse	
					3.6.13	Differentiate contractual conditions and contract terms.	Analyse	
					3.6.14	Outline the five common methods to terminate or discharge a contract.	Analyse	
					3.6.15	Compare and contrast real estate and mortgage contracts.	Evaluate	
					3.6.16	Assess the impact of tort law on the mortgage brokerage industry.	Evaluate	
					3.6.17	Determine sources of and defenses from legal liability in tort law as applied to the mortgage application process.	Evaluate	
					3.6.18	Critique contracts and agreements for regulatory compliance.	Evaluate	
					3.6.19	Determine how the Statute of Frauds impacts real estate.	Evaluate	
		3.7	Assess real property ownership and processes related to land titles.	Evaluate	3.7.1	List the key aspects of other legislation related to real property in Alberta.	Remember	2.3
					3.7.2	Summarize provincial real property legislation.	Understand	
					3.7.3	Summarize provincial land title legislation.	Understand	
					3.7.4	Describe the provincial land registry system.	Understand	
					3.7.5	Summarize the key components of title registrations and priorities.	Understand	
					3.7.6	Describe the nature of real property and its distinctive characteristics.	Understand	
					3.7.7	Explain the three key principles of the Torrens System of land registration.	Understand	
					3.7.8	Explain how title documents may limit ownership rights and/or add third party interests.	Understand	
					3.7.9	Interpret land title documents.	Apply	
					3.7.10	Outline the history of land ownership.	Analyse	



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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					3.7.11	Compare and contrast the types of estates: - Fee simple - Leasehold - Life interests - Interests in land less than estates - Others	Analyse	
					3.7.12	Compare and contrast the different estate ownership classes: - Sole - Joint tenancy - Tenants in common	Analyse	
					3.7.13	Compare and contrast the types of real property ownership.	Analyse	
					3.7.14	Outline the land registration process.	Analyse	
					3.7.15	Distinguish the purpose of purchase and sale agreements in the mortgage application process.	Analyse	
					3.7.16	Outline the effect of purchase and sale agreements on the mortgage application process.	Analyse	
					3.7.17	Compare and contrast the different types of title encumbrances (e.g.: caveats, liens, etc.).	Analyse	
					3.7.18	Differentiate mortgage registrations and priority, including first mortgage and subsequent mortgage(s).	Analyse	
					3.7.19	Outline mortgage transfers and assumptions.	Analyse	
					3.7.20	Outline mortgage discharge.	Analyse	
					3.7.21	Compare and contrast legal land descriptions: fee simple, condominiums, and subdivision plans.	Analyse	
					3.7.22	Outline how to conduct a land title or registered document search using SPIN.	Analyse	
					3.7.23	Outline the contents of a Real Property Report.	Analyse	
					3.7.24	Explain the relationship between a Real Property Report and the property title.	Analyse	

**MORTGAGE BROKERAGE FUNDAMENTALS  
COMPETENCY EXAM BLUEPRINT**

	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					3.7.25	Differentiate between Real Property Reports and Title Insurance.	Analyse	
					3.7.26	Outline how legal descriptions and subdivision plans are established.	Analyse	
					3.7.27	Distinguish the unique aspects of condominium property ownership, title, and documentation.	Analyse	
					3.7.28	Outline six condominium documents and their importance to industry members.	Analyse	
					3.7.29	Compare and contrast the types of real property ownership, associated rights, and limitations (lease hold, free hold, condominium, and cooperative).	Analyse	
					3.7.30	Outline Alberta's land ownership and land titles system.	Analyse	
					3.7.31	Determine the impact of estates and interests in land on the mortgage lending process.	Evaluate	
					3.7.32	Determine where and how to find land title documents and title encumbrances.	Evaluate	
					3.7.33	Determine how to find current title and historic property titles.	Evaluate	
					3.7.34	Determine the impact of land use districts and building codes on real property.	Evaluate	
					3.7.35	Determine the impact of municipal property assessment and taxation on real property.	Evaluate	
		3.8	Distinguish the value and contents of surveys/real property reports.	Analyse	3.8.1	Define title insurance.	Remember	1.1
					3.8.2	Summarize the key features of surveys/real property reports.	Understand	
					3.8.3	Clarify municipal compliance requirements.	Understand	
					3.8.4	Interpret a survey/real property report.	Apply	
					3.8.5	Explain the significance and impact of surveys/real property reports for mortgage brokering.	Analyse	
					3.8.6	Outline the benefits and issues related to title insurance.	Analyse	

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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
		3.9	Outline real estate transactions.	Analyse	3.9.1	Identify the three types of standard real estate transactions: purchase, sale, and mortgage.	Remember	2.3
					3.9.2	Outline the standard real estate purchase process.	Analyse	
					3.9.3	Outline the standard real estate sale process.	Analyse	
					3.9.4	Distinguish the elements of a standard mortgage.	Analyse	
		3.10	Outline key mortgage registration and mortgage default concepts and processes.	Analyse	3.10.1	Describe mortgage registration.	Understand	2.1
					3.10.2	Describe the remedies available upon default of a mortgage.	Understand	
					3.10.3	Describe default management.	Understand	
					3.10.4	Outline the mortgage registration process.	Analyse	
					3.10.5	Outline the process of assigning a mortgage.	Analyse	
					3.10.6	Outline the mortgage assumption process.	Analyse	
					3.10.7	Outline the process of discharging a mortgage.	Analyse	
					3.10.8	Outline mortgage switch.	Analyse	
					3.10.9	Outline foreclosure procedures.	Analyse	
		3.11	Distinguish condominium property and related concepts.	Analyse	3.11.1	Define condominium.	Understand	1.7
					3.11.2	Explain phased development condominiums.	Understand	
					3.11.3	Describe condominium bylaw restrictions.	Understand	
					3.11.4	Compare and contrast condominiums and cooperatives.	Analyse	
					3.11.5	Compare and contrast the different types of condominiums: conventional and bare land.	Analyse	
					3.11.6	Distinguish the elements of a condominium plan, including unit factor allocation.	Analyse	
					3.11.7	Outline the condominium plan registration process.	Analyse	
					3.11.8	Outline the condominium corporation registration process.	Analyse	

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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					3.11.9	Distinguish the following condominium related elements: - Reserve fund - Engineering report - Bylaws - Owner to tenant ratio - Minutes, etc.	Analyse	
		3.12	Assess environmental protection legislation in relation to mortgage industry.	Evaluate	3.12.1	Determine the implications of environmental protection regulation for mortgage deals.	Evaluate	0.8
					3.12.2	Determine the relationship between environmental protections and sector needs (residential, commercial, and agri-business).	Evaluate	
						<b>COMPETENCY 3. PRACTICE MORTGAGE BROKERAGE IN COMPLIANCE WITH THE LAW</b>	<b>TOTAL WT.</b>	<b>21.1</b>
4	<b>MANAGE MORTGAGE BROKERAGE RELATIONSHIPS</b>	4.1	Determine agency relationship duties and obligations.	Evaluate	4.1.1	Define an agency relationship.	Understand	2.3
					4.1.2	Describe the duties of the agent to the principal.	Understand	
					4.1.3	Describe the duties of the principal to the agent.	Understand	
					4.1.4	Describe the elements of a representation relationship.	Understand	
					4.1.5	Describe the obligations that continue to clients after a representation relationship is terminated.	Understand	
					4.1.6	Explain the impact of rising mortgage rates to clients.	Understand	
					4.1.7	Summarize the brokerage required disclosures to the principal in an agency relationship.	Understand	
					4.1.8	Distinguish the three components of an agency relationship: agent, principal, and third parties.	Analyse	
					4.1.9	Outline how an agency relationship is created.	Analyse	
					4.1.10	Determine situations that may lead to termination of an agency relationship.	Analyse	
					4.1.11	Outline mortgage brokerage relationship options.	Analyse	
					4.1.12	Compare and contrast brokerage clients and customers.	Analyse	

**MORTGAGE BROKERAGE FUNDAMENTALS  
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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					4.1.13	Outline the intermediary relationship between the brokerage, borrower (non-agency), and the lender (non-agency).	Analyse	
					4.1.14	Outline consumer benefits of working with mortgage brokerage licensees.	Analyse	
					4.1.15	Outline the duties related to working with a borrower or lender.	Analyse	
					4.1.16	Outline how representation relationships may be established.	Analyse	
					4.1.17	Outline the general obligations to clients: - Exercise care and skill - Act honestly - Negotiate favourable terms - Maintain confidentiality - Disclose information - Act in person - Obey lawful instructions - Perform mortgage brokerage mandate	Analyse	
					4.1.18	Outline representation relationship disclosure obligations related to remuneration and indemnification.	Analyse	
					4.1.19	Outline the principle of fiduciary obligation to clients in a mortgage brokerage setting.	Analyse	
					4.1.20	Outline the principle of trust and confidence in a mortgage brokerage setting.	Analyse	
					4.1.21	Outline the principle of best interests in a mortgage brokerage setting.	Analyse	
					4.1.22	Outline the principle of utmost loyalty in a mortgage brokerage setting.	Analyse	
					4.1.23	Outline the principle of not make secret profits in a mortgage brokerage setting.	Analyse	
					4.1.24	Outline brokerage representation and compensation disclosures to borrowers.	Analyse	

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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					4.1.25	Distinguish the components of a representation disclosure form.	Analyse	
					4.1.26	Compare and contrast borrower disclosure requirements and lender disclosure requirements.	Analyse	
					4.1.27	Outline the obligations following acceptance to proceed with the borrower.	Analyse	
					4.1.28	Outline the obligations following acceptance to proceed with the lender.	Analyse	
					4.1.29	Outline what is meant by general, regulatory, and fiduciary obligations.	Analyse	
					4.1.30	Outline the remedies available to the principal to address conflicts of interest.	Analyse	
					4.1.31	Determine when the various types of representation relationships are appropriate in mortgage brokering.	Evaluate	
					4.1.32	Determine how to comply with the 8 general obligations to clients in mortgage brokering situations.	Evaluate	
					4.1.33	Detect conflicts of interest.	Evaluate	
					4.1.34	Recommend appropriate common conflict of interest mitigation methods.	Evaluate	
		4.2	Determine how privacy law and personal information protection pertains to the mortgage broker industry.	Evaluate	4.2.1	Define informed consent.	Remember	3.2
					4.2.2	Define personal and confidential information disclosure consent.	Remember	
					4.2.3	Define personal and confidential information collection.	Remember	
					4.2.4	Define personal and confidential information use.	Remember	
					4.2.5	Define personal and confidential information storage.	Remember	
					4.2.6	Explain privacy law and personal information related policies and processes that apply to the mortgage brokerage industry.	Understand	
					4.2.7	Describe different types of consent under PIPA.	Understand	

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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					4.2.8	Compare and contrast personal information, private information, and confidential information.	Analyse	
					4.2.9	Outline consent requirements under the Rules and which conditions they apply.	Analyse	
					4.2.10	Outline consent requirements under the Consumer Protection Act and which conditions they apply.	Analyse	
					4.2.11	Outline consent requirements under PIPA and under which conditions they apply.	Analyse	
					4.2.12	Outline consent requirements under PIPEDA and under which conditions they apply.	Analyse	
					4.2.13	Outline consent requirements under CASL and under which conditions they apply.	Analyse	
					4.2.14	Outline proper handling of confidential information in a mortgage brokerage setting.	Analyse	
					4.2.15	Explain the objectives and application of <i>PIPA</i> .	Analyse	
					4.2.16	Outline <i>PIPA</i> 's personal information collection, use, and disclosure exemptions.	Analyse	
					4.2.17	Outline the role and powers of Alberta's Office of Information and Privacy Commissioner (OIPC).	Analyse	
					4.2.18	Outline OIPC's privacy complaint process.	Analyse	
					4.2.19	Outline the role and powers of the CRTC with respect to CASL compliance.	Analyse	
					4.2.20	Determine if information is personal, private, or confidential.	Evaluate	
					4.2.21	Compare and contrast personal information as defined under <i>PIPA</i> and confidential information resulting from a representation agreement.	Evaluate	
					4.2.22	Determine confidential information disclosure requirements in diverse situations in accordance with the Rules, the <i>Consumer Protection Act</i> , <i>PIPA</i> , and <i>PIPEDA</i> .	Evaluate	
					4.2.23	Determine personal and confidential information requirements under the <i>Rules</i> , the <i>Consumer Protection Act</i> , <i>PIPA</i> , <i>PIPEDA</i> , and <i>CASL</i> .	Evaluate	

**MORTGAGE BROKERAGE FUNDAMENTALS  
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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
		4.3	Assess mortgage associate, broker, and brokerage obligations and responsibilities in relation to each of the parties.	Evaluate	4.3.1	Explain the relationship between the mortgage associate and the brokerage.	Understand	2.4
					4.3.2	Summarize a mortgage associate's obligations to the mortgage brokerage (agent to principal).	Understand	
					4.3.3	Summarize a mortgage brokerage's obligations to a mortgage associate (principal to agent).	Understand	
					4.3.4	Explain why brokerage services must align with the brokerage relationship.	Apply	
					4.3.5	Determine when a licensee should refer a client to another professional.	Evaluate	
		4.4	Assess mortgage brokerage licensee liability.	Evaluate	4.4.1	Explain when licensees are responsible for their actions.	Understand	2.0
					4.4.2	Outline the conditions under which a licensee becomes personally liable to a third party.	Analyse	
					4.4.3	Compare and contrast negligence, recklessness, and intent.	Analyse	
					4.4.4	Explain civil liability arising from lenders and borrowers when dealing in mortgages.	Analyse	
					4.4.5	Determine a licensee's civil and regulatory liability in diverse situations.	Evaluate	
						<b>COMPETENCY 4. MANAGE MORTGAGE BROKERAGE RELATIONSHIPS</b>	<b>TOTAL WT.</b>	<b>9.9</b>
5	<b>MANAGE AN INDIVIDUAL MORTGAGE LICENSEE PRACTICE</b>	5.1	Outline criteria to consider when seeking employment with a mortgage brokerage.	Analyse	5.1.1	List criteria for selecting a brokerage.	Remember	0.9
					5.1.2	Summarize the brokerage registration process for a licensee.	Understand	
					5.1.3	Summarize questions to ask when interviewing with a broker.	Understand	
					5.1.4	Explain agency with the brokerage (employment contracts).	Understand	
					5.1.5	Explain the legal structure of a practice.	Understand	
					5.1.6	Describe compensation arrangements.	Understand	



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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					5.1.7	Explain regulatory and employment standards related to a brokerage employee.	Understand	
					5.1.8	Describe Canada Revenue Agency independent contractor requirements.	Understand	
					5.1.9	Outline how to confirm licensee and brokerage licenses with RECA.	Analyse	
		5.2	Manage organizational and administrative aspects of individual mortgage practice.	Create	5.2.1	Explain the value of business insurance in organizing your business.	Understand	2.4
					5.2.2	Identify office equipment and software programs needed for licensee mortgage practice.	Understand	
					5.2.3	Describe municipal by-laws for home businesses.	Understand	
					5.2.4	Determine licensee income tax considerations.	Evaluate	
					5.2.5	Develop a time management system.	Create	
					5.2.6	Develop a file management system.	Create	
		5.3	Assess the essential components to consider when structuring a service business.	Evaluate	5.3.1	Define mission statement.	Remember	1.4
					5.3.2	Define vision statement.	Remember	
					5.3.3	Define value statement.	Remember	
					5.3.4	Describe the role of sales and marketing skills in building a service business.	Understand	
					5.3.5	Describe the role of organization skills in building a service business.	Understand	
					5.3.6	Describe the role of time management skills in building a service business.	Understand	
					5.3.7	Describe the role of communication skills in building a service business.	Understand	
					5.3.8	Complete income and expenses projections.	Apply	
					5.3.9	Outline the components of a business plan.	Analyse	
					5.3.10	Outline how to project income and expenses.	Analyse	
					5.3.11	Outline the business plan monitoring and revision process.	Analyse	
					5.3.12	Compare and contrast mission statements.	Evaluate	

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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					5.3.13	Compare and contrast vision statements.	Evaluate	
					5.3.14	Compare and contrast value statements.	Evaluate	
					5.3.15	Recommend appropriate business plan revisions to the brokerage.	Evaluate	
		5.4	Determine how sales, marketing, and advertising concepts apply to a new mortgage business.	Analyse	5.4.1	Define marketing.	Remember	1.5
					5.4.2	Describe the marketing mix.	Understand	
					5.4.3	Describe advertising concepts.	Understand	
					5.4.4	Describe basic sales psychology concepts.	Understand	
					5.4.5	Compare and contrast marketing strategies and promotions.	Analyse	
					5.4.6	Compare and contrast networking initiatives.	Analyse	
					5.4.7	Outline methods of establishing and maintaining a client database.	Analyse	
					5.4.8	Outline the sales goal setting process.	Analyse	
					5.4.9	Outline the role of personal motivation and commitment in goal setting and execution.	Analyse	
						<b>COMPETENCY 5. MANAGE AN INDIVIDUAL MORTGAGE LICENSEE PRACTICE</b>	<b>TOTAL WT.</b>	<b>6.3</b>
6	<b>ACT PROFESSIONALLY, RESPONSIBLY, AND ETHICALLY</b>	6.1	Assess ethical situations.	Evaluate	6.1.1	Define ethics.	Remember	3.1
					6.1.2	Recognize ethical situations.	Remember	
					6.1.3	Summarize how ethics apply to mortgage brokering.	Understand	
					6.1.4	Describe individual moral and ethical development.	Understand	
					6.1.5	Demonstrate ethical decision making.	Apply	
					6.1.6	Differentiate ethical decision-making approaches.	Analyse	
					6.1.7	Compare and contrast ethical decision-making influences.	Analyse	
					6.1.8	Explain the legal relationship between an agent, a broker, and a lender upon which ethical decision-making is based.	Analyse	

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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					6.1.9	Distinguish between ethical and unethical associate and broker behaviour.	Analyse	
					6.1.10	Assess a situation by using an ethical decision-making model.	Evaluate	
					6.1.11	Determine potential ethical problems for mortgage associates related to: - conflict of interest - misrepresentation - client's interest first (compensation vs suitability)	Evaluate	
					6.1.12	Determine in which ethical decision situations it is appropriate to seek assistance.	Evaluate	
					6.1.13	Distinguish ethical decisions.	Evaluate	
		6.2	Determine how to interact with others in a professional manner.	Evaluate	6.2.1	Outline the relationship between investigations, disciplinary action, and self-regulation.	Analyse	3.5
					6.2.2	Outline a licensee's obligation to communicate with their broker when an issue is beyond their competence.	Analyse	
					6.2.3	Outline elements of professionalism and duties to the profession.	Analyse	
					6.2.4	Outline how to demonstrate professionalism.	Analyse	
					6.2.5	Assess mortgage brokerage professional interactions.	Evaluate	
					6.2.6	Determine when to seek guidance and resources or decline to act when a matter is beyond one's competence or scope.	Evaluate	
					6.2.7	Assess situations, documents, and information for scope and competence requirements.	Evaluate	
					6.2.8	Determine if issues beyond the licensee's competence may be adequately addressed within the brokerage.	Evaluate	
		6.3	Assess professional conduct for compliance.	Evaluate	6.3.1	Define professional conduct.	Remember	3.1
					6.3.2	Identify the influences that affect ethics and professional conduct.	Remember	
					6.3.3	Explain acting with integrity.	Understand	

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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					6.3.4	Describe resources and opportunities available to mortgage licensees to stay informed of regulatory and practice requirement changes.	Understand	
					6.3.5	Explain how integrating knowledge and skills into practice leads to continuous improvement.	Understand	
					6.3.6	Use a decision-making model to assist with ethical dilemmas.	Apply	
					6.3.7	Outline the relationship between ethics and professional conduct.	Analyse	
					6.3.8	Differentiate acting ethically and acting professionally.	Analyse	
					6.3.9	Outline how to protect and promote public confidence in the industry.	Analyse	
					6.3.10	Outline ways to stay informed of regulatory and practice requirement changes.	Analyse	
					6.3.11	Outline how to seek opportunities to improve through diverse forms of evaluation.	Analyse	
					6.3.12	Outline how to demonstrate a commitment to continuous learning.	Analyse	
					6.3.13	Outline how to demonstrate a commitment to continuous learning and professional development through integrating new knowledge and skills into practice. (should address time concerns)	Analyse	
					6.3.14	Outline how licensees may contribute constructive feedback to the brokerage for the purpose of supporting improvements.	Analyse	
					6.3.15	Determine when to report unethical, unsafe, illegal, or incompetent practices to the appropriate authorities.	Evaluate	
					6.3.16	Determine specific, measurable, relevant, and realistic learning goals that support professional development.	Evaluate	
					6.3.17	Determine how to implement strategies that support achieving learning goals.	Evaluate	
		6.4	Assess the relevance of legislation on professional conduct.	Evaluate	6.4.1	Outline the relationship between professional conduct and legislative compliance.	Analyse	2.1

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	COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
					6.4.2	Make conclusions regarding professional conduct in relation to legislative compliance.	Evaluate	
		6.5	Determine ethical judgements in compliance with professional standards of conduct.	Evaluate	6.5.1	Assess the positive impact of professionalism and ethics on personal character.	Analyse	2.4
					6.5.2	Assess the positive impact of professionalism and ethics on business reputation and referrals.	Analyse	
					6.5.3	Assess the positive impact of professionalism and ethics on the mortgage industry.	Analyse	
					6.5.4	Assess the positive impact of professionalism and ethics on consumers and referrals.	Analyse	
					6.5.5	Assess the positive impact of professionalism and ethics on society.	Analyse	
					6.5.6	Determine the benefits of professional conduct.	Evaluate	
		6.6	Outline potential risks to mortgage brokerage practice for the licensee and the brokerage.	Analyse	6.6.1	Define innocent misrepresentation.	Remember	2.1
					6.6.2	Define negligent misrepresentation.	Remember	
					6.6.3	Define fraudulent misrepresentation.	Remember	
					6.6.4	Describe Tort law as an aspect of mortgage brokers' risk.	Understand	
					6.6.5	Classify scenarios according to the three types of misrepresentation (innocent, negligent, and fraudulent).	Understand	
					6.6.6	Explain a broker's vicarious liability for employee conduct.	Understand	
					6.6.7	Describe risk reduction practices for mortgage brokerage.	Understand	
					6.6.8	Demonstrate decisions that reflect professional courtesy as part of risk reduction.	Apply	
					6.6.9	Outline the nature of risk and risk reduction.	Analyse	
					6.6.10	Assess the role of any assurance fund and insurance errors/omissions.	Evaluate	
		6.7	Determine non-compliant mortgage broker, associate, and brokerage conduct.	Evaluate	6.7.1	Describe the regulatory complaint process.	Understand	1.8
					6.7.2	Describe the regulatory investigation process.	Understand	
					6.7.3	Describe the regulatory disciplinary process.	Understand	

**MORTGAGE BROKERAGE FUNDAMENTALS  
COMPETENCY EXAM BLUEPRINT**

COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
				6.7.4	Describe the role of the associate regarding professional conduct.	Understand	
				6.7.5	Describe the broker's role regarding professional conduct.	Understand	
				6.7.6	Describe RECA's role in consumer protection and complaints.	Evaluate	
	6.8	Critique your own assumptions about self and others.	Evaluate	6.8.1	Explain the need for licensees to challenge their assumptions to demonstrate respect for diversity.	Analyse	2.3
	6.9	Explain how learning about others' ideas and opinions fosters respect for diversity.	Analyse	6.9.1	Outline strategies or options to learn about others' opinions and ideas.	Analyse	2.1
				6.9.2	Compare and contrast ideas and opinions of others.	Evaluate	
	6.10	Determine ways licensees can exhibit inclusive behaviour.	Evaluate	6.10.1	Assess communication for inclusivity and respect for diversity.	Apply	1.8
				6.10.2	Choose inclusive and respectful language and actions.	Apply	
				6.10.3	Assess how systems and behaviours may exclude others.	Evaluate	
				6.10.4	Determine ways to proactively address systems and behaviours that may exclude others.	Evaluate	
				6.10.5	Determine how to communicate and behave inclusively.	Evaluate	
	6.11	Assess the various diversity, equity, harassment, and discrimination related legal requirements.	Evaluate	6.11.1	Describe the impact of failing to comply with diversity, equity, harassment, and discrimination and the impact on property values.	Understand	1.5
				6.11.2	Act in keeping with diversity, equity, harassment, and discrimination legal requirements.	Apply	
					<b>COMPETENCY 8. ACT PROFESSIONALLY, RESPONSIBLY, AND ETHICALLY</b>	<b>TOTAL WT.</b>	<b>26.0</b>
<b>ALL MB FUNDAMENTALS COMPETENCIES</b>						<b>TOTAL WT.</b>	<b>100.0</b>