

## PRACTICE OF PROPERTY MANAGEMENT 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>DOMAIN: 1. PROFESSIONAL RELATIONSHIPS AND CONDUCT</b>  |  |  |  |                             |             |     |
| <b>1.1 FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES</b>   | 1.1.1. Assess property types as they relate to property management.                                  | Evaluate   | 1.1.1.1 Define "mixed use properties".   | Remember                    | 0.7         |     |
|   |  |  | 1.1.1.2 Describe examples of mixed use properties.   | Understand                  |             |     |
|   |  |  | 1.1.1.3 Compare and contrast the different residential property styles.  | Analyse                     |             |     |
|   | 1.1.2. Assess the foundations of property management.  | Evaluate   | 1.1.2.1 Identify property management industry organizations.   | Remember                    | 0.9         |     |
|   |  |  | 1.1.2.2 Summarize the history of property management.  | Understand                  |             |     |
|   |  |  | 1.1.2.3 Outline the responsibilities <u>REA</u> imposes on property management associates.                                   | Analyse                     |             |     |
|   |  |  | 1.1.2.4 Outline the structure of the residential real estate trade in Alberta (brokerage system).                            | Analyse                     |             |     |
|   |  |  | 1.1.2.5 Outline the role of a property management associate.   | Analyse                     |             |     |
|   |  |  | 1.1.2.6 Outline the scope of practice that a property management license grants.   | Analyse                     |             |     |
|   |  |  | 1.1.2.7 Outline the attitudes and abilities required to practice property management.  | Analyse                     |             |     |
|   |  |  | 1.1.2.8 Compare and contrast the different business models property managers may use to provide services to <u>clients</u> . | Evaluate                    |             |     |
|   |  |  | 1.1.2.9 Justify the need for property management licensing.  | Evaluate                    |             |     |
|   | 1.1.3. Compare and contrast property management and condominium management.                          | Evaluate   | 1.1.3.1 Differentiate condominium management services from property management services.                                     | Analyse                     | 0.6         |     |
|   | 1.1.4. Assess condominium property ownership and its management as it relates to a property manager. | Evaluate   | 1.1.4.1 Calculate fees based on unit factor.   | Apply                       |             | 1.1 |
|   |  |  | 1.1.4.2 Compare and contrast types of communal living (condominium, cooperative, and community association developments).    | Analyse                     |             |     |
| 1.1.4.3 Compare and contrast potential uses for condominiums.   |  |  | Analyse  |                             |             |     |
| 1.1.4.4 Compare and contrast the various condominium styles.  |  |  | Analyse  |                             |             |     |
| 1.1.5. Outline how <u>REA</u> and the <u>Rules</u> are created, ammended, and impact property managers. | Analyse  | 1.1.5.1 Outline the relationship between <u>REA</u> and property manager business. | Analyse  | 0.6                         |             |     |

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|            |  | 1.1.6                    | Outline property manager responsibilities when there is a change of service providers from one brokerage to another. | Analyse                    | 1.1.6.1                   | Explain requirements respecting transitioning a client to a new property manager.  | Understand  | 0.6 |
|            |  |                          |  |                            | 1.1.6.2                   | Outline the documents the original property manager must provide to the new property manager.  | Analyse     |     |
|            |  |                          |  |                            | 1.1.6.3                   | Outline return of client property (including funds) requirements as they relate to transitioning a client to a new property manager. | Analyse     |     |
|            |  |                          |  |                            | 1.1.6.4                   | Outline the elements of a <u>owner's/landlord's</u> responsibilities of which a property manager must be aware.                      | Analyse     |     |
|            |  | 1.1.7                    | Assess property management associate and client obligations in an agency relationship.                               | Evaluate                   | 1.1.7.1                   | Describe the conditions that make a principal liable to remunerate a property manager acting as their representative.                | Understand  | 0.9 |
|            |  |                          |  |                            | 1.1.7.2                   | Outline how different property management service models impact agency responsibilities.   | Analyse     |     |
|            |  | 1.1.8                    | Assess property manager and client obligations in a non-representation relationship.                                 | Evaluate                   | 1.1.8.1                   | Outline a property manager's obligations in a customer relationship.   | Analyse     | 0.6 |
|            |  |                          |  |                            | 1.1.8.2                   | Determine customer confidentiality requirements in diverse contexts.   | Evaluate    |     |
|            |  | 1.1.9                    | Assess industry professional responsibilities and prohibitions.  | Evaluate                   | 1.1.9.1                   | Outline the conditions under which a property manager may retain client information or copies of client documents.                   | Analyse     | 0.9 |
|            |  | 1.1.10                   | Assess service agreement responsibilities and requirements.  | Evaluate                   | 1.1.10.1                  | Complete a property management service agreement.  | Apply       | 0.9 |
|            |  | 1.1.11                   | Assess the obligations, responsibilities, and limitations imposed by the <u>Act</u> and <u>Rules</u> .               | Evaluate                   | 1.1.11.1                  | Outline property management brokerage responsibilities and obligations.  | Analyse     | 0.9 |
|            |  | 1.1.12                   | Assess Brokerage Responsibilities and Prohibitions.  | Analyse                    | 1.1.12.1                  | Outline the periodic and financial reporting brokerages are required to provide <u>owners/landlords</u> .                            | Analyse     | 0.9 |
|            |  | 1.1.13                   | Assess property manager liability.   | Evaluate                   | 1.1.13.1                  | Outline <u>minimum housing standards</u> .   | Analyse     | 1.1 |
|            |  |                          |  |                            | 1.1.13.2                  | Determine acceptable responses related to <u>minimum housing standards</u> issues.   | Analyse     |     |
|            |  | 1.1.14                   | Assess licensee practice for duty of care obligations.   | Evaluate                   | 1.1.14.1                  | Outline duty of care owed to <u>owners/landlords</u> (the principal).  | Analyse     | 1.1 |

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|            |  |                          |  |          | 1.1.14.2                  | Outline duty of care owed to tenants.  | Analyse          |
|            |  | 1.1.15                   | Assess the legality of <u>owner</u> /landlord instructions.  | Evaluate | 1.1.15.1                  | Outline potential consequences of a property manager failing to follow lawful instructions.                                    | Analyse          |
|            |  | 1.1.16                   | Assess situations for potential client confidentiality issues.   | Evaluate | 1.1.16.1                  | Describe the laws that require property managers to provide confidential property information to be disclosed without consent. | Understand       |
|            |  |                          |  |          | 1.1.16.2                  | Describe the process to obtain the <u>owner</u> /landlord's informed consent for the disclosure of confidential information.   | Analyse          |
|            |  |                          |  |          | 1.1.16.3                  | Determine the appropriate confidential client information disclosure process in diverse scenarios.                             | Evaluate         |
|            |  | 1.1.19                   | Assess property manager practices for client/customer property safeguarding compliance.                          | Evaluate | 1.1.19.1                  | Compare and contrast client property and customer property.  | Analyse          |
|            |  |                          |  |          | 1.1.19.2                  | Outline client/customer property safeguarding and accounting legislation.  | Analyse          |
|            |  |                          |  |          | 1.1.19.3                  | Outline supplier and contractor document and chattle related property safeguarding responsibilities.                           | Analyse          |
|            |  |                          |  |          | 1.1.19.4                  | Outline safeguarding responsibilities for utility rooms and other common property areas.                                       | Analyse          |
|            |  |                          |  |          | 1.1.19.5                  | Outline tenant proper property safeguarding requirements in abandonment, eviction, and seizure situations.                     | Analyse          |
|            |  | 1.1.20                   | Assess legislated <u>disclosure</u> obligations that impact property management.                                 | Evaluate | 1.1.20.1                  | Determine permissible property manager responses to optional information disclosure requests without client authorization.     | Evaluate         |
|            |  |                          |  |          | 1.1.20.2                  | Determine acceptable <u>disclosure</u> time lines.   | Evaluate         |
|            |  |                          |  |          |                           | <b>COMPETENCY<br/>1.1 FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES</b>   | <b>TOTAL WT.</b> |
| <b>1.2</b> | <b>COMPLY WITH APPLICABLE LAWS AND REGULATIONS</b> | 1.2.1                    | Recommend appropriate actions to inform and advise the client.   | Evaluate | 1.2.1.1                   | Compare and contrast how improper conduct and court remedies apply to <u>owners</u> /landlords and tenants.                    | Analyse          |
|            |  |                          |  |          | 1.2.1.2                   | Outline best practices for documenting instruction, information, and advise provided to clients.                               | Analyse          |
|            |  | 1.2.2                    | Determine the responsibilities the <u>RTA</u> imposes on <u>owners</u> , landlords, tenants, and <u>others</u> . | Evaluate | 1.2.2.1                   | Define key terms in the <u>RTA</u> .   | Remember         |

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|            |  |   |                            |                            | 1.2.2.2 Describe the powers of the Minister and penalties associated with <u>RTA</u> offences.            | Understand                  |             |
|            |  |   |                            |                            | 1.2.2.3 Outline the <u>RTA</u> written tenancy agreement requirements.                                    | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.4 Outline the <u>RTA</u> fixed term tenancy requirements.   | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.5 Outline the <u>RTA</u> periodic tenancy requirements.   | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.6 Outline a landlord's obligations under the <u>RTA</u> .   | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.7 Outline a tenant's obligations under the <u>RTA</u> .   | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.8 Outline <u>RTA</u> security deposit and additional fees/charges requirements.                     | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.9 Outline <u>RTA</u> rent increase requirements.  | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.10 Outline <u>RTA</u> inspection report requirements.   | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.11 Outline <u>RTA</u> locks and security devices requirements.                                      | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.12 Outline <u>RTA</u> tenancy termination requirements.   | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.13 Outline <u>RTA</u> notice to vacate requirements.  | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.14 Outline <u>RTA</u> abandoned goods requirements.   | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.15 Compare and contrast a sublease and an assignment.   | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.16 Outline <u>RTA</u> sublease and assignment requirements.   | Analyse                     |             |
|            |  |   |                            |                            | 1.2.2.17 Determine the situations in which the <u>RTA</u> applies.  | Evaluate                    |             |
|            |  | 1.2.3 Assess contracts and conditions required by an owner/landlord to delegate a contract or contract negotiation to a property manager. | Evaluate                   |                            | 1.2.3.1 Educate the client on <u>OH&amp;S</u> legislation governing the property manager.                 | Apply                       | 0.9         |
|            |  |   |                            |                            | 1.2.3.2 Educate the client on how to comply with human rights legislation.                                | Apply                       |             |
|            |  |   |                            |                            | 1.2.3.3 Outline the relationship between the Competition <u>Act</u> and property managers.                | Analyse                     |             |
|            |  |   |                            |                            | 1.2.3.4 Outline criteria to determine if an advertisement is false or misleading.                         | Analyse                     |             |
|            |  |   |                            |                            | 1.2.3.5 Outline the relationship between tort law and property management activities.                     | Analyse                     |             |
|            |  |   |                            |                            | 1.2.3.6 Determine human rights legislation compliance as it relates to property manager responsibilities. | Evaluate                    |             |

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|            |   |                          |  |                            | 1.2.3.7 Determine occupational health and safety legislation compliance as it relates to property manager responsibilities.   | Evaluate                    |             |
|            |   |                          |  |                            | 1.2.3.8 Determine if situations involve anti-competitive business practices.  | Evaluate                    |             |
|            |   |                          |  |                            | 1.2.3.9 Describe resources that licensees may provide contractors with to support health and safety legislation compliance.   | Understand                  |             |
|            |   |                          |  |                            | <b>COMPETENCY<br/>1.2 COMPLY WITH APPLICABLE LAWS AND REGULATIONS</b>   | <b>TOTAL WT.</b>            | <b>3.4</b>  |
| <b>1.3</b> | <b>INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE</b> | 1.3.1                    | Assess situations for <u>property manager</u> prohibitions.  | Evaluate                   | 1.3.1.1 Summarize <u>property manager</u> prohibitions under <u>REA</u> and the <u>Rules</u> .  | Understand                  | 0.7         |
|            |   |                          |  |                            | 1.3.1.2 Summarize <u>property manager</u> responsibilities under <u>REA</u> and the <u>Rules</u> .  | Understand                  |             |
|            |   | 1.3.2                    | Assess situations for property manager scope of practice.  | Evaluate                   | 1.3.2.1 Describe steps property managers may take to stay within property management licence boundaries.  | Analyse                     | 1.1         |
|            |   |                          |  |                            | 1.3.2.2 Outline allowed Commercial Real Estate Associate and Residential Real Estate Associate leasing related activities. (May represent the landlord to lease the property and may represent tenants during the leasing process.) | Analyse                     |             |
|            |   |                          |  |                            | <b>COMPETENCY<br/>1.3 INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE</b>  | <b>TOTAL WT.</b>            | <b>1.9</b>  |
| <b>1.4</b> | <b>MITIGATE RISK</b>                                    | 1.4.1                    | Assess circumstances for risks.  | Evaluate                   | 1.4.1.1 Identify the risks that are likely to be present for various types of property.   | Remember                    | 1.3         |
|            |   |                          |  |                            | 1.4.1.2 Determine the need for security personnel.  | Evaluate                    |             |
|            |   | 1.4.2                    | Assess the <u>owner's</u> /landlord's liability.   | Evaluate                   | 1.4.2.1 Explain the purpose of the <u>Occupiers Liability Act</u> .   | Understand                  | 1.3         |
|            |   |                          |  |                            | 1.4.2.2 Explain the effect of the <u>Occupiers Liability Act</u> on common law.   | Understand                  |             |
|            |   |                          |  |                            | 1.4.2.3 Outline how <u>owners</u> /landlords and property managers might incur liability under the <u>Occupiers Liability Act</u> .   | Analyse                     |             |
|            |   | 1.4.3                    | Inform <u>owner</u> /landlord of potential and known risks, including <u>mitigation strategies</u> . | Evaluate                   | 1.4.3.1 Explain safety precautions to <u>owners</u> /landlords.   | Understand                  | 1.1         |

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|            |  |                          |   |                            | 1.4.3.2 Assist the <u>owner</u> /landlord with the development of an occupational health and safety management plan for the <u>property</u> .     | Apply                       |             |
|            |  |                          |   |                            | 1.4.3.3 Educate <u>owners</u> /landlords on safety precautions.   | Apply                       |             |
|            |  |                          |   |                            | 1.4.3.4 Explain landlord/manager strategies for transferring risk/liability to tenants and third party contractors.                               | Analyse                     |             |
|            |  |                          |   |                            | 1.4.3.5 Outline property manager processes for ensuring tenant insurance certificates are up to date.   | Analyse                     |             |
|            |  |                          |   |                            | 1.4.3.6 Explain hazardous material management and record keeping requirements and best practices.   | Analyse                     |             |
|            |  |                          |   |                            | 1.4.3.7 Explain why landlords require tenants to provide certificates of insurance to mitigate risk.  | Analyse                     |             |
|            |  |                          |   |                            | 1.4.3.8 Assess how to reduce or mitigate recognized risks based on circumstances.   | Evaluate                    |             |
|            |  |                          |   |                            | 1.4.3.9 Recommend how to reduce or mitigate recognized risks based on circumstances to the <u>owner</u> /landlord.                                | Evaluate                    |             |
|            |  |                          |   |                            | 1.4.3.10 Identify and inform the <u>owner</u> /landlord of potential property contamination or hazards.   | Evaluate                    |             |
|            |  |                          |   |                            | 1.4.3.11 Recommend property contamination or hazards testing options to the <u>owner</u> /landlord.   | Evaluate                    |             |
|            |  |                          |   |                            | 1.4.3.12 Assess health and safety risks.  | Evaluate                    |             |
|            |  |                          |   |                            | 1.4.3.13 Determine when it is appropriate to recommend that an <u>owner</u> /landlord obtain the services of safety professionals or specialists. | Evaluate                    |             |
|            |  |                          |   |                            | 1.4.3.14 Determine how to assist the <u>owner</u> /landlord with implementing professional safety recommendations.                                | Evaluate                    |             |
|            |  |                          |   |                            | 1.4.3.15 Compare and contrast risk responsibilities between tenant occupied space and common property.  | Evaluate                    |             |
|            |  | 1.4.4                    | Design a plan to reduce health and safety risks.          | Create                     | 1.4.4.1 Facilitate <u>owner</u> /landlord review of property risk assessment plans.   | Analyse                     | 0.6         |
|            |  |                          |   |                            | 1.4.4.2 Prepare an emergency procedures manual.   | Create                      |             |
|            |  | 1.4.5                    | Assess insurance issues.                                  | Evaluate                   | 1.4.5.1 Determine when insurance premiums are due.  | Evaluate                    | 0.7         |
|            |  | 1.4.6                    | Determine appropriate safety <u>protocols and tools</u> . | Evaluate                   | 1.4.6.1 Use safety protocols and tools appropriately.   | Apply                       | 0.7         |

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|   |  | 1.4.7 | Determine contractor related needs and responsibilities.                                 | Evaluate                   | 1.4.7.1 | Outline unbiased and qualified contractor hiring practices.   | Analyse                     | 0.9         |
|   |  |       |  |                            | 1.4.7.2 | Outline potential <u>QH&amp;S</u> contractor related issues.  | Analyse                     |             |
|   |  |       |  |                            | 1.4.7.3 | Outline the WCB coverage contractors require in diverse contexts.   | Analyse                     |             |
|   |  |       |  |                            | 1.4.7.4 | Determine the impact of the two types of property management contracts on a property manager's contractor related responsibilities.                       | Evaluate                    |             |
|   |  |       |  |                            |         | <b>COMPETENCY<br/>1.4 MITIGATE RISK</b>   | <b>TOTAL WT.</b>            | <b>6.7</b>  |
| <b>1.5</b>  | <b>MANAGE TIME, PRIORITIES, AND WORK QUALITY</b> | 1.5.1 | Describe circumstances that may require flexible priority setting.                       | Understand                 | 1.5.1.1 | Describe common property management situations that may impact priority planning.   | Understand                  | 0.6         |
|   |  |       |  |                            | 1.5.1.2 | Describe change management methods.   | Understand                  |             |
|   |  |       |  |                            | 1.5.1.3 | Describe property management related workflows.   | Understand                  |             |
|   |  |       |  |                            |         | <b>COMPETENCY<br/>1.6 MANAGE TIME, PRIORITIES, AND WORK QUALITY</b>   | <b>TOTAL WT.</b>            | <b>0.6</b>  |
|   |  |       |  |                            |         | <b>DOMAIN<br/>1. PROFESSIONAL RELATIONSHIPS AND CONDUCT</b>   | <b>TOTAL WT.</b>            | <b>28.7</b> |
| <b>DOMAIN: 2. COMMUNICATION AND COLLABORATION</b> |  |       |  |                            |         |   |                             |             |
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| <b>2.1</b>  | <b>COMMUNICATE EFFECTIVELY</b>                   | 2.1.1 | Assess circumstances that may require the use of an interpreter.                         | Evaluate                   | 2.1.1.1 | Describe the types of situations where a property manager might advise an <u>owner</u> /landlord to consider the systematic translation of communication. | Understand                  | 0.4         |
|   |  |       |  |                            | 2.1.1.2 | Determine situations that require an interpreter.   | Analyse                     |             |
|   |  |       |  |                            |         | <b>COMPETENCY<br/>2.1 COMMUNICATE EFFECTIVELY</b>   | <b>TOTAL WT.</b>            | <b>0.4</b>  |
| <b>2.2</b>  | <b>ADVISE CLIENTS</b>                            | 2.2.1 | Determine which information may support a client's goal, plan, and strategy development. | Evaluate                   | 2.2.1.1 | Explain the foundations of effective decision making.   | Understand                  | 0.9         |
|   |  |       |  |                            | 2.2.1.2 | Explain the importance of establishing a calendar with strategic dates to promote good property management.   | Understand                  |             |

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|            |  |                          |                            |                            | 2.2.1.3 Explain property insurance coverage facts, information, and options to the client.   | Understand                  |             |
|            |  |                          |                            |                            | 2.2.1.4 Explain facts, information, and options to the client to facilitate decision-making.   | Understand                  |             |
|            |  |                          |                            |                            | 2.2.1.5 Explain the impact of failing to comply with human rights and occupational health and safety obligations to the owner/landlord.                        | Understand                  |             |
|            |  |                          |                            |                            | 2.2.1.6 Provide advice to the client on strategic plan issues.   | Apply                       |             |
|            |  |                          |                            |                            | 2.2.1.7 Provide advice to the client while being aware of and disclosing conflicts of interests.   | Apply                       |             |
|            |  |                          |                            |                            | 2.2.1.8 Provide potential service provider related advice.   | Apply                       |             |
|            |  |                          |                            |                            | 2.2.1.9 Advise, in conjunction with expert legal advice, on the client entering into service provider contracts.   | Apply                       |             |
|            |  |                          |                            |                            | 2.2.1.10 Educate clients on human rights tenant selection compliance.  | Apply                       |             |
|            |  |                          |                            |                            | 2.2.1.11 Assess decision making best practices related to client goal development, planning, and strategies.   | Analyse                     |             |
|            |  |                          |                            |                            | 2.2.1.12 Outline how property managers can best explain the difference between capital expenditures and operational issues to clients.                         | Analyse                     |             |
|            |  |                          |                            |                            | 2.2.1.13 Outline strategies property managers may employ to ensure the client focuses on strategic issues.   | Analyse                     |             |
|            |  |                          |                            |                            | 2.2.1.14 Outline the importance of strategic planning to good property management.   | Analyse                     |             |
|            |  |                          |                            |                            | 2.2.1.15 Outline the process for advising clients on the potential consequences of ignoring sound property management practices and decision making processes. | Analyse                     |             |
|            |  |                          |                            |                            | 2.2.1.16 Advise clients regarding tenant rights and responsibilities during the client's decision making process.  | Analyse                     |             |
|            |  |                          |                            |                            | 2.2.1.17 Provide advice to the owner/landlord about the requirements of legislation that applies to them, tenants, and the property.                           | Analyse                     |             |
|            |  |                          |                            |                            | 2.2.1.18 Determine how to incorporate research findings in the client's decision making process.   | Analyse                     |             |



**REAL ESTATE PROPERTY MANAGEMENT PRACTICE  
COMPETENCY EXAM BLUEPRINT**

| COMPETENCY |  | SUBJECT LEARNING OUTCOME | SUBJECT L.O. BLOOM'S LEVEL   | SPECIFIC LEARNING OUTCOME | SPECIFIC L.O. BLOOM'S LEVEL   | EXAM WEIGHT  |            |     |
|------------|--|--------------------------|--|---------------------------|---|--|------------|-----|
|            |  |                          |  | 2.2.1.19                  | Determine which lease clauses may advance a clients' objectives.  | Evaluate   |            |     |
|            |  |                          |  | 2.2.1.20                  | Determine the impact of diverse residential condominium lease clauses such as:<br>- Pet restrictions<br>- Age restrictions<br>- Move in/out requirements<br>- Tenant undertaking requirements | Evaluate   |            |     |
|            |  |                          |  | 2.2.1.21                  | Recommend available legal dispute related breach of contract remedies to the client, with the assistance of legal counsel.  | Evaluate   |            |     |
|            |  | 2.2.2                    | Outline how a <u>client</u> should <u>implement</u> good property management practices and comply with legislative requirements. | Analyse                   | 2.2.2.1   | Determine the practices that a property manager may employ to ensure the client focuses on good property management practices and legislative requirements.                      | Analyse    | 0.9 |
|            |  |                          |  |                           | 2.2.2.2   | Outline the process a property manager may follow to advise the client of the consequences of failing to comply with legislative requirements.                                   | Analyse    |     |
|            |  | 2.2.3                    | Outline research <u>goals</u> .  | Analyse                   | 2.2.3.1   | Provide the client with research about qualified experts that the client may choose to engage.   | Apply      | 0.6 |
|            |  | 2.2.4                    | Assess situations for alternatives that must be presented to the client.   | Evaluate                  | 2.2.4.1   | Compare and contrast advantages and disadvantages of various lease types to clients.   | Analyse    | 0.9 |
|            |  |                          |  |                           | 2.2.4.2   | Outline the impact of common lease clauses on leasability and use of the premises to clients.  | Analyse    |     |
|            |  | 2.2.5                    | Assess issues and information for impact on the property.  | Evaluate                  | 2.2.5.1   | Describe how to notify the <u>owner</u> /landlord immediately of significant contractual disputes, cost over runs, or time delays.   | Understand | 1.1 |
|            |  |                          |  |                           | 2.2.5.2   | Explain third-party contract negotiation conflicts of interest to the <u>owner</u> /landlord.  | Evaluate   |     |
|            |  |                          |  |                           | 2.2.5.3   | Determine when it is necessary to notify the <u>owner</u> /landlord immediately regarding property damage and other circumstances that may negatively impact the owner/landlord. | Evaluate   |     |
|            |  |                          |  |                           | 2.2.5.4   | Determine when it is necessary to notify the <u>owner</u> /landlord of a failure to comply with applicable legislation.  | Evaluate   |     |

**REAL ESTATE PROPERTY MANAGEMENT PRACTICE  
COMPETENCY EXAM BLUEPRINT**

| COMPETENCY |   |       | SUBJECT LEARNING OUTCOME   | SUBJECT L.O. BLOOM'S LEVEL |         | SPECIFIC LEARNING OUTCOME  | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
|------------|---|-------|--|----------------------------|---------|--|-----------------------------|-------------|
|            |   | 2.2.6 | Outline how to create, amend, and <u>communicate</u> the <u>owner's</u> /landlord's rules.   | Analyse                    | 2.2.6.1 | Describe how to assist the <u>owner</u> /landlord with the decision making process related to creating or amending rules.  | Understand                  | 0.7         |
|            |   |       |  |                            | 2.2.6.2 | Determine how to best advise an <u>owner</u> /landlord on creating and amending rules.   | Evaluate                    |             |
|            |   |       |  |                            | 2.2.6.3 | Determine best practices for communicating with tenants when there is a new or amended rule.   | Evaluate                    |             |
|            |   |       |  |                            |         | <b>COMPETENCY<br/>2.2 ADVISE CLIENTS</b>   | <b>TOTAL WT.</b>            | <b>5.2</b>  |
| <b>2.3</b> | <b>ESTABLISH MEANINGFUL RELATIONSHIPS</b> | 2.3.1 | Assess conflict resolution strategies in a property management context.  | Evaluate                   | 2.3.1.1 | Describe recommended steps to address common decision-making body dysfunctions.  | Understand                  | 1.1         |
|            |   |       |  |                            | 2.3.1.2 | Outline conflict resolution processes available to property managers when dealing with <u>owners</u> /landlords, tenants, colleagues, employees, or service providers. | Analyse                     |             |
|            |   |       |  |                            | 2.3.1.3 | Differentiate between conflict with tenants and tenant default, including the impact on conflict resolution options.   | Analyse                     |             |
|            |   | 2.3.2 | Assess how a harmonious community helps <u>owners</u> /landlords comply with applicable legislation, meet their <u>goals</u> , increase property values and satisfaction, and enhance property managers' business. | Evaluate                   | 2.3.2.1 | Describe the strategies a <u>property manager</u> may employ to foster a harmonious community.   | Understand                  | 0.9         |
|            |   |       |  |                            |         | <b>COMPETENCY<br/>2.4 ESTABLISH MEANINGFUL RELATIONSHIPS</b>   | <b>TOTAL WT.</b>            | <b>2.0</b>  |
|            |   |       |  |                            |         | <b>DOMAIN<br/>2. COMMUNICATION AND COLLABORATION</b>   | <b>TOTAL WT.</b>            | <b>7.6</b>  |

**DOMAIN: 3. ADMINISTRATION AND MANAGEMENT**

**REAL ESTATE PROPERTY MANAGEMENT PRACTICE  
COMPETENCY EXAM BLUEPRINT**

| COMPETENCY |                                |       | SUBJECT LEARNING OUTCOME                      | SUBJECT L.O. BLOOM'S LEVEL |         | SPECIFIC LEARNING OUTCOME  | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
|------------|--------------------------------|-------|---|----------------------------|---------|--|-----------------------------|-------------|
| COMPETENCY |                                |       | SUBJECT LEARNING OUTCOME                      | SUBJECT L.O. BLOOM'S LEVEL |         | SPECIFIC LEARNING OUTCOME  | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
| 3.1        | MANAGE DOCUMENTS AND CONTRACTS | 3.1.1 | Assess contracts and related conditions.      | Evaluate                   | 3.1.1.1 | Summarize property manager review processes for leases/contracts between an owner/landlord and a tenant/service provider.  | Understand                  | 9.3         |
|            |                                |       |   |                            | 3.1.1.2 | Educate clients regarding required and recommended documentation.  | Apply                       |             |
|            |                                |       |   |                            | 3.1.1.3 | Outline the contract-related documents that may form part of a contract.   | Analyse                     |             |
|            |                                |       |   |                            | 3.1.1.4 | Explain the most common lease elements.  | Analyse                     |             |
|            |                                |       |   |                            | 3.1.1.5 | Determine the leases and contracts that a <u>property manager</u> may enter into on behalf of a client.  | Evaluate                    |             |
|            |                                |       |   |                            | 3.1.1.6 | Determine the impact of the property type (residential, retail, office, industrial, etc.) on the lease.  | Evaluate                    |             |
|            |                                | 3.1.2 | Plan documents required to manage a property. | Create                     | 3.1.2.1 | Explain the information that must be contained in the property management agreement.   | Understand                  | 1.1         |
|            |                                |       |   |                            | 3.1.2.2 | Explain information that should be contained in the property management agreement.   | Understand                  |             |
|            |                                |       |   |                            | 3.1.2.3 | Describe what information should be included in a residential tenancy agreement.   | Understand                  |             |
|            |                                |       |   |                            | 3.1.2.4 | Describe how to prepare documentation related to recruiting, selecting, and managing property management <u>personnel</u> .  | Understand                  |             |
|            |                                |       |   |                            | 3.1.2.5 | Prepare offers to lease and counter offer to lease documents.  | Apply                       |             |
|            |                                |       |   |                            | 3.1.2.6 | Compare and contrast potential commercial lease agreement clauses, including differences by property type (industrial, retail, office) and multi-tenant/single tenant. | Analyse                     |             |
|            |                                |       |   |                            | 3.1.2.7 | Compare and contrast the different types of property-related documents and their purpose.  | Evaluate                    |             |
|            |                                |       |   |                            | 3.1.2.8 | Write notices to tenants as required under the <u>RTA</u> .  | Create                      |             |

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|------------|---|--------------------------|--|---------------------------|-----------------------------|--|------------------|-------------|
|            |   | 3.1.3                    | Assess client form adaptations and contractual agreements.   | Evaluate                  | 3.1.3.1                     | Compare and contrast contract adaptations with client objectives.  | Evaluate         | 0.9         |
|            |   |                          |  |                           | 3.1.3.2                     | Check that forms would result in a legally binding contract if accepted.                                       | Evaluate         |             |
|            |   | 3.1.4                    | Plan effectively structured documents and contracts.   | Create                    | 3.1.4.1                     | Determine document and contract structure.   | Evaluate         | 0.9         |
|            |   |                          |  |                           | 3.1.4.2                     | Produce effectively structured documents and contracts.  | Create           |             |
|            |   | 3.1.5                    | Check documents reflect their intended use.  | Evaluate                  | 3.1.5.1                     | Revise documents as needed to reflect their intended use.  | Apply            | 0.9         |
|            |   |                          |  |                           | 3.1.5.2                     | Determine if any changes are required to ensure documents reflect their intended use.                          | Evaluate         |             |
|            |   | 3.1.6                    | Determine how the <u>REA</u> , <u>RTA</u> , and other applicable legislation apply to diverse documentation. | Evaluate                  | 3.1.6.1                     | Explain the importance of document stewardship.  | Understand       | 1.1         |
|            |   |                          |  |                           | 3.1.6.2                     | Determine <u>REA</u> , <u>RTA</u> , and other applicable legislation compliant document stewardship processes. | Evaluate         |             |
|            |   | 3.1.7                    | Outline the reasons property management documents may be accessed in a property management setting.          | Analyse                   | 3.1.7.1                     | Describe how to comply with responsibilities to <u>owners/landlords</u> and tenants.                           | Understand       | 0.9         |
|            |   |                          |  |                           |                             | <b>COMPETENCY<br/>3.1 MANAGE DOCUMENTS AND CONTRACTS</b>   | <b>TOTAL WT.</b> | <b>15.3</b> |
| <b>3.2</b> | <b>MANAGE OFFERS AND COUNTER-OFFERS</b> | 3.2.1                    | Assess offers and counter-offers.  | Evaluate                  | 3.2.1.1                     | Deconstruct offers and counter-offers for the client, including potential benefits and issues.                 | Analyse          | 0.7         |
|            |   |                          |  |                           | 3.2.1.2                     | Determine how to best present the offer or counter-offer details to the client.                                | Evaluate         |             |
|            |   | 3.2.2                    | Assess confidentiality requirements for offers in compliance with agreements and all applicable laws.        | Evaluate                  | 3.2.2.1                     | <u>Communicate</u> the details of the offer to the client.   | Apply            | 0.7         |
|            |   |                          |  |                           | 3.2.2.2                     | Determine confidentiality requirements in diverse contexts.  | Evaluate         |             |
|            |   | 3.2.3                    | Assess transactions for potential issues that would harm the client.   | Evaluate                  | 3.2.3.1                     | Educate the client about the transaction and any related issues.   | Apply            | 1.3         |

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COMPETENCY EXAM BLUEPRINT**

| COMPETENCY |   | SUBJECT LEARNING OUTCOME | SUBJECT L.O. BLOOM'S LEVEL   | SPECIFIC LEARNING OUTCOME | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT   |                  |            |
|------------|---|--------------------------|--|---------------------------|-----------------------------|---|------------------|------------|
|            |   | 3.2.4                    | Assess compliance requirements when managing offers and counter-offers.  | Evaluate                  | 3.2.4.1                     | Determine how to practice in compliance with all applicable rules, parameters, and legislation when managing offers and counter-offers. | Evaluate         | 0.9        |
|            |   |                          |  |                           |                             | <b>COMPETENCY<br/>3.2 MANAGE OFFERS AND COUNTER-OFFERS</b>  | <b>TOTAL WT.</b> | <b>3.7</b> |
| <b>3.3</b> | <b>NEGOTIATE WITH INTEGRITY</b>                 | 3.3.1                    | Assess a client's negotiation options and associated advantages and disadvantages.                                 | Evaluate                  | 3.3.1.1                     | Educate clients on the impact of market conditions on the negotiation process.  | Apply            | 0.9        |
|            |   |                          |  |                           | 3.3.1.2                     | Provide lease negotiation advice to clients (as required).  | Apply            |            |
|            |   | 3.3.2                    | Assess how to best conduct negotiations as directed by the client.   | Evaluate                  | 3.3.2.1                     | Determine the best actions that adhere to client negotiation related directions in diverse contexts.                                    | Evaluate         | 0.9        |
|            |   | 3.3.3                    | Assess how offering realistic compromises leads to better negotiated outcomes.                                     | Apply                     | 3.3.3.1                     | Determine negotiation options and realistic compromises.  | Evaluate         | 1.1        |
|            |   |                          |  |                           |                             | <b>COMPETENCY<br/>3.3 NEGOTIATE WITH INTEGRITY</b>  | <b>TOTAL WT.</b> | <b>3.0</b> |
| <b>3.4</b> | <b>COMPLETE TRANSACTIONS</b>                    | 3.4.1                    | Determine appropriate techniques that increase the probability of completing a transaction.                        | Evaluate                  | 3.4.1.1                     | Determine the best techniques to complete transactions in diverse contexts.   | Evaluate         | 0.9        |
|            |   | 3.4.2                    | Determine factors that may prevent transaction completion.   | Evaluate                  | 3.4.2.1                     | Determine how to prevent and manage factors that may interfere with transaction completion.   | Evaluate         | 0.9        |
|            |   | 3.4.3                    | Assess condition precedents.   | Evaluate                  | 3.4.3.1                     | Determine how to facilitate removal or satisfaction of condition precedents.  | Evaluate         | 0.7        |
|            |   | 3.4.4                    | Assess how to <u>maintain</u> optimal communication with the relevant parties until a tenant has taken possession. | Evaluate                  | 3.4.4.1                     | Determine how to <u>communicate</u> to facilitate transaction completion.   | Evaluate         | 1.1        |
|            |   |                          |  |                           |                             | <b>COMPETENCY<br/>3.4 COMPLETE TRANSACTIONS</b>   | <b>TOTAL WT.</b> | <b>3.7</b> |
| <b>3.5</b> | <b>PERFORM FINANCIAL PLANNING AND REPORTING</b> | 3.5.1                    | Outline budget contents, components, and budget details to an <u>owner/landlord</u> .                              | Analyse                   | 3.5.1.1                     | Explain the purpose of budgeting.   | Understand       | 0.9        |
|            |   |                          |  |                           | 3.5.1.2                     | Describe different types of budgets.  | Understand       |            |
|            |   |                          |  |                           | 3.5.1.3                     | Summarize budget development best practices.  | Understand       |            |
|            |   |                          |  |                           | 3.5.1.4                     | Explain operating costs and the maintenance and replacement of property components.   | Understand       |            |
|            |   |                          |  |                           | 3.5.1.5                     | Explain the link between operating budget and operating fund.   | Understand       |            |

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|------------|---|-------|---|----------------------------|----------|---|-----------------------------|-------------|
|            |   |       |   |                            | 3.5.1.6  | Describe how activities are recorded in the operating fund.   | Understand                  |             |
|            |   |       |   |                            | 3.5.1.7  | Describe how a municipality arrives at an individual property tax amount.   | Understand                  |             |
|            |   |       |   |                            | 3.5.1.8  | Explain property tax assessment grounds for appeal.   | Understand                  |             |
|            |   |       |   |                            | 3.5.1.9  | Summarize the most common property tax appeal steps.  | Understand                  |             |
|            |   |       |   |                            | 3.5.1.10 | Prepare a monthly operating statement.  | Apply                       |             |
|            |   |       |   |                            | 3.5.1.11 | Compare and contrast alternative options for capital expenditures (renovation, modernization, conversion, redevelopment). | Analyse                     |             |
|            |   | 3.5.2 | Outline accounting basics, specifically, fund accounting.   | Analyse                    | 3.5.2.1  | Explain the various generally accepted accounting principles.   | Understand                  | 0.9         |
|            |   |       |   |                            | 3.5.2.2  | Describe journalizing, posting, and trial balancing.  | Understand                  |             |
|            |   |       |   |                            | 3.5.2.3  | Explain the purpose of establishing a property management brokerage trust account.  | Understand                  |             |
|            |   |       |   |                            | 3.5.2.4  | Summarize principles of fund accounting.  | Understand                  |             |
|            |   |       |   |                            | 3.5.2.5  | Describe financial statement variances communication best practices.  | Understand                  |             |
|            |   |       |   |                            | 3.5.2.6  | Summarize <u>collection</u> of rents best practices.  | Understand                  |             |
|            |   |       |   |                            | 3.5.2.7  | Take appropriate action when tenants are in default as a result on nonpayment of rent.                                    | Apply                       |             |
|            |   |       |   |                            | 3.5.2.8  | Differentiate a balance sheet from an operating statement.  | Analyse                     |             |
|            |   |       |   |                            | 3.5.2.9  | Outline <u>REA</u> trust account requirements.  | Analyse                     |             |
|            |   |       |   |                            | 3.5.2.10 | Outline the relationship between Notes and Financial Statements.  | Analyse                     |             |
|            |   |       |   |                            | 3.5.2.11 | Compare and contrast rent payment default remedies available to property managers.  | Analyse                     |             |
|            |   |       |   |                            |          | <b>COMPETENCY<br/>3.5 PERFORM FINANCIAL PLANNING AND REPORTING</b>  | <b>TOTAL WT.</b>            | <b>1.9</b>  |
| <b>3.6</b> | <b>OPERATE PROPERTY WITHIN FINANCIAL GUIDELINES</b> | 3.6.1 | Assess the importance of financial monitoring to ensure the <u>owner</u> /landlord meets their financial goals. | Evaluate                   | 3.6.1.1  | Provide periodic <u>financial reports</u> as requested by the <u>owner</u> /landlord.                                     | Apply                       | 1.1         |

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|------------|--|--------------------------|--|----------|---------------------------|--|------------------|
|            |  |                          |  |          | 3.6.1.2                   | Outline the various strategies property managers may employ to undertake financial monitoring.   | Analyse          |
|            |  | 3.6.2                    | Assess how cost effective solutions help the <u>owner/landlord</u> meet their financial goals.                                     | Evaluate | 3.6.2.1                   | Outline the types of cost effective solutions property managers may employ to assist <u>owners/landlords</u> in meeting their financial goals.           | Analyse          |
|            |  | 3.6.3                    | Assess annual operating budget contents and components.  | Analyse  | 3.6.3.1                   | Outline annual operating budget contents and components to an <u>owner/landlord</u> .  | Analyse          |
|            |  |                          |  |          | 3.6.3.2                   | Outline the budgeting process for major repairs and/or replacements.   | Analyse          |
|            |  | 3.6.4                    | Assess the circumstances under which the property manager's <u>personal influence</u> may taint the perception of the transaction. | Analyse  | 3.6.4.1                   | Outline circumstances under which a property manager's <u>personal influence</u> may benefit or harm corporation financial transactions.                 | Analyse          |
|            |  |                          |  |          | 3.6.4.2                   | Outline the required property manager process for ensuring the <u>owner/landlord</u> is aware of their potential influence and approves the transaction. | Analyse          |
|            |  |                          |  |          |                           | <b>COMPETENCY<br/>3.6 OPERATE PROPERTY WITHIN FINANCIAL GUIDELINES</b>   | <b>TOTAL WT.</b> |
| <b>3.7</b> | <b>UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS</b> | 3.7.1                    | Compare and contrast physical aspects of real property.  | Evaluate | 3.7.1.1                   | Summarize building codes and building standards most commonly impacting property management settings.  | Understand       |
|            |  |                          |  |          | 3.7.1.2                   | Explain common defects in building design and construction.  | Analyse          |
|            |  |                          |  |          | 3.7.1.3                   | Outline common property issues and challenges as they relate to property managers.   | Analyse          |
|            |  |                          |  |          | 3.7.1.4                   | Outline best practice solutions to common property issues and challenges as related to property managers.  | Analyse          |
|            |  | 3.7.2                    | Offer information on defects, flaws and drawbacks of property to client.   | Evaluate | 3.7.2.1                   | Present clients with accurate information and alternatives related to defects, flaws, and drawbacks.   | Apply            |
|            |  |                          |  |          | 3.7.2.2                   | Recommend professionals to landlord clients for advice on the extent of defects/flaws.   | Apply            |
|            |  | 3.7.3.                   | Assess the impact of real property maintenance on the <u>owner/landlord</u> .  | Analyse  | 3.7.3.1                   | Identify the major factors that affect energy conservation.  | Remember         |
|            |  |                          |  |          | 3.7.3.2                   | Identify areas of a building where energy efficiency is required and feasible.   | Remember         |
|            |  |                          |  |          | 3.7.3.3                   | Identify workplace hazardous materials and products.   | Remember         |

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|------------|--|--------------------------|----------------------------|----------------------------|---|-----------------------------|-------------|
|            |  |                          |                            |                            | 3.7.3.4 Explain the short term impact of common building design and construction defects on the physical operation of building.                                 | Understand                  |             |
|            |  |                          |                            |                            | 3.7.3.5 Summarize features that define green/sustainable real estate and the benefits for multi-family, residential, and the diverse commercial property types. | Understand                  |             |
|            |  |                          |                            |                            | 3.7.3.6 Describe the contents of an energy conservation program.  | Understand                  |             |
|            |  |                          |                            |                            | 3.7.3.7 Describe what should be evaluated during a building audit.  | Understand                  |             |
|            |  |                          |                            |                            | 3.7.3.8 Understand and practice the principles of environmental protection.   | Understand                  |             |
|            |  |                          |                            |                            | 3.7.3.9 Understand the handling, use and disposal of hazardous materials.   | Understand                  |             |
|            |  |                          |                            |                            | 3.7.3.10 Use industry building codes and building standards language.   | Apply                       |             |
|            |  |                          |                            |                            | 3.7.3.11 Compare and contrast residential and commercial building construction materials and methods.   | Analyse                     |             |
|            |  |                          |                            |                            | 3.7.3.12 Compare and contrast common residential building problems.   | Analyse                     |             |
|            |  |                          |                            |                            | 3.7.3.13 Compare and contrast the ways heat may flow throughout a building.   | Analyse                     |             |
|            |  |                          |                            |                            | 3.7.3.14 Outline a worker education program for handling and disposing of hazardous materials.  | Analyse                     |             |
|            |  |                          |                            |                            | 3.7.3.15 Outline unit repair related requirements for which an owner/landlord is responsible.   | Analyse                     |             |
|            |  |                          |                            |                            | 3.7.3.16 Outline urgent repair related requirements for which an owner/landlord is responsible.   | Analyse                     |             |
|            |  |                          |                            |                            | 3.7.3.17 Recommend potential remedies for common residential dwelling building problems.  | Evaluate                    |             |
|            |  |                          |                            |                            | 3.7.3.18 Assess common commercial building problems.  | Evaluate                    |             |
|            |  |                          |                            |                            | 3.7.3.19 Recommend potential remedies for common commercial building problems.  | Evaluate                    |             |
|            |  |                          |                            |                            | 3.7.3.20 Determine municipal or public authority right of entry requirements.   | 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 |
|------------|--|-------|---|----------------------------|----------|---|-----------------------------|-------------|
|            |  | 3.7.4 | Outline building maintenance and operating procedures.                  | Analyse                    | 3.7.4.1  | Identify building controls, maintenance, and energy conservation.   | Remember                    | 0.9         |
|            |  |       |   |                            | 3.7.4.2  | Describe different types of maintenance and associated duties with the various building components.             | Understand                  |             |
|            |  |       |   |                            | 3.7.4.3  | Describe the types of professionals <u>property managers</u> will need to engage to undertake the maintenance.  | Understand                  |             |
|            |  |       |   |                            | 3.7.4.4  | Describe how to carry out building maintenance.   | Understand                  |             |
|            |  |       |   |                            | 3.7.4.5  | Describe how to perform a Building Condition Assessments or audit as directed by the <u>owner/landlord</u> .    | Understand                  |             |
|            |  |       |   |                            | 3.7.4.6  | Explain how to schedule accounting, maintenance, and repairs controls as per <u>owner/landlord</u> instruction. | Understand                  |             |
|            |  |       |   |                            | 3.7.4.7  | Explain the importance of detailed maintenance records as appropriate.  | Understand                  |             |
|            |  |       |   |                            | 3.7.4.8  | Outline how to <u>implement</u> and carry out or contract out preventive and corrective maintenance programs.   | Analyse                     |             |
|            |  |       |   |                            | 3.7.4.9  | Outline preparation of an operating procedures manual where applicable (ex: HVAC systems, elevator, pool, etc). | Analyse                     |             |
|            |  | 3.7.5 | Assess the physical building operation of different types of buildings. | Evaluate                   | 3.7.5.1  | Recognize the different types of low-slope and steep-slope roofs.   | Remember                    | 0.7         |
|            |  |       |   |                            | 3.7.5.2  | Identify the components of a building roof drainage system.   | Remember                    |             |
|            |  |       |   |                            | 3.7.5.3  | Identify the types of ceiling finishes.   | Remember                    |             |
|            |  |       |   |                            | 3.7.5.4  | Recognize common fireplace styles.  | Remember                    |             |
|            |  |       |   |                            | 3.7.5.5  | Identify the different condominium ownership storage arrangements.  | Remember                    |             |
|            |  |       |   |                            | 3.7.5.6  | Describe the most common types of foundations.  | Understand                  |             |
|            |  |       |   |                            | 3.7.5.7  | Explain how to recognize the different foundation materials.  | Understand                  |             |
|            |  |       |   |                            | 3.7.5.8  | Explain the function of exterior walls.   | Understand                  |             |
|            |  |       |   |                            | 3.7.5.9  | Describe the types of exterior wall finishes.   | Understand                  |             |
|            |  |       |   |                            | 3.7.5.10 | Explain the types of window styles and feature windows found in residential construction.                       | Understand                  |             |
|            |  |       |   |                            | 3.7.5.11 | Explain the types of exterior doors that are part of the building envelope.                                     | Understand                  |             |

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COMPETENCY EXAM BLUEPRINT**

| COMPETENCY |                                    | SUBJECT LEARNING OUTCOME | SUBJECT L.O. BLOOM'S LEVEL   |          | SPECIFIC LEARNING OUTCOME  | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
|------------|------------------------------------|--------------------------|--|----------|--|-----------------------------|-------------|
|            |                                    |                          |  |          | 3.7.5.12 Explain residential and commercial property service systems.                                  | Understand                  |             |
|            |                                    |                          |  |          | 3.7.5.13 Explain the components of an HVAC system.   | Understand                  |             |
|            |                                    |                          |  |          | 3.7.5.14 Explain the functions of interior walls.  | Understand                  |             |
|            |                                    |                          |  |          | 3.7.5.15 Describe the types of interior wall finishes.   | Understand                  |             |
|            |                                    |                          |  |          | 3.7.5.16 Describe the different flooring types.  | Understand                  |             |
|            |                                    |                          |  |          | 3.7.5.17 Describe the common types of parking arrangements.  | Understand                  |             |
|            |                                    |                          |  |          | 3.7.5.18 Explain different building systems.   | Analyse                     |             |
|            |                                    |                          |  |          | 3.7.5.19 Differentiate between load-bearing and non-load bearing walls.                                | Analyse                     |             |
|            |                                    |                          |  |          | 3.7.5.20 Compare and contrast the different types of roofing materials that may be used.               | Analyse                     |             |
|            |                                    | 3.7.6                    | Assess construction, permits, and related documents for information. | Evaluate | 3.7.6.1 Describe the most common types of permits related to building construction.                    | Understand                  | 0.6         |
|            |                                    |                          |  |          | 3.7.6.2 Describe various building design concepts used in buildings.                                   | Understand                  |             |
|            |                                    |                          |  |          | 3.7.6.3 Describe traditional and sustainable construction products, practices, and services.           | Understand                  |             |
|            |                                    |                          |  |          | 3.7.6.4 Describe the most common construction methods used.  | Understand                  |             |
|            |                                    |                          |  |          | 3.7.6.5 Outline provincial legislation that governs buildings and the environment in Alberta.          | Analyse                     |             |
|            |                                    |                          |  |          | 3.7.6.6 Outline federal legislation that governs buildings and the environment in Canada.              | Analyse                     |             |
|            |                                    |                          |  |          | 3.7.6.7 Outline the conditions under which a Building Permit is required for property renovations.     | Analyse                     |             |
|            |                                    |                          |  |          | 3.7.6.8 Outline the different building construction systems.   | Analyse                     |             |
|            |                                    |                          |  |          | <b>COMPETENCY<br/>3.7 UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS</b>                            | <b>TOTAL WT.</b>            | <b>5.0</b>  |
| <b>3.8</b> | <b>OPERATE A PHYSICAL BUILDING</b> | 3.8.1                    | Outline property management quote, RFP, and RFQ processes.           | Analyse  | 3.8.1.1 Outline the various ways property managers may obtain quotes from potential service providers. | Analyse                     | 0.7         |

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COMPETENCY EXAM BLUEPRINT**

| COMPETENCY |  | SUBJECT LEARNING OUTCOME  | SUBJECT L.O. BLOOM'S LEVEL | SUBJECT L.O. BLOOM'S LEVEL   | SPECIFIC LEARNING OUTCOME   | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
|------------|--|---|----------------------------|--|---|-----------------------------|-------------|
|            |  |   |                            |  | 3.8.1.2 Explain the property manager's duty to consult with the owner/landlord and to follow the the owner/landlord directed processes. | Analyse                     |             |
|            |  | 3.8.2 Describe purchasing of goods and services by a property manager for the <u>property</u> .         | Understand                 | 3.8.2.1 Describe the process of hiring a contractor.   | Understand  |                             | 0.9         |
|            |  | 3.8.3 Determine sound trade and service provider relationship practices in diverse contexts.            | Evaluate                   | 3.8.3.1 Explain the importance of monitoring work and verifying warranties.  | Understand  |                             | 0.9         |
|            |  |   |                            | 3.8.3.2 Outline the contractor hiring process.   | Analyse   |                             |             |
|            |  |   |                            | 3.8.3.3 Outline how to verify a contractor's qualifications.   | Analyse   |                             |             |
|            |  |   |                            | 3.8.3.4 Select reliable contractors that meet <u>owner/landlord</u> requirements.  | Analyse   |                             |             |
|            |  |   |                            | 3.8.3.5 Determine if a contractor is qualified.  | Evaluate  |                             |             |
|            |  | 3.8.4 Assemble documentation records for projects and repairs.  | Create                     | 3.8.4.1 Explain the importance of maintenance records.   | Understand  |                             | 0.9         |
|            |  |   |                            | 3.8.4.2 Create project decisions and records.  | Create  |                             |             |
|            |  | 3.8.5 Assess the effect of <u>changes</u> on physical building operations.                              | Evaluate                   | 3.8.5.1 Explain who is responsible for coordinating the Health and Safety Committee.   | Understand  |                             | 0.6         |
|            |  |   |                            | 3.8.5.2 Examine new sustainable products, practices, and services using sound foundational physical building operational knowledge.      | Analyse   |                             |             |
|            |  |   |                            | 3.8.5.3 Assess new sustainable products, practices, and services based on reputable authorities such as BOMA BEST or LEEDS.              | Analyse   |                             |             |
|            |  |   |                            | 3.8.5.4 Assess the impact of <u>changes</u> to provincial and federal legislation that governs buildings and the environment in Alberta. | Analyse   |                             |             |
|            |  |   |                            | 3.8.5.5 Assess the impact of occupational health and safety <u>changes</u> on physical building operations.                              | Analyse   |                             |             |
|            |  |   |                            | 3.8.5.6 Compare and contrast the effect of industry <u>changes</u> on the physical building operation of different building systems.     | Evaluate  |                             |             |
|            |  | 3.8.6 Determine a client's existing and required building operation policies, procedures, and controls. | Evaluate                   | 3.8.6.1 Educate clients on the need for inventory and related controls for other chatel.   | Apply   |                             | 0.6         |

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COMPETENCY EXAM BLUEPRINT**

| COMPETENCY |                                  |       | SUBJECT LEARNING OUTCOME   | SUBJECT L.O. BLOOM'S LEVEL |          | SPECIFIC LEARNING OUTCOME  | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
|------------|----------------------------------|-------|--|----------------------------|----------|--|-----------------------------|-------------|
|            |                                  |       |  |                            | 3.8.6.2  | Promote the benefits of establishing and following purchasing policies and procedures to a client.   | Evaluate                    |             |
|            |                                  | 3.8.7 | Assess situations related to the acquisition of goods and services by a property manager for the <u>owner/landlord</u> . | Evaluate                   | 3.8.7.1  | Outline legitimate reasons to dispute an invoice.  | Analyse                     | 0.7         |
|            |                                  |       |  |                            | 3.8.7.2  | Explain the importance of contract management.   | Analyse                     |             |
|            |                                  |       |  |                            | 3.8.7.3  | Outline negotiation and conflict resolution strategies to resolve invoice disputes.  | Analyse                     |             |
|            |                                  |       |  |                            | 3.8.7.4  | Determine the potential impact of building liens on contractor disputes.   | Evaluate                    |             |
|            |                                  |       |  |                            |          | <b>COMPETENCY<br/>3.8 OPERATE A PHYSICAL BUILDING</b>  | <b>TOTAL WT.</b>            | <b>5.4</b>  |
| <b>3.9</b> | <b>SELECT AND MANAGE TENANTS</b> | 3.9.1 | Assess tenant selection information and services for client needs, priorities, and preferences.                          | Evaluate                   | 3.9.1.1  | Explain the differences between Tenanct at Will, Fix Term, Periodic Tenancies, and Tenancy Sufferance and the circumstances when these should be used.                                   | Understand                  | 1.3         |
|            |                                  |       |  |                            | 3.9.1.2  | Describe how to set up a progressive enforcement policy for an <u>owner/landlord</u> .   | Understand                  |             |
|            |                                  |       |  |                            | 3.9.1.3  | Describe progressive enforcement.  | Understand                  |             |
|            |                                  |       |  |                            | 3.9.1.4  | Assess tenant demographics.  | Analyse                     |             |
|            |                                  |       |  |                            | 3.9.1.5  | Outline tenant selection factors for residential premises (e.g., credit check, confirmation of employment, pet ownership, etc.) and commercial properties (strength of tenant covenant). | Analyse                     |             |
|            |                                  |       |  |                            | 3.9.1.6  | Outline tenant motivation factors.   | Analyse                     |             |
|            |                                  |       |  |                            | 3.9.1.7  | Outline how to create a tenant database.   | Analyse                     |             |
|            |                                  |       |  |                            | 3.9.1.8  | Outline tenant responsibilities.   | Analyse                     |             |
|            |                                  |       |  |                            | 3.9.1.9  | Outline <u>owner/landlord</u> rules implementation and application processes and procedures.   | Analyse                     |             |
|            |                                  |       |  |                            | 3.9.1.10 | Outline the remedies available to an <u>owner/landlord</u> if a tenant fails to meet their responsibilities.   | Analyse                     |             |
|            |                                  |       |  |                            | 3.9.1.11 | Outline the remedies available to tenants if fellow tenants fail to meet their responsibilities.   | Analyse                     |             |

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COMPETENCY EXAM BLUEPRINT**

| COMPETENCY                               |  | SUBJECT LEARNING OUTCOME | SUBJECT L.O. BLOOM'S LEVEL   | SUBJECT L.O. BLOOM'S LEVEL | SPECIFIC LEARNING OUTCOME   | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
|--|--|--------------------------|--|----------------------------|---|-----------------------------|-------------|
|  |  |                          |  |                            | 3.9.1.12 Outline how to set up a tenant compliance education program.   | Analyse                     |             |
|  |  |                          |  |                            | 3.9.1.13 Determine required progressive enforcement documentation.  | Analyse                     |             |
|  |  |                          |  |                            | 3.9.1.14 Recommend tenants to clients based on tenant selection factors.  | Evaluate                    |             |
|  |  |                          |  |                            | 3.9.1.15 Advise the <u>owner</u> /landlord regarding a progressive enforcement policy.  | Evaluate                    |             |
|  |  |                          |  |                            | 3.9.1.16 Assess progressive enforcement implementation practices.   | Evaluate                    |             |
|  |  | 3.9.2                    | Explain how property managers can assist <u>owners</u> /landlords with rule enforcement. | Analyse                    | 3.9.2.1 Describe the property manager's role in rule enforcement.   | Understand                  | 1.1         |
|  |  |                          |  |                            | 3.9.2.2 Advise the client on the need to follow a progressive enforcement policy.   | Understand                  |             |
|  |  |                          |  |                            | 3.9.2.3 Advise the client on principles of natural justice and progressive enforcement as they apply to tenants.  | Apply                       |             |
|  |  |                          |  |                            | 3.9.2.4 Provide advice to the client related the required documentation for the progressive enforcement policy.   | Apply                       |             |
|  |  | 3.9.3                    | Assess when <u>concerns</u> should be addressed.   | Evaluate                   | 3.9.3.1 Educate the <u>owner</u> /landlord on how to consider <u>concerns</u> in relation to the strategic plan and priorities.                                   | Apply                       | 1.3         |
|  |  |                          |  |                            | 3.9.3.2 Determine priority of <u>concerns</u> and options for addressing concerns.  | Analyse                     |             |
|  |  | 3.9.4                    | Demonstrate professionalism.   | Apply                      | 3.9.4.1 Explain how to <u>implement</u> <u>owner</u> /landlord solution directions, even if the property manager disagrees with the owner's/landlord's decisions. | Understand                  | 2.2         |
|  |  |                          |  |                            | 3.9.4.2 Explain when dispute resolution process do not apply in a commercial or residential lease.  | Understand                  |             |
|  |  |                          |  |                            | 3.9.4.3 Address <u>tenant</u> <u>concerns</u> objectively and courteously.  | Apply                       |             |
|  |  |                          |  |                            | <b>COMPETENCY<br/>3.9 SELECT AND MANAGE TENANTS</b>   | <b>TOTAL WT.</b>            | <b>6.0</b>  |
|  |  |                          |  |                            | <b>DOMAIN<br/>3. ADMINISTRATION AND MANAGEMENT</b>  | <b>TOTAL WT.</b>            | <b>47.7</b> |
| <b>DOMAIN: 4. RESEARCH AND MARKETING</b> |  |                          |  |                            |   |                             |             |

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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 |
|------------|---|-------|---|----------------------------|---------|---|-----------------------------|-------------|
| COMPETENCY |   |       | SUBJECT LEARNING OUTCOME  | SUBJECT L.O. BLOOM'S LEVEL |         | SPECIFIC LEARNING OUTCOME   | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
| <b>4.1</b> | <b>COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL</b> | 4.1.1 | Justify key marketing message choices.  | Evaluate                   | 4.1.1.1 | Outline property elements to consider when determining comparables.   | Analyse                     | 0.7         |
|            |   |       |   |                            | 4.1.1.2 | Determine key marketing messages.   | Evaluate                    |             |
|            |   |       |   |                            | 4.1.1.3 | Determine the most appropriate information and presentation of comparables for property <u>owners</u> in different contexts including:<br>-single family homes<br>-multi-family homes<br>-condominiums<br>-acquisiton/disposition<br>-rental properties<br>-commercial (office, retail, industrial)<br>-residential | Evaluate                    |             |
|            |   | 4.1.2 | Assess the accuracy, meaning, clarity, and thoroughness of practice and marketing material. | Evaluate                   | 4.1.2.1 | Determine how to ensure marketing materials demonstrate due care, accuracy, clarity, and thoroughness.  | Evaluate                    | 0.7         |
|            |   | 4.1.3 | Assess marketing materials, design, and graphic elements.                                   | Evaluate                   | 4.1.3.1 | Justify marketing material, design, and graphic element choices.  | Evaluate                    | 0.6         |
|            |   | 4.1.4 | Determine marketing outsourcing requirements.   | Evaluate                   | 4.1.4.1 | Compare and contrast marketing skills and marketing needs.  | Analyse                     | 0.4         |
|            |   |       |   |                            | 4.1.4.2 | Determine marketing needs that require outsourcing.   | Evaluate                    |             |
|            |   | 4.1.5 | Assess marketing materials for regulatory compliance and convention adherence.              | Evaluate                   | 4.1.5.1 | Determine if marketing materials meet regulatory compliance and adhere to conventions.  | Evaluate                    | 0.7         |
|            |   |       |   |                            |         | <b>COMPETENCY<br/>4.1 COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL</b>  | <b>TOTAL WT.</b>            | <b>3.2</b>  |
| <b>4.2</b> | <b>PROMOTE CLIENT'S PROPERTY</b>                        | 4.2.1 | Determine how to gather market and property information.                                    | Evaluate                   | 4.2.1.1 | Outline how to gather market and property information.  | Analyse                     | 1.1         |

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|------------|--|--------------------------|--|----------------------------|---------------------------|---|-------------|-----|
|            |  |                          |  |                            | 4.2.1.2                   | Outline potential and common property information inconsistency or reliability issues.  | Analyse     |     |
|            |  |                          |  |                            | 4.2.1.3                   | Determine where to find specific property information.  | Evaluate    |     |
|            |  |                          |  |                            | 4.2.1.4                   | Determine how to resolve potential and common property information inconsistency or reliability issues.   | Evaluate    |     |
|            |  | 4.2.2                    | Prepare market information.  | Create                     | 4.2.2.1                   | Outline marketing related tenant criteria to the client.  | Analyse     | 0.9 |
|            |  |                          |  |                            | 4.2.2.2                   | Outline the relationship between tenant criteria and property marketing decisions to the client.  | Analyse     |     |
|            |  |                          |  |                            | 4.2.2.3                   | Determine the most appropriate research methods and sources.  | Evaluate    |     |
|            |  |                          |  |                            | 4.2.2.4                   | Determine the demand for a property.  | Evaluate    |     |
|            |  |                          |  |                            | 4.2.2.5                   | Prepare a market analysis for clients.  | Create      |     |
|            |  | 4.2.3                    | Assess property and client specific techniques, tools, and strategies to promote a property.   | Evaluate                   | 4.2.3.1                   | Differentiate between the various advertising <u>mediums</u> .  | Analyse     | 0.9 |
|            |  |                          |  |                            | 4.2.3.2                   | Compare and contrast the advantages and disadvantages of marketing properties for lease using each of the advertising <u>mediums</u> .  | Analyse     |     |
|            |  |                          |  |                            | 4.2.3.3                   | Determine property and client specific techniques, tools, and strategies to promote a property.   | Evaluate    |     |
|            |  | 4.2.4                    | Assess tasks, <u>goals</u> , priorities, and party requirements for effective time management. | Evaluate                   | 4.2.4.1                   | Determine how to best manage time respecting all parties.   | Evaluate    | 1.1 |
|            |  | 4.2.5                    | Assess marketing material distribution options.  | Evaluate                   | 4.2.5.1                   | List typical key activities required to <u>market</u> a landlord's property.  | Remember    | 0.6 |
|            |  |                          |  |                            | 4.2.5.2                   | Determine context specific marketing material distribution options.   | Evaluate    |     |
|            |  | 4.2.6                    | Determine viewing protocols.   | Evaluate                   | 4.2.6.1                   | Outline protocols for viewing a client's property.  | Analyse     | 0.9 |
|            |  |                          |  |                            | 4.2.6.2                   | Outline diverse special viewing protocols and related issues (e.g., COVID, health conditions or situations, respect for special requests, communication, and related issues). | Analyse     |     |
|            |  | 4.2.7                    | Assess individual properties and market for likely potential tenant questions.                 | Evaluate                   | 4.2.7.1                   | Answer tenant questions according to regulatory and legislative requirements and client direction.  | Apply       | 0.9 |
|            |  |                          |  |                            | 4.2.7.2                   | Outline how to proactively prepare for potential and likely tenant questions.   | Analyse     |     |

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|------------|-------|--|----------------------------|----------|---|-----------------------------|-------------|
|            |       |  |                            | 4.2.7.3  | Determine likely prospective tenant questions.  | Evaluate                    |             |
|            | 4.2.8 | Assess marketing plan needs, objectives, and resources for each property.                | Evaluate                   | 4.2.8.1  | Explain marketing plans to clients.   | Apply                       | 0.7         |
|            |       |  |                            | 4.2.8.2  | Outline the purpose and elements of a marketing plan  | Analyse                     |             |
|            |       |  |                            | 4.2.8.3  | Outline the impact of market forces and information on marketing plans.   | Analyse                     |             |
|            |       |  |                            | 4.2.8.4  | Adjust marketing plans based on client direction.   | Analyse                     |             |
|            | 4.2.9 | Propose the due diligence requirements associated with residential property measurement. | Create                     | 4.2.9.1  | Identify the elements that are present when a Residential Measurement Standard civil proceeding is commenced.   | Remember                    | 0.4         |
|            |       |  |                            | 4.2.9.2  | List the components needed for the courts to prove negligent misrepresentation of a property's size.  | Remember                    |             |
|            |       |  |                            | 4.2.9.3  | Describe the factors that led RECA to develop and implement the Residential Measurement Standard.   | Understand                  |             |
|            |       |  |                            | 4.2.9.4  | Describe Residential Measurement Standard principles and information that property managers must share.   | Understand                  |             |
|            |       |  |                            | 4.2.9.5  | Compare and contrast the two Residential Measurement Standard compliant property measurement methods.   | Understand                  |             |
|            |       |  |                            | 4.2.9.6  | Describe how RECA deals with breaches related to application of the Residential Measurement Standard.   | Understand                  |             |
|            |       |  |                            | 4.2.9.7  | Outline the Residential Measurement Standard.   | Analyse                     |             |
|            |       |  |                            | 4.2.9.8  | Outline BOMA measurement standards.   | Analyse                     |             |
|            |       |  |                            | 4.2.9.9  | Compare and contrast the various BOMA standards.  | Analyse                     |             |
|            |       |  |                            | 4.2.9.10 | Compare and contrast a condominium unit's Residential Measurement Standard area and its registered size.  | Analyse                     |             |
|            |       |  |                            | 4.2.9.11 | Explain grade impacts residential property area calculation.  | Analyse                     |             |
|            |       |  |                            | 4.2.9.12 | Outline the Residential Measurement Standard Principles property managers must follow when calculating the area of a residential property using the Residential Measurement Standard. | Analyse                     |             |
|            |       |  |                            | 4.2.9.13 | Calculate the area of any style of residential properties in accordance with the Residential Measurement Standard.  | Analyse                     |             |



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|------------|-----------------------------------|--------------------------|--|----------------------------|---------------------------|--|------------------|
|            |                                   |                          |  |                            | 4.2.9.14                  | Outline required due diligence activities related to hiring a property measurement service.  | Analyse          |
|            |                                   |                          |  |                            | 4.2.9.15                  | Outline steps that reduce the risks associated with the application of the Residential Measurement Standard and civil proceedings.                                     | Analyse          |
|            |                                   |                          |  |                            | 4.2.9.16                  | Determine the potential impact of the various BOMA standards on a leasing transaction.   | Evaluate         |
|            |                                   |                          |  |                            | 4.2.9.17                  | Determine alternatives for dealing with unusual residential properties.  | Evaluate         |
|            |                                   |                          |  |                            | 4.2.9.18                  | Determine when each of the two measurement methods should be applied.  | Evaluate         |
|            |                                   |                          |  |                            |                           | <b>COMPETENCY<br/>4.2 PROMOTE CLIENT'S PROPERTY</b>  | <b>TOTAL WT.</b> |
| <b>4.3</b> | <b>DEMONSTRATE BUSINESS SENSE</b> | 4.3.1                    | Determine opportunities to <u>maintain</u> and increase value for clients and prospects. | Evaluate                   | 4.3.1.1                   | Determine how to <u>maintain</u> and increase value for clients and prospects.   | Evaluate         |
|            |                                   | 4.3.2                    | Determine potential areas of competitive advantage.                                      | Evaluate                   | 4.3.2.1                   | Outline how to determine areas of competitive advantage.   | Analyse          |
|            |                                   |                          |  |                            | 4.3.2.2                   | Determine how to pursue potential areas of competitive advantage based on context.   | Evaluate         |
|            |                                   |                          |  |                            |                           | <b>COMPETENCY<br/>4.3 DEMONSTRATE BUSINESS SENSE</b>   | <b>TOTAL WT.</b> |
| <b>4.4</b> | <b>CONDUCT RESEARCH</b>           | 4.4.1                    | Assess research needs.   | Evaluate                   | 4.4.1.1                   | Determine research needs and desired outcomes.   | Evaluate         |
|            |                                   | 4.4.2                    | Assess essential areas of expertise.   | Evaluate                   | 4.4.2.1                   | Determine essential areas of expertise.  | Evaluate         |
|            |                                   | 4.4.3                    | Assess property attributes to be included in the analysis.                               | Evaluate                   | 4.4.3.1                   | Recognize the components of a greened property and the various services or programs.   | Remember         |
|            |                                   |                          |  |                            | 4.4.3.2                   | Describe energy conservation components and their advantages and disadvantages.  | Understand       |
|            |                                   |                          |  |                            | 4.4.3.3                   | Determine the impact of property attributes on the analysis.   | Evaluate         |
|            |                                   | 4.4.4                    | Assess attributes of properties located in an urban setting.                             | Evaluate                   | 4.4.4.1                   | Determine the impact of the community where the property is located (i.e. walkable communities, crime rates, etc.).  | Evaluate         |
|            |                                   |                          |  |                            | 4.4.4.2                   | Determine the impact of nearby infrastructure and other amenities. (i.e. public parking, transportation, restaurants, hotels, schools, sport facilities, parks, etc.). | Evaluate         |

**REAL ESTATE PROPERTY MANAGEMENT PRACTICE  
COMPETENCY EXAM BLUEPRINT**

| COMPETENCY |  |       | SUBJECT LEARNING OUTCOME                                    | SUBJECT L.O. BLOOM'S LEVEL |          | SPECIFIC LEARNING OUTCOME  | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
|------------|--|-------|---|----------------------------|----------|--|-----------------------------|-------------|
|            |  | 4.4.5 | Assess attributes of properties located in a rural setting. | Evaluate                   | 4.4.5.1  | Identify the types of municipalities that may be encountered in rural practice.            | Remember                    | 0.4         |
|            |  |       |   |                            | 4.4.5.2  | Define a utility cooperative.  | Remember                    |             |
|            |  |       |   |                            | 4.4.5.3  | Define environmental stewardship.  | Remember                    |             |
|            |  |       |   |                            | 4.4.5.4  | Identify a property in a rural setting by its land description.                            | Remember                    |             |
|            |  |       |   |                            | 4.4.5.5  | Describe water-related issues and <u>concerns</u> affecting rural properties.              | Understand                  |             |
|            |  |       |   |                            | 4.4.5.6  | Describe the well performance tests property managers should discuss with clients.         | Understand                  |             |
|            |  |       |   |                            | 4.4.5.7  | Summarize the various water treatment devices.   | Understand                  |             |
|            |  |       |   |                            | 4.4.5.8  | Describe the <u>concerns</u> that wells in pits or abandoned wells present.                | Understand                  |             |
|            |  |       |   |                            | 4.4.5.9  | Explain how a septic tank works in a private sewage system                                 | Understand                  |             |
|            |  |       |   |                            | 4.4.5.10 | Explain the types of services a utility cooperative may provide.                           | Understand                  |             |
|            |  |       |   |                            | 4.4.5.11 | Describe wildlife considerations related to rural properties.                              | Understand                  |             |
|            |  |       |   |                            | 4.4.5.12 | Explain domestic pet considerations relate to rural properties                             | Understand                  |             |
|            |  |       |   |                            | 4.4.5.13 | Describe potential environmental hazards for properties in a rural setting.                | Understand                  |             |
|            |  |       |   |                            | 4.4.5.14 | Explain why property managers must know a property's attributes when representing clients. | Analyse                     |             |
|            |  |       |   |                            | 4.4.5.15 | Outline the potential impact of environmental matters on rural properties.                 | Analyse                     |             |
|            |  |       |   |                            | 4.4.5.16 | Outline property manager environmental due diligence requirements.                         | Analyse                     |             |
|            |  |       |   |                            | 4.4.5.17 | Compare and contrast the various rural property legal land descriptions.                   | Analyse                     |             |
|            |  |       |   |                            | 4.4.5.18 | Outline the Alberta Township System.   | Analyse                     |             |
|            |  |       |   |                            | 4.4.5.19 | Outline the Plan, Block, and Lot system and the Plan and Unit System.                      | Analyse                     |             |

**REAL ESTATE PROPERTY MANAGEMENT PRACTICE  
COMPETENCY EXAM BLUEPRINT**

| COMPETENCY |  |       | SUBJECT LEARNING OUTCOME  | SUBJECT L.O. BLOOM'S LEVEL |         | SPECIFIC LEARNING OUTCOME  | SPECIFIC L.O. BLOOM'S LEVEL | EXAM WEIGHT |
|------------|--|-------|---|----------------------------|---------|--|-----------------------------|-------------|
|            |  | 4.4.6 | Assess how to obtain information required to generate a complete picture.           | Evaluate                   | 4.4.6.1 | Outline diverse ways to obtain required information.                   | Analyse                     | 0.7         |
|            |  | 4.4.7 | Assess which software may be relevant and how it may be integrated with other data. | Evaluate                   | 4.4.7.1 | Determine the appropriate software to use.                             | Evaluate                    | 0.4         |
|            |  |       |   |                            | 4.4.7.2 | Determine how to best integrate the selected software with other data. | Evaluate                    |             |
|            |  |       |   |                            |         | <b>COMPETENCY<br/>4.4 CONDUCT RESEARCH</b>                             | <b>TOTAL WT.</b>            | <b>3.5</b>  |
|            |  |       |   |                            |         | <b>DOMAIN<br/>4. RESEARCH AND MARKETING</b>                            | <b>TOTAL WT.</b>            | <b>16.0</b> |
|            |  |       |   |                            |         | <b>ALL PM PRACTICE COMPETENCIES</b>                                    | <b>TOTAL WT.</b>            | <b>100</b>  |

| <b>Terms</b>                     | <b>Clarifications</b>  |
|----------------------------------|--|
| <b>Act</b>                       | always includes associated rules and regulations   |
| <b>changes</b>                   | including regulations, bylaws, policies, or requirements (municipal, provincial, federal)  |
| <b>collection</b>                | collect, hold, disburse; employ collection procedures as required  |
| <b>communicate</b>               | e.g., formal (e.g., meetings), informal (e.g., social event, breaks, kitchen), spoken (e.g., face to face, phone, virtual), written (e.g., email, chat), body language, space and how we use it, facial expressions, appearance, voice, touch, speed, tone, volume   |
| <b>concerns</b>                  | e.g., inquiries, requests, complaints, problems  |
| <b>disclosure</b>                | e.g., receipt of benefits, ownership of service providers  |
| <b>financial reports</b>         | annual report, budget and financial statements, operating account, trust money and investments, underestimated expenses  |
| <b>format, medium</b>            | e.g., formal document, email or instant messaging, phone call, video chat, personal visit, social media post   |
| <b>goals</b>                     | short- and long-term goals, including contingency plans  |
| <b>implement</b>                 | in consultation with and under the direction of the client, and within legislative constraints   |
| <b>maintain</b>                  | includes regularly reviewing the policy, including as a result of specific events  |
| <b>market</b>                    | e.g., establish marketing, public relations, advertising, and promotional plans; evaluate efforts  |
| <b>minimum housing standards</b> | Alberta's Minimum Housing and Health Standards are rules that landlords must follow regarding the maintenance, condition, supplied utilities, use, and occupancy of their rental properties. It establishes minimum conditions that are essential to safe, sanitary, and fit for human habitation. <a href="https://open.alberta.ca/publications/minimum-housing-and-health-standards">https://open.alberta.ca/publications/minimum-housing-and-health-standards</a> |
| <b>mitigation strategies</b>     | e.g., securing insurance, addressing flood risks, engaging qualified experts, conducting reserve fund studies  |
| <b>OH&amp;S</b>                  | <i>Occupational, Health and Safety Act</i>   |
| <b>others</b>                    | anyone with whom the manager interacts, including Board members, owners, the public, colleagues, superiors, third parties, employees, contractors, suppliers, project managers.  |
| <b>owners</b>                    | property owners  |
| <b>personal influence</b>        | includes anyone employed by the brokerage  |
| <b>personnel</b>                 | e.g., manager, broker designate, administrative staff  |
| <b>quality</b>                   | clean, legible, free of errors, uses correct punctuation and spelling  |
| <b>REA</b>                       | <i>Real Estate Act</i>   |
| <b>Rules</b>                     | The Rules made pursuant to the Real Estate Act   |