

FUNDAMENTALS OF REAL ESTATE COMPETENCY EXAM BLUEPRINT

DOMAIN: 1. PROFESSIONAL RELATIONSHIPS AND CONDUCT

COMPETENCY			SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
1.1	FULFILL AGENCY RESPONSIBILITIES TO CLIENTS AND PROFESSIONAL DUTIES AND RESPONSIBILITIES.	1.1.1	Assess the foundations of real estate.	Evaluate	1.1.1.1	Define the term real estate.	Remember	0.7
					1.1.1.2	Define residential real estate according to <u>REA</u> .	Remember	
					1.1.1.3	Define rural real estate according to <u>REA</u> .	Remember	
					1.1.1.4	Define commercial real estate according to REA.	Remember	
					1.1.1.5	List elements associated with real property.	Remember	
					1.1.1.6	Identify the priority of the various registered interests.	Remember	
					1.1.1.7	Identify the licensees governed by RECA.	Remember	
					1.1.1.8	Identify the related professionals that may be involved with a real estate transaction.	Remember	
					1.1.1.9	Identify real estate industry organizations.	Remember	
					1.1.1.10	List the various authorization <u>outcomes</u> .	Remember	
					1.1.1.11	Define conduct deserving of sanction.	Remember	
					1.1.1.12	List the four main objectives of a practice review.	Remember	
					1.1.1.13	Define property management according to <u>REA</u> .	Remember	
					1.1.1.14	Identify questions a new licensee may want to ask to orient themselves with their registered brokerage.	Remember	
					1.1.1.15	Identify benefits, deductions (including taxation), and related matters that must be addressed when starting at a real estate brokerage.	Remember	
					1.1.1.16	Define <u>property</u> .	Remember	

					1.1.1.17	Define <u>property ownership</u> .	Remember	
					1.1.1.18	Identify brokerage hiring options for Property Management Associates.	Remember	
					1.1.1.19	Summarize how brokerages are regulated.	Understand	
					1.1.1.20	Summarize the history of real estate in Alberta.	Understand	
					1.1.1.21	Explain how RECA may take jurisdiction over trade activities conducted in multiple <u>provinces and countries</u> .	Understand	
					1.1.1.22	Summarize the process for obtaining a certified criminal record check.	Understand	
					1.1.1.23	Summarize the procedure for licensees to confirm their authorization status.	Understand	
					1.1.1.24	Summarize the process to change a license or brokerage.	Understand	
					1.1.1.25	Explain the purposes of the <u>RECA Board</u> .	Understand	
					1.1.1.26	Describe the composition of the <u>RECA Board</u> .	Understand	
					1.1.1.27	Describe the RECA Board's <u>obligation</u> to make bylaws and RECA's business <u>public</u> , including posting annual reports.	Understand	
					1.1.1.28	Describe the RECA Board's powers and responsibilities.	Understand	
					1.1.1.29	Explain the purpose of the Industry Councils.	Understand	
					1.1.1.30	Describe how Industry Councils are composed.	Understand	
					1.1.1.31	Describe the Industry Councils' powers and responsibilities.	Understand	
					1.1.1.32	Describe the broker's role in relation to the brokerage.	Understand	
					1.1.1.33	Describe the licensing requirements for persons who trade in real estate as real estate brokers.	Understand	
					1.1.1.34	Describe the licensing requirements for persons who deal in mortgages as a mortgage brokers.	Understand	
					1.1.1.35	Describe the licensing requirements for persons who deliver property management services.	Understand	
					1.1.1.36	Summarize the role of property management associate education and licensing requirements.	Understand	
					1.1.1.37	Describe the various classes of property management licences issued by the Registrar.	Understand	

					1.1.1.38	Describe the licensing requirements for persons who deliver condominium management services.	Understand	
					1.1.1.39	Describe the exemptions to the licensing provisions under <u>REA</u> .	Understand	
					1.1.1.40	Describe the fines associated with conducting business that requires a licence without a licence.	Understand	
					1.1.1.41	Explain what is meant by a substantial connection.	Understand	
					1.1.1.42	Clarify what is meant by right touch regulation.	Understand	
					1.1.1.43	Explain the requirement to cooperate with RECA in an investigation.	Understand	
					1.1.1.44	Describe the production order powers of the <u>Registrar</u> and of investigators appointed by the Registrar.	Understand	
					1.1.1.45	Describe the powers of the <u>Registrar</u> to issue Administrative Penalties and the process to appeal Administrative Penalties.	Understand	
					1.1.1.46	Explain the different Professional Conduct Review <u>outcomes</u> .	Understand	
					1.1.1.47	Summarize the offences under which people may be prosecuted and the possible sanctions.	Understand	
					1.1.1.48	Describe orders to cease carrying on business and their appeal processes.	Understand	
					1.1.1.49	Describe how Hearing and Appeal panels are appointed.	Understand	
					1.1.1.50	Describe the process associated with the service of documents.	Understand	
					1.1.1.51	Clarify which licenses are affected by a lifetime licensing ban.	Understand	
					1.1.1.52	Describe the publication provisions related to licensing, conduct deserving of sanction, and other enforcement actions or decisions.	Understand	
					1.1.1.53	Describe RECA's powers associated with the enforcement and collection of fines or costs.	Understand	
					1.1.1.54	Describe the purpose and activities of the Alberta Real Estate Foundation.	Understand	
					1.1.1.55	Describe the Minister's powers associated with the conduct of RECA, the <u>RECA Board</u> , or an Industry Council.	Understand	

					1.1.1.56	Describe the immunity provisions to the Minister, an official administrator, RECA, the <u>RECA Board</u> or an Industry Council, a member, officer, or employee of RECA.	Understand	
					1.1.1.57	Describe the different settings/locations in which residential real estate may be found.	Understand	
					1.1.1.58	Describe the different settings/locations in which commercial real estate may be found.	Understand	
					1.1.1.59	Summarize the role of real estate education.	Understand	
					1.1.1.60	Summarize the purpose of licensing requirements.	Understand	
					1.1.1.61	Describe the <u>Registrar's</u> powers to place conditions or restrictions on licences.	Understand	
					1.1.1.62	Describe when licences expire, when they must be renewed, and when they are terminated.	Understand	
					1.1.1.63	Describe the eligibility requirements for brokerages to be licensed.	Understand	
					1.1.1.64	Describe the eligibility and education requirements for individuals to be licensed.	Understand	
					1.1.1.65	Describe the conditions under which the <u>Registrar</u> may grant education requirement exemptions.	Understand	
					1.1.1.66	Describe the <u>obligations</u> imposed on prospective licensees and licensees by the Education Code of Conduct for Learners during the pre-licensing and re-licensing education process.	Understand	
					1.1.1.67	Describe the duty to notify the <u>Registrar</u> of license application related information changes.	Understand	
					1.1.1.68	Explain the brokerage registration requirement for associates and associate brokers.	Understand	
					1.1.1.69	Clarify the licensee requirement to complete re-licensing education before renewing their license.	Understand	
					1.1.1.70	Describe the scope of a Real Estate Broker license.	Understand	
					1.1.1.71	Describe the scope of a Mortgage Broker license.	Understand	
					1.1.1.72	Describe the scope of a Condominium Management Associate license.	Understand	

					1.1.1.73	Describe activities prospective licensees may engage in while awaiting licensing and registration completion that may prepare them to work at a commercial real estate brokerage.	Understand	
					1.1.1.74	Summarize the evolution of real estate regulation in Alberta.	Understand	
					1.1.1.75	Describe when a <u>Registrar</u> licensing eligibility opinion is not binding.	Understand	
					1.1.1.76	Use key terms associated with REA.	Apply	
					1.1.1.77	Outline the requirements for RECA authorization (license and registration).	Analyse	
					1.1.1.78	Outline the RECA property management authorization process for individuals.	Analyse	
					1.1.1.79	Outline the steps for an individual to become authorized by RECA to trade in real estate.	Analyse	
					1.1.1.80	Compare and contrast commercial property management and residential property management.	Analyse	
					1.1.1.81	Outline the requirements for the different licenses governed by RECA.	Analyse	
					1.1.1.82	Outline the lifetime licensing ban application process.	Analyse	
					1.1.1.83	Outline the benefits of seeking the <u>Registrar's</u> licensing eligibility opinion.	Analyse	
					1.1.1.84	Compare and contrast the different types of real property ownership.	Analyse	
					1.1.1.85	Outline real property ownership rights and limitations.	Analyse	
					1.1.1.86	Explain the different interests that may be registered against a title.	Analyse	
					1.1.1.87	Compare and contrast the terms <u>property</u> and <u>property ownership</u> .	Analyse	
					1.1.1.88	Compare and contrast the benefits, disadvantages, and considerations of the different forms of ownership from a buyer's perspective.	Analyse	
					1.1.1.89	Compare and contrast the benefits, disadvantages, and considerations of the different forms of ownership from a seller's perspective.	Analyse	

					1.1.1.90	Outline the development of common law in Canada.	Analyse	
					1.1.1.91	Outline the development of real property law in Canada.	Analyse	
					1.1.1.92	Outline how common law in Canada impacts real estate.	Analyse	
					1.1.1.93	Outline the development of designated <u>agency</u> and its adoption in Alberta.	Analyse	
					1.1.1.94	Compare and contrast common law <u>agency</u> and designated agency.	Analyse	
					1.1.1.95	Outline the activities related to a trade or potential trade in real estate.	Analyse	
					1.1.1.96	Compare and contrast commercial, residential, rural, and residential real estate.	Analyse	
					1.1.1.97	Compare and contrast rural real estate (Agri-business) and residential real estate in a rural setting.	Analyse	
					1.1.1.98	Outline RECA's role in Alberta's real estate industry.	Analyse	
					1.1.1.99	Outline the role of a residential real estate associate.	Analyse	
					1.1.1.100	Outline the steps for an individual to become licensed by RECA to trade in real estate.	Analyse	
					1.1.1.101	Outline the <u>scope of practice</u> that a residential real estate license grants.	Analyse	
					1.1.1.102	Outline the role of a rural real estate associate.	Analyse	
					1.1.1.103	Outline the <u>scope of practice</u> that a commercial real estate license grants.	Analyse	
					1.1.1.104	Explain the need for rural real estate licensing.	Analyse	
					1.1.1.105	Explain the need for commercial real estate licensing.	Analyse	
					1.1.1.106	Outline the <u>scope of practice</u> that a rural real estate license grants.	Analyse	
					1.1.1.107	Outline the structure of the rural real estate trade in Alberta (brokerage system).	Analyse	
					1.1.1.108	Compare and contrast the benefits, disadvantages, and considerations of the different property types from a buyer's perspective.	Analyse	

					1.1.1.109	Compare and contrast the benefits, disadvantages, and considerations of the different property types from a seller's perspective.	Analyse	
					1.1.1.110	Outline <u>RECA Board's</u> bylaw creation responsibilities.	Analyse	
					1.1.1.111	Compare and contrast the role and responsibilities of the Executive Director and the <u>Registrar</u> .	Analyse	
					1.1.1.112	Outline the leadership role of the broker in relation to associates and associate brokers.	Analyse	
					1.1.1.113	Outline the brokerage hiring options for real estate associates.	Analyse	
					1.1.1.114	Outline the complaint process related to conduct deserving of sanction.	Analyse	
					1.1.1.115	Explain the relationship between self-regulation, investigation, and disciplinary action.	Analyse	
					1.1.1.116	Outline RECA's Audit Program.	Analyse	
					1.1.1.117	Outline RECA's Investigations Program.	Analyse	
					1.1.1.118	Outline RECA's disciplinary proceedings structure.	Analyse	
					1.1.1.119	Outline the Administrative Penalty appeal process.	Analyse	
					1.1.1.120	Outline the investigation process related to conduct deserving of sanction.	Analyse	
					1.1.1.121	Outline the decision making process related to conduct deserving of sanction.	Analyse	
					1.1.1.122	Outline the appeals process related to conduct deserving of sanction.	Analyse	
					1.1.1.123	Compare and contrast <u>conduct deserving of sanction</u> and <u>civil liability</u> .	Analyse	
					1.1.1.124	Compare and contrast how improper conduct and court remedies apply to real estate associates and brokerages.	Analyse	
					1.1.1.125	Outline the <u>Registrar's</u> powers to conduct periodic inspections, issue receiving orders, and orders freezing assets.	Analyse	
					1.1.1.126	Outline the requirements that brokerages must meet to practice designated <u>agency</u> .	Analyse	

					1.1.1.127	Outline the impact of information barriers for brokerages that practice designated <u>agency</u> .	Analyse	
					1.1.1.128	Outline RECA's consumer related function.	Analyse	
					1.1.1.129	Outline when the <u>Registrar</u> may refuse, suspend, or cancel a license and how these decisions can be appealed.	Analyse	
					1.1.1.130	Outline the appeals process for <u>Registrar</u> decisions refusal, suspension, or cancelation decisions.	Analyse	
					1.1.1.131	Outline the principles of trust and confidence in a real estate setting.	Analyse	
					1.1.1.132	Distinguish the circumstances that make individuals ineligible to become and continue to be licensed.	Analyse	
					1.1.1.133	Outline how prospective licensees may request the <u>Registrar's</u> opinion regarding their licensing eligibility.	Analyse	
					1.1.1.134	Outline the prohibitions associated with being registered to multiple brokerages.	Analyse	
					1.1.1.135	Outline the economic indicators that affect the real estate market.	Analyse	
					1.1.1.136	Compare and contrast when a licensee is hired as an employee and as an independent contractor.	Analyse	
					1.1.1.137	Determine the role of a commercial real estate associate.	Evaluate	
					1.1.1.138	Determine what is improper conduct for real estate associates under <u>REA</u> .	Evaluate	
					1.1.1.139	Determine real estate associate improper conduct (under <u>REA</u>) court remedies.	Evaluate	
					1.1.1.140	Determine what is improper conduct for brokerages under <u>REA</u> .	Evaluate	
					1.1.1.141	Determine brokerage improper conduct (under REA) court remedies.	Evaluate	
		1.1.2	Assess the basics of economics as they relate to real estate.	Evaluate	1.1.2.1	Define rent.	Remember	0.6
					1.1.2.2	Outline the characteristics of the real estate market.	Analyse	
					1.1.2.3	Outline the stages of a typical business cycle.	Analyse	
					1.1.2.4	Outline the stages of a real estate market cycle.	Analyse	

					1.1.2.5	Compare and contrast the different types of real estate markets.	Analyse	
					1.1.2.6	Explain how supply and demand influence the commercial real estate market.	Analyse	
					1.1.2.7	Compare and contrast movements and shifts in relation to real estate supply and demand.	Analyse	
					1.1.2.8	Compare and contrast market equilibrium, market surplus, and market shortage.	Analyse	
					1.1.2.9	Outline inelastic supply of commercial real estate.	Analyse	
					1.1.2.10	Outline the market indicators that impact supply and demand.	Analyse	
					1.1.2.11	Justify the need for real estate education.	Evaluate	
		1.1.3	Assess different types of property ownership.	Evaluate	1.1.3.1	Compare and contrast the different types of land estates.	Analyse	0.4
					1.1.3.2	Compare and contrast the types of property ownership available in Alberta.	Evaluate	
					1.1.3.3	Prioritize the registered interests against a title.	Evaluate	
		1.1.4	Assess property types as they relate to property management.	Evaluate	1.1.4.1	Compare and contrast commercial real estate and residential real estate.	Analyse	0.6
					1.1.4.2	Compare and contrast rural real estate (Agri-business) and residential real estate in a rural setting.	Analyse	
		1.1.5	Assess property ownership and trade as it relates to real estate associate.	Evaluate	1.1.5.1	Define the term "condominium corporation".	Remember	0.6
					1.1.5.2	Define "condominium".	Remember	
					1.1.5.3	Define the term "condominium unit".	Remember	
					1.1.5.4	Define the term "common property".	Remember	
					1.1.5.5	List the various condominium meetings that may be held.	Remember	
					1.1.5.6	Define what is meant by exclusive use.	Remember	
					1.1.5.7	List the responsibilities of unit owners.	Remember	
					1.1.5.8	Describe the condominium corporation's decision-making process.	Remember	

					1.1.5.9	Explain residential condominium property ownership and trade as it relates to residential real estate associates.	Understand	
					1.1.5.10	Explain the relationship between commercial condominium property ownership and trade as it relates to commercial real estate associates.	Understand	
					1.1.5.11	Explain how condominium unit ownership operates.	Understand	
					1.1.5.12	Describe the benefits of condominium ownership.	Understand	
					1.1.5.13	Describe potential <u>issues</u> related to condominium ownership.	Understand	
					1.1.5.14	Describe real estate arrangements that may be understood as condominiums.	Understand	
					1.1.5.15	Summarize the <u>CPA</u> .	Understand	
					1.1.5.16	Summarize the Condominium Property Regulation.	Understand	
					1.1.5.17	Describe the duties of the condominium corporation.	Understand	
					1.1.5.18	Describe the condominium corporation's decision-making process.	Understand	
					1.1.5.19	Explain the concept of unit factors.	Understand	
					1.1.5.20	Summarize the Condominium Property Regulation.	Understand	
					1.1.5.21	Compare and contrast the terms condominium, unit, and common property.	Analyse	
					1.1.5.22	Outline the <u>Board of Directors'</u> role and responsibilities.	Analyse	
					1.1.5.23	Compare and contrast potential uses for condominiums.	Analyse	
		1.1.6	Determine potential property <u>issues</u> or problem areas.	Evaluate	1.1.6.1	List characteristics that indicate a property may have been used as a <u>grow-op</u> .	Remember	
					1.1.6.2	List characteristics that indicate a property may have been used as a drug lab.	Remember	0.7
					1.1.6.3	Describe the various types of property inspections.	Understand	
					1.1.6.4	Describe the <u>contexts</u> in which <u>clients</u> may have a property inspection or environmental assessment.	Understand	
					1.1.6.5	Explain why a property manager should not be involved with illegal or non-conforming secondary suites.	Understand	

					1.1.6.6	Describe the most common types of building and environmental evaluation.	Understand	
					1.1.6.7	Describe different types of property defects.	Understand	
					1.1.6.8	Outline when a development permit or building permit is required.	Analyse	
					1.1.6.9	Outline home inspector licensing requirements and restrictions under the Consumer Protection Act.	Analyse	
					1.1.6.10	Outline the municipal land use classification system and districts.	Analyse	
					1.1.6.11	Outline the impact of municipal land use classification systems and districts on property development and use.	Analyse	
					1.1.6.12	Outline legal secondary suite Land Use and Building Code requirements.	Analyse	
					1.1.6.13	Outline the legal secondary suite Building Code standards.	Analyse	
					1.1.6.14	Outline how to verify a property's land use classification/district and the impact on tenant use.	Analyse	
					1.1.6.15	Determine if there are any property <u>issues</u> or problem areas.	Evaluate	
					1.1.6.16	Determine if a property is an illegal or non-conforming secondary suite in diverse <u>contexts</u> .	Evaluate	
		1.1.7	Outline condominium management fundamentals for other licensees.	Analyse	1.1.7.1	Define monthly contributions.	Remember	0.4
					1.1.7.2	List the types of condominium management financial statements that may be produced.	Remember	
					1.1.7.3	Describe other documents that may be <u>relevant</u> .	Remember	
					1.1.7.4	Describe property manager licensing requirements and options.	Understand	
					1.1.7.5	Describe the role of a court-appointed condominium administrator.	Understand	
					1.1.7.6	Explain the purpose of special assessments.	Understand	
					1.1.7.7	Explain the purpose of a condominium corporation annual budget.	Understand	

					1.1.7.8	Explain the importance of the Notes to the Condominium Corporation's Financial Statements.	Understand	
					1.1.7.9	Summarize key aspects related to leasing individual condominium <u>units</u> .	Understand	
					1.1.7.10	Outline the different condominium management options.	Analyse	
					1.1.7.11	Outline common duties performed by <u>condominium managers</u> .	Analyse	
					1.1.7.12	Outline unit owner <u>obligations</u> when renting/leasing a unit located within a condominium.	Analyse	
					1.1.7.13	Outline condominium unit tenant <u>obligations</u> .	Analyse	
					1.1.7.14	Outline the ways in which condominium corporations may finance their activities.	Analyse	
					1.1.7.15	Outline how monthly contributions are calculated.	Analyse	
					1.1.7.16	Outline the two types of trust accounts required under the legislation.	Analyse	
					1.1.7.17	Outline the reserve fund plan creation process.	Analyse	
					1.1.7.18	Compare and contrast audited and unaudited condominium corporation financial statements.	Analyse	
		1.1.8	Outline Condominium Document fundamentals for other licensees.	Analyse	1.1.8.1	Identify the different condominium parking stall and storage area arrangements that are possible.	Remember	0.4
					1.1.8.2	List the sources of condominium documents.	Remember	
					1.1.8.3	List the condominium documents associated with each type of condominium sale.	Remember	
					1.1.8.4	Identify who may perform reviews of condominium documents.	Remember	
					1.1.8.5	Describe the types of Condominium Plans and how they differ.	Understand	
					1.1.8.6	Explain the information contained in the unit title.	Understand	
					1.1.8.7	Explain the purpose of the condominium bylaws and what is included in them.	Understand	
					1.1.8.8	Explain the purpose of the governing policies of a condominium.	Understand	
					1.1.8.9	Describe the type of information contained within a condominium management agreement.	Understand	

					1.1.8.10	Describe other condominium documents that may be <u>relevant</u> .	Understand	
					1.1.8.11	Outline the information contained in the Condominium Plan.	Analyse	
					1.1.8.12	Outline the information contained in the Condominium Additional Plan Sheet.	Analyse	
					1.1.8.13	Explain the importance and processes involved in condominium document stewardship.	Analyse	
		1.1.9	Outline Condominium Sales fundamentals for other licensees.	Analyse	1.1.9.1	List the types of condominium sales.	Remember	0.4
					1.1.9.2	Describe the types of buyer target markets most applicable to condominiums.	Understand	
					1.1.9.3	Describe <u>issues</u> a buyer should be aware of when considering a communal living property purchase.	Understand	
					1.1.9.4	Outline general condominium purchase considerations.	Analyse	
					1.1.9.5	Compare and contrast how the different <u>corporation</u> management business models (Self managed, Professionally managed, or Partially managed) may impact a buyer.	Analyse	
					1.1.9.6	Compare and contrast how the different <u>corporation</u> management business models (Self managed, Professionally managed, or Partially managed) may impact a seller.	Analyse	
		1.1.10	Assess how <u>REA</u> and the <u>Rules</u> are created, amended, and impact licensees.	Evaluate	1.1.10.1	Summarize the history of <u>REA</u> .	Understand	0.3
					1.1.10.2	Explain who oversees <u>REA</u> .	Understand	
					1.1.10.3	Describe the limitations imposed on Industry Councils associated with the creation of <u>Rules</u> .	Understand	
					1.1.10.4	Explain the purposes of RECA as stated in <u>REA</u> .	Understand	
					1.1.10.5	Explain the benefits of the <u>resources</u> developed by RECA.	Understand	
					1.1.10.6	Explain how to locate and access RECA <u>resources</u> .	Understand	
					1.1.10.7	Outline the process required to amend <u>REA</u> .	Analyse	
					1.1.10.8	Outline how Industry Councils make rules governing licensee conduct.	Analyse	

					1.1.10.9	Compare and contrast <u>REA</u> , the Rules, the Regulations, and Bylaws.	Analyse	
					1.1.10.10	Determine how <u>REA</u> relates to the business of licensees.	Evaluate	
		1.1.11	Assess licensee and <u>client obligations</u> in an <u>agency</u> relationship.	Evaluate	1.1.11.1	Define the term <u>agency</u> relationship as it relates to residential, rural, commercial real estate, and property management.	Remember	0.6
					1.1.11.2	List other professionals that may be involved in a real estate transaction. (professionals not licensed by RECA)	Remember	
					1.1.11.3	Describe the <u>contexts</u> in which a brokerage may not place conditions for a <u>client</u> to terminate an <u>agency</u> relationship.	Understand	
					1.1.11.4	Describe types of authority in representation relationships.	Understand	
					1.1.11.5	Describe the limits on authority regarding capacity to contract, delegate, and incur expenses.	Understand	
					1.1.11.6	Describe the elements of a representation relationship.	Understand	
					1.1.11.7	Describe how representation relationship may be established.	Understand	
					1.1.11.8	Outline how co-brokering works.	Analyse	
					1.1.11.9	Outline disclosure requirements for <u>customers</u> .	Analyse	
					1.1.11.10	Differentiate between a real estate associate, property manager, <u>client</u> , and <u>customer</u> .	Analyse	
					1.1.11.11	Compare and contrast common law and designated <u>agency</u> .	Analyse	
					1.1.11.12	Outline the broker's role in designated <u>agency</u> .	Analyse	
					1.1.11.13	Outline a licensee's <u>obligations</u> in an <u>agency</u> relationship.	Analyse	
					1.1.11.14	Outline a <u>client's obligations</u> in an <u>agency</u> relationship.	Analyse	
					1.1.11.15	Outline the ways by which an <u>agency</u> relationship may be terminated.	Analyse	
					1.1.11.16	Outline the conditions that make a principal required to remunerate a licensee acting as their representative.	Analyse	

					1.1.11.17	Outline a licensee's general <u>client obligation</u> to perform their mandate in a real estate setting and act in person. <ul style="list-style-type: none"> - exercise care and skill - act honestly - negotiate favourable terms - <u>maintain</u> confidentiality - disclose information - act in person - obey lawful instructions - perform mandate 	Analyse	
					1.1.11.18	Outline the fiduciary duties that a licensee owes a <u>client</u> . <ul style="list-style-type: none"> - utmost loyalty - avoid <u>conflicts of interest</u> - disclose conflicts of interest - not make secret profits - handle confidential information properly - to account 	Analyse	
					1.1.11.19	Compare and contrast a representation and non-representation relationship.	Analyse	
					1.1.11.20	Compare and contrast the duties owed to <u>clients</u> in representation relationships and to non-clients in non-representation relationships.	Analyse	
					1.1.11.21	Outline the impact of consumers understanding the role of real estate professionals.	Analyse	
					1.1.11.22	Outline written disclosure requirements.	Analyse	
					1.1.11.23	Outline how a real estate relationship is established.	Analyse	
					1.1.11.24	Outline how a real estate relationship may be inadvertently changed.	Analyse	
					1.1.11.25	Outline potential consequences of acting outside of the established relationship requirements.	Analyse	
					1.1.11.26	Outline the standard of care to which real estate professionals are held.	Analyse	
					1.1.11.27	Outline licensee best practices that contribute to meeting the standard of care.	Analyse	

					1.1.11.28	Outline the services licensees may provide to <u>customers</u> .	Analyse	
					1.1.11.29	Outline how to prevent an unintended <u>client</u> relationship.	Analyse	
					1.1.11.30	Compare and contrast a fee simple from a leasehold estate.	Analyse	
					1.1.11.31	Determine when the various types of representation authority are appropriate in real estate.	Evaluate	
					1.1.11.32	Determine appropriate actions based on the fiduciary duties in diverse situations (utmost loyalty, avoid <u>conflicts of interest</u> , disclose conflicts of interest, not make secret profits, handle confidential information properly, to account).	Evaluate	
					1.1.11.33	Determine appropriate actions based on the general <u>obligations</u> in diverse situations: - exercise care and skill - act honestly - negotiate favourable terms - <u>maintain</u> confidentiality - disclose information - act in person - obey lawful instructions - perform mandate	Evaluate	
					1.1.11.34	Determine if an individual is a <u>customer</u> based on diverse <u>contexts</u> .	Evaluate	
					1.1.11.35	Determine services that licensees are prohibited from providing to <u>customers</u> .	Evaluate	
					1.1.11.36	Determine <u>client</u> obligations related to indemnification in a representation relationship in diverse real estate scenarios.	Evaluate	
					1.1.11.37	Determine <u>client</u> obligations related to remuneration in a representation relationship in diverse real estate scenarios .	Evaluate	
					1.1.11.38	Determine <u>client</u> obligations related to disclosure in a representation relationship in diverse real estate scenarios.	Evaluate	
					1.1.11.39	Determine licensee and <u>client</u> obligations in an <u>agency</u> relationship.	Evaluate	

		1.1.12	Assess how common law and the <u>Rules</u> impact residential real estate <u>agency</u> relationships.	Evaluate	1.1.12.1	Describe the licensee's obligations that surpass termination of the <u>agency</u> relationship.	Understand	0.6
					1.1.12.2	Outline the common law <u>agency</u> requirements on real estate <u>agency</u> relationships.	Analyse	
					1.1.12.3	Outline licensee obligations under the Rules regarding a sole <u>agency</u> relationship with a seller.	Analyse	
					1.1.12.4	Outline licensee obligations under the Rules regarding a sole <u>agency</u> relationship with a buyer.	Analyse	
					1.1.12.5	Outline a licensee's duty to act consistently in accordance with representation relationships.	Analyse	
					1.1.12.6	Outline a licensee's duty to document representation relationships in writing.	Analyse	
		1.1.13	Assess how to best serve <u>clients</u> and represent their interests in diverse <u>contexts</u> .	Evaluate	1.1.13.1	Explain the due diligence required of licensees related to non-resident sellers/landlords.	Understand	0.6
					1.1.13.2	Outline the different types of <u>clients</u> .	Analyse	
					1.1.13.3	Outline what should be discussed with the buyer/tenant when the seller/landlord is unrepresented.	Analyse	
					1.1.13.4	Outline what licensees should discuss with a seller when dealing with an unrepresented buyer.	Analyse	
					1.1.13.5	Outline what real estate professionals should do if buyers wish to sue a nominee or corporation for the transaction.	Analyse	
		1.1.14	Assess how to deal with power of attorney, trusteeships, foreclosures, assignee, assignors, and judicial sales.	Evaluate	1.1.14.1	Describe how various ownership arrangements affect title when an owner dies.	Understand	0.4
					1.1.14.2	Outline licensee due diligence requirements when dealing with a real estate sale by one or more executors.	Analyse	
					1.1.14.3	Outline licensee due diligence requirements when dealing with an assignee or assignor sale or purchase.	Analyse	
					1.1.14.4	Compare and contrast the different types of judicial real estate sales.	Analyse	
					1.1.14.5	Outline the general judicial sales process.	Analyse	

					1.1.14.6	Outline licensee due diligence requirements when dealing with a trustee sale or purchase.	Analyse	
					1.1.14.7	Compare and contrast the advantages and disadvantages of judicial sales purchases by buyers.	Analyse	
					1.1.14.8	Compare and contrast the <u>strategies</u> licensees may use to deal with potential disadvantages related to judicial sales purchases by buyers.	Analyse	
					1.1.14.9	Determine licensee due diligence requirements when dealing with a sale or purchase through a power of attorney.	Evaluate	
					1.1.14.10	Determine licensee due diligence requirements when dealing with a sale or purchase through a trustee.	Evaluate	
					1.1.14.11	Determine the circumstances that require probate to facilitate the sale of real estate.	Evaluate	
		1.1.15	Assess industry professional responsibilities and prohibitions.	Evaluate	1.1.15.1	Describe trade records.	Understand	0.6
					1.1.15.2	Summarize the relationship between brokers and brokerages.	Understand	
					1.1.15.3	Describe the conditions necessary for individual licensees being able to retain <u>client</u> information or copies of <u>client</u> documents.	Understand	
					1.1.15.4	Explain the meaning of misrepresentation and how it might occur in practice.	Analyse	
					1.1.15.5	Outline potential <u>issues</u> related to referring a person to another service provider or third party industry.	Analyse	
					1.1.15.6	Outline the tasks unauthorized assistants may or may not perform.	Analyse	
					1.1.15.7	Outline the conditions or events that licensees must report to the <u>Registrar</u> and the associated time lines.	Analyse	
					1.1.15.8	Outline the responsibilities imposed by the Rules on all licensees.	Analyse	
					1.1.15.9	Outline the responsibilities that <u>REA</u> imposes on real estate associate licensees.	Analyse	
					1.1.15.10	Outline the prohibitions imposed by the Rules on all licensees.	Analyse	
					1.1.15.11	Compare and contrast incentives and inducements.	Analyse	

					1.1.15.12	Outline the conditions necessary for real estate licensees to <u>communicate</u> incentives and inducements.	Analyse	
					1.1.15.13	Outline licensee <u>client</u> information protection responsibilities under the Rules.	Analyse	
					1.1.15.14	Outline licensee obligations to submit all trade records to the brokerage in accordance with brokerage policies and procedures.	Analyse	
					1.1.15.15	Outline the legislative requirements regarding real estate brokerage record keeping.	Analyse	
					1.1.15.16	Explain licensee referral related responsibilities.	Analyse	
					1.1.15.17	Outline the principle of <u>client</u> best interest in a real estate setting.	Analyse	
					1.1.15.18	Outline licensee obligations associated with the receipt of offers, counter offers, acceptance, and waivers.	Analyse	
					1.1.15.19	Determine when it is required to notify RECA regarding a change of information.	Evaluate	
		1.1.16	Assess <u>service agreements</u> for responsibilities and requirements.	Evaluate	1.1.16.1	List the benefits of having a written <u>service agreement</u> .	Remember	0.6
					1.1.16.2	Describe the requirements of licensees associated with the solicitation, acceptance, and receipt of money.	Understand	
					1.1.16.3	Describe the prohibition preventing charging and suing for commissions if the persons provided services requiring a license without a license.	Understand	
					1.1.16.4	Describe licensees' duties associated with the administration of trust accounts and trust moneys.	Understand	
					1.1.16.5	Describe how to amend the <u>service agreement</u> after it is signed.	Understand	
					1.1.16.6	Interpret how to comply with <u>service agreement</u> requirements under the <u>Rules</u> .	Apply	
					1.1.16.7	Outline the brokerage's <u>service agreement</u> responsibilities.	Analyse	
					1.1.16.8	Outline written <u>service agreement</u> content requirements.	Analyse	
					1.1.16.9	Compare and contrast exclusive and non-exclusive representation agreements.	Analyse	

					1.1.16.10	Determine if an individual signing a <u>service agreement</u> on behalf of a <u>client</u> has signing authority.	Evaluate	
					1.1.16.11	Assess <u>service agreements</u> for consistency with the intended <u>agency responsibilities</u> and service model.	Evaluate	
		1.1.17	Assess the obligations, responsibilities, and limitations imposed by the <u>Act</u> and Rules.	Evaluate	1.1.17.1	Outline real estate brokerage responsibilities and obligations.	Analyse	0.6
					1.1.17.2	Outline a licensee's obligations to their brokerage.	Analyse	
					1.1.17.3	Outline real estate brokerage prohibitions.	Analyse	
					1.1.17.4	Outline licensee obligations, responsibilities, and limitations imposed by the <u>Act</u> and the Rules.	Analyse	
					1.1.17.5	Compare and contrast real estate associate specific and real estate broker specific duties and responsibilities.	Analyse	
		1.1.18	Assess Brokerage Responsibilities and Prohibitions.	Evaluate	1.1.18.1	Outline the requirement to provide annual accounting reports to the <u>Registrar</u> .	Understand	0.4
					1.1.18.2	Describe brokerage obligations and restrictions related to comingling trust funds and payment of brokerage expenses or commissions from the brokerage's trust account(s).	Understand	
					1.1.18.3	Summarize real estate brokerage record keeping and <u>conversion</u> requirements.	Understand	
					1.1.18.4	Summarize real estate brokerage trust account obligations.	Understand	
					1.1.18.5	Summarize real estate brokerage trust account record keeping requirements.	Understand	
					1.1.18.6	Clarify real estate brokerage trust account obligations related to negative trust account balances.	Understand	
					1.1.18.7	Clarify real estate brokerage trust account obligations related to trust fund shortages.	Understand	
					1.1.18.8	Clarify real estate brokerage trust account obligations related to funding requirements.	Understand	
					1.1.18.9	Clarify real estate brokerage trust account obligations related to trust shortages.	Understand	
					1.1.18.10	Summarize real estate brokerage trust account obligations related to <u>Registrar</u> notification requirements.	Understand	

					1.1.18.11	Outline real estate brokerage trust account obligations related to trust account reconciliation.	Analyse	
					1.1.18.12	Outline electronic deposit and trust fund transfer related requirements.	Analyse	
		1.1.19	Assess the general duties in a non-representation relationship.	Evaluate	1.1.19.1	Explain the reasons brokerages set policies and procedures.	Understand	0.4
		1.1.20	Work within the scope of brokerage's policies and procedures.	Apply	1.1.20.1	Describe types of policies and procedures brokerages may implement.	Understand	0.6
					1.1.20.2	Explain the importance of following the brokerage's policies and procedures.	Understand	
					1.1.20.3	Outline a licensee's obligations in a <u>customer</u> relationship.	Analyse	
					1.1.20.4	Outline potential consequences of failing to follow brokerage policies and procedures.	Analyse	
		1.1.21	Assess real estate licensee liability.	Evaluate	1.1.21.1	Explain how errors and omissions insurance helps reduce risk.	Understand	0.6
					1.1.21.2	Explain the purpose of the Real Estate Assurance Fund.	Understand	
					1.1.21.3	Explain how and when a licensee becomes personally liable to a third party.	Analyse	
					1.1.21.4	Outline the effect of Tort law on a real estate professional's activities.	Analyse	
					1.1.21.5	Compare and contrast negligence, recklessness, and intent.	Analyse	
					1.1.21.6	Outline the various errors and omissions coverage to address <u>civil liability</u> in real estate licensee practice.	Analyse	
					1.1.21.7	Outline the purpose of errors and omissions insurance.	Analyse	
					1.1.21.8	Determine a licensee's civil and regulatory liability in diverse situations.	Evaluate	
		1.1.22	Assess information disclosure requirements and best practice.	Evaluate	1.1.22.1	Describe who determines what is <u>relevant</u> and the process that real estate professionals must follow to determine what is relevant to their <u>client</u> .	Remember	0.6
					1.1.22.2	Determine what, when, and how to disclose information in keeping with the information disclosure obligation.	Evaluate	

		1.1.23	Assess the legality of <u>client</u> instructions.	Evaluate	1.1.23.1	Describe the consequences associated with a licensee's failure to follow lawful instructions.	Understand	0.6
					1.1.23.2	Outline the process by which <u>clients</u> may provide lawful instructions to licensees.	Analyse	
					1.1.23.3	Outline the process by which <u>owners/landlords</u> may provide lawful instructions to property managers.	Analyse	
					1.1.23.4	Determine whether a <u>client</u> has provided lawful instructions.	Evaluate	
					1.1.23.5	Determine licensee options to deal with unlawful <u>client</u> instructions.	Evaluate	
		1.1.24	Assess situations for <u>client</u> confidentiality <u>issues</u> .	Evaluate	1.1.24.1	Describe the benefits of documenting <u>client's</u> consent to their disclosure of confidential information.	Understand	0.6
					1.1.24.2	Determine when and how you may disclose confidential <u>client</u> information (including NDA related <u>issues</u>).	Evaluate	
		1.1.25	Outline entrusted <u>client</u> property legislative requirements.	Analyse	1.1.25.1	Define <u>client</u> property.	Remember	0.6
					1.1.25.2	Describe the buyer's/tenant's representative's duty to leave the property as when accessed.	Remember	
					1.1.25.3	Describe the buyer's/tenant's representative's responsibilities when showing properties to follow the trust placed by the seller/landlord on the seller's/landlord's representative.	Understand	
					1.1.25.4	Describe buyer's representative's duties to follow any conditions placed by the seller/landlord.	Understand	
					1.1.25.5	Outline licensee property safeguarding responsibilities when transitioning from another brokerage (broker notification and <u>client</u> notification).	Analyse	
		1.1.26	Assess known and potential <u>conflicts of interest</u> and the related legislative requirements.	Evaluate	1.1.26.1	Describe the consequences associated with a licensee entering into a conflict of interest with a <u>client's</u> consent.	Remember	0.6
					1.1.26.2	Define attributed knowledge.	Remember	
					1.1.26.3	Define "conflict of interest" according to the Rules.	Remember	
					1.1.26.4	Recognize circumstances that give rise to unavoidable <u>conflicts of interest</u> .	Remember	
					1.1.26.5	Clarify what is meant by a conflict of interest.	Understand	

					1.1.26.6	Determine conflict of interest resolution options.	Understand	
					1.1.26.7	Describe potential <u>client</u> -brokerage conflicts.	Understand	
					1.1.26.8	Outline the conflict of interest management process.	Analyse	
					1.1.26.9	Outline conflict of interest prevention <u>strategies</u> and best practices.	Analyse	
					1.1.26.10	Outline how designated <u>agency</u> may prevent certain <u>conflicts of interest</u> .	Analyse	
					1.1.26.11	Outline licencees' responsibilities regarding perceived or actual <u>conflicts of interests</u> .	Analyse	
					1.1.26.12	Outline conflict of interest related legislation.	Analyse	
					1.1.26.13	Determine <u>conflicts of interest</u> according to the Rules.	Evaluate	
					1.1.26.14	Determine potential resolutions to <u>client</u> -brokerage conflicts.	Evaluate	
					1.1.26.15	Determine best practice responses to potential <u>conflicts of interest</u> .	Evaluate	
					1.1.26.16	Determine written <u>service agreement</u> related disclosure obligations.	Evaluate	
					1.1.26.17	Determine when situations require you to inform the brokerage of a conflict of interest.	Evaluate	
					1.1.26.18	Determine if there is a conflict for brokerages practising <u>agency</u> under the common law.	Evaluate	
					1.1.26.19	Determine if there is a conflict for brokerages in designated <u>agency</u> .	Evaluate	
					1.1.26.20	Determine possible resolutions to <u>conflicts of interest</u> involving competing <u>clients</u> .	Evaluate	
		1.1.27	Outline Transaction Brokerage fundamentals.	Analyse	1.1.27.1	Describe three circumstances in which transaction brokerage is not appropriate.	Understand	0.6
					1.1.27.2	Describe the most common circumstances under which it is inappropriate for transaction brokerage to be used to resolve <u>conflicts of interest</u> .	Understand	
					1.1.27.3	Distinguish which <u>client</u> was the first to establish a representation relationship in diverse <u>contexts</u> .	Analyse	
					1.1.27.4	Outline the concept and purpose of transaction brokerage.	Analyse	

					1.1.27.5	Outline the role of the transaction facilitator.	Analyse	
					1.1.27.6	Outline the facilitation services that may be provided in transaction brokerage.	Analyse	
					1.1.27.7	Outline services that may not be provided in transaction brokerage.	Analyse	
					1.1.27.8	Outline <u>strategies</u> real estate associates may use in transaction brokerage.	Analyse	
					1.1.27.9	Outline the required steps when <u>clients</u> decline to enter in transaction brokerage.	Analyse	
					1.1.27.10	Outline the two options for the second <u>client</u> in brokerages practising <u>agency</u> under common law.	Analyse	
					1.1.27.11	Outline the three options for the second <u>client</u> of brokerages practising designated <u>agency</u> .	Analyse	
					1.1.27.12	Outline what happens should a transaction not complete under transaction brokerage.	Analyse	
		1.1.28	Assess information for associate obligations and <u>client</u> impact.	Evaluate	1.1.28.1	Describe the conditions under which a licensee will <u>refer a client</u> to professionals or experts.	Understand	0.6
					1.1.28.2	Outline an associate's obligation to inform a <u>client</u> regarding <u>material facts</u> .	Analyse	
					1.1.28.3	Determine the potential impact of various <u>material facts</u> on <u>client</u> decisions.	Evaluate	
		1.1.29	Assess situations for the need to seek the services of other professionals.	Evaluate	1.1.29.1	Determine when situations require the services of other professionals.	Evaluate	0.6
						COMPETENCY 1.1 FULFILL AGENCY RESPONSIBILITIES TO CLIENTS AND PROFESSIONAL DUTIES AND RESPONSIBILITIES.	TOTAL WT.	15.5
1.2	MANAGE DISCLOSURE OBLIGATIONS	1.2.1	Assess legislated disclosure obligations that impact licensee practice.	Evaluate	1.2.1.1	Compare and contrast a material latent defect, a latent defect, and a patent defect.	Analyse	0.6
					1.2.1.2	Outline the legislated disclosure obligations regarding referrals.	Analyse	

					1.2.1.3	Outline the legislated disclosure obligations regarding <u>conflicts of interest</u> .	Analyse	
					1.2.1.4	Outline the legislated disclosure obligations upon receiving confidential information from a consumer in relation to real estate.	Analyse	
					1.2.1.5	Outline the legislated disclosure obligations upon receiving confidential information from a consumer in relation to real estate.	Analyse	
					1.2.1.6	Outline the legislated disclosure obligations regarding remuneration.	Analyse	
					1.2.1.7	Outline the legislated disclosure obligations under the applicable privacy legislation.	Analyse	
					1.2.1.8	Outline the legislated disclosure obligations that may impact an associate's real estate practice.	Analyse	
					1.2.1.9	Outline the circumstances where sellers or buyers are required to disclose information.	Analyse	
					1.2.1.10	Outline disclosure time requirements and processes.	Analyse	
					1.2.1.11	Outline the levels of disclosure as they apply to personal trades in real estate.	Analyse	
					1.2.1.12	Distinguish <u>conflicts of interest</u> in third-party contract negotiations.	Analyse	
					1.2.1.13	Outline the process property managers must follow when a <u>client</u> directs them to withhold information the <u>client</u> is legally required to disclose.	Analyse	
					1.2.1.14	Outline disclosure requirements in relation to personal trades in real estate.	Analyse	
					1.2.1.15	Describe how licensees must <u>respond</u> to inquiries about information not required to be disclosed where the <u>client</u> has not authorized disclosure.	Remember	
					1.2.1.16	Describe the process licensees must follow when a <u>client</u> directs them to withhold information the <u>client</u> is required to disclose by law.	Understand	

		1.2.2	Assess how personal information and confidential information collection, storage, use, and disclosure consent is obtained under <u>PIPA</u> .	Evaluate	1.2.2.1	Summarize <u>PIPA</u> 's personal information collection, use, and disclosure exemptions.	Understand	0.6
					1.2.2.2	Describe the different types of consent under <u>PIPA</u> .	Understand	
					1.2.2.3	Compare and contrast personal information, privacy, and confidential information.	Analyse	
					1.2.2.4	Outline the circumstances in which provincial and federal privacy legislation applies.	Analyse	
					1.2.2.5	Outline the most common privacy principles upon which privacy legislation is based.	Analyse	
					1.2.2.6	Outline what is meant by "obtaining consent".	Analyse	
					1.2.2.7	Outline the role of brokerage policies and procedures in handling <u>client</u> information.	Analyse	
					1.2.2.8	Outline the most common information barriers that brokerages use to protect <u>client</u> information.	Analyse	
					1.2.2.9	Outline a real estate associate's <u>client</u> information protection related responsibilities.	Analyse	
					1.2.2.10	Outline the types of <u>precautions</u> licensees can provide their <u>clients</u> when viewing a property with a surveillance system.	Analyse	
					1.2.2.11	Outline the importance of securely storing personal information.	Analyse	
					1.2.2.12	Outline personal information retention and disposal requirements.	Analyse	
					1.2.2.13	Outline the methods brokerages use to ensure privacy legislation compliance (privacy policies, including cybersecurity plans, and Privacy Officers).	Analyse	
					1.2.2.14	Determine how to <u>respond</u> to privacy <u>concerns</u> related to owner access requests.	Evaluate	
		1.2.3	Justify confidential information disclosure in accordance with the <u>Rules</u> in diverse <u>contexts</u> .	Evaluate	1.2.3.1	Outline confidential information disclosure requirements under the <u>Rules</u> .	Analyse	0.6

					1.2.3.2	Outline the process for disclosing confidential information in accordance with the <u>Rules</u> .	Analyse	
					1.2.3.3	Determine when and how you may disclose confidential information in accordance with the <u>Rules</u> .	Evaluate	
		1.2.4	Outline licensee's obligations regarding mandatory disclosure.	Analyse	1.2.4.1	Outline the process licensees must follow when a <u>client</u> directs them to <u>withhold information</u> the <u>client</u> is required to disclose by law.	Analyse	0.6
		1.2.5	Check <u>disclosures</u> are complete and accurate.	Evaluate	1.2.5.1	Describe how licensees must <u>respond</u> to inquiries about information not required to be disclosed where the <u>client</u> has not authorized disclosure.	Remember	0.6
					1.2.5.2	Determine appropriate processes and procedures to ensure <u>disclosures</u> are complete and accurate.	Evaluate	
					1.2.5.3	Describe instances where buyer agents may ask questions that the seller/landlord will not want to provide a response (existence of multiple offers, conditional sales, reason for sale).	Evaluate	
		1.2.6	Assess consent requirements.	Evaluate	1.2.6.1	Determine consent requirements in diverse situations.	Evaluate	0.6
		1.2.7	Determine required appropriate documentation.	Evaluate	1.2.7.1	Compare and contrast documentation best practices for decisions, directions, communications, and recommendations.	Evaluate	0.7
						COMPETENCY 1.2 MANAGE DISCLOSURE OBLIGATIONS	TOTAL WT.	4.1
1.3	PROTECT THE <u>PUBLIC</u>	1.3.1	Assess situations for <u>public</u> protection and ethical professional best practices.	Evaluate	1.3.1.1	Determine how to act honestly and professionally in diverse real estate situations that may impact <u>public</u> protection.	Evaluate	0.6
		1.3.2	Determine skill and care requirements of diverse assigned duties.	Evaluate	1.3.2.1	Compare and contrast the skill and care required to perform assigned duties.	Evaluate	0.6
		1.3.3	Outline the role and responsibilities of a licensee under self-regulation.	Analyse	1.3.3.1	Define "acting with professionalism".	Remember	
					1.3.3.2	Define a "change agent".	Remember	
					1.3.3.3	Explain the government's real estate self-regulation objectives.	Understand	

					1.3.3.4	Describe effective self-regulation <u>outcomes</u> .	Understand	
					1.3.3.5	Outline how RECA's statement of self regulation applies to a licensee.	Analyse	0.6
					1.3.3.6	Compare and contrast the role of the different license categories (broker, associate broker, and associate).	Analyse	
					1.3.3.7	Compare and contrast the general responsibilities of the different license categories (brokerage, broker, associate broker, and associate).	Analyse	
					1.3.3.8	Outline the real estate self-regulation framework.	Analyse	
					1.3.3.9	Outline the licensee's role in self-regulation.	Analyse	
					1.3.3.10	Outline the characteristics of a professional mindset.	Analyse	
		1.3.4	Assess information for impact on <u>market</u> conditions.	Evaluate	1.3.4.1	Outline how licensees may stay informed of <u>market</u> relevent information.	Analyse	0.6
					1.3.4.2	Determine the relevance of information and events on market conditions.	Evaluate	
		1.3.5	Assess situations for property advertising related <u>legislative obligations and standards of practice</u> .	Evaluate	1.3.5.1	Determine how to advertise properties in compliance with applicable <u>legislative obligations and standards of practice</u> .	Evaluate	0.6
		1.3.6	Assess common law, <u>REA</u> mandated responsibilities for licensees, brokerages, and other related trusts.	Evaluate	1.3.6.1	Describe Deposit requirements under the Regulations and the Rules.	Understand	0.6
					1.3.6.2	Describe the advantages and disadvantage of stipulating a deposit be provided.	Understand	
					1.3.6.3	Describe the advice to be provided to seller/landlord <u>clients</u> if the deposit is not provided or not provided on time.	Analyse	
					1.3.6.4	Explain the common elements of term of trust and how they impact buyers and sellers.	Analyse	
					1.3.6.5	Outline how the terms of trust are negotiated between the buyer/tenant, the seller/landlord, and the trustee.	Analyse	
					1.3.6.6	Outline the role of the trustee holding deposits.	Analyse	
					1.3.6.7	Outline the role of a licensee in trust deposit disputes.	Analyse	

					1.3.6.8	Describe the advice to be provided to seller/landlord <u>clients</u> if the deposit is not provided or not provided on time.	Analyse	
					1.3.6.9	Describe the advice to be provided to buyer/tenant <u>clients</u> if they are unable to provide deposits as required.	Analyse	
					1.3.6.10	Determine how to advise buyer/tenant <u>clients</u> if they are unable to provide deposits as required.	Evaluate	
					1.3.6.11	Determine the conditions under which a licensee should seek legal advice in trust deposit disputes.	Evaluate	
						COMPETENCY 1.3 PROTECT THE PUBLIC	TOTAL WT.	3.4
1.4	COMPLY WITH APPLICABLE <u>LAWS</u> AND REGULATIONS	1.4.1	Assess transactions for legal and regulatory requirements.	Evaluate	1.4.1.1	Define the term contract.	Remember	0.7
					1.4.1.2	List the types of contracting parties that may be involved with a real estate transaction.	Remember	
					1.4.1.3	Exemplify capacity of the parties to a contract.	Understand	
					1.4.1.4	Describe designated <u>agency service agreements</u> and the provisions they must contain.	Understand	
					1.4.1.5	Describe the importance of the Land Titles <u>Act</u> of Alberta in real estate transactions.	Understand	
					1.4.1.6	Describe the importance of Alberta's Law of Property <u>Act</u> in real estate transactions.	Understand	
					1.4.1.7	Explain "anti-competitive business practices".	Understand	
					1.4.1.8	Provide examples of common anti-competitive conduct by real estate professionals.	Apply	
					1.4.1.9	Compare and contrast the different contract categories.	Analyse	
					1.4.1.10	Differentiate between contract conditions and contract terms.	Analyse	
					1.4.1.11	Outline the methods to terminate or discharge a contract.	Analyse	
					1.4.1.12	Outline the remedies for breach of contract.	Analyse	
					1.4.1.13	Outline the types of contracts that relate to real estate brokerage.	Analyse	
					1.4.1.14	Outline the contract-related documents that may form part of a real estate trade.	Analyse	

					1.4.1.15	Outline the requirements for the use of electronic contracts and signatures.	Analyse	
					1.4.1.16	Determine the legislative and <u>regulatory requirements</u> of diverse transactions.	Evaluate	
					1.4.1.17	Determine applicable best practices to use when working with diverse contracts.	Evaluate	
					1.4.1.18	Determine how the principles of contract law apply to real estate contracts.	Evaluate	
					1.4.1.19	Determine how the principles of contract law apply to real estate associate service agreements.	Evaluate	
		1.4.2	Assess contracts and <u>contexts</u> for legal <u>issues</u> .	Evaluate	1.4.2.1	Compare and contrast different types of contracts that a real estate associate may negotiate or enter into on behalf of a <u>client</u> .	Evaluate	0.6
					1.4.2.2	Describe the contractual issues that that give rise to legal <u>issues</u> and the steps that can be taken to advise <u>clients</u> and prevent these.	Evaluate	
		1.4.3	Determine how privacy law and personal information protection pertains to licensees.	Evaluate	1.4.3.1	Outline the objectives of <u>PIPA</u> .	Analyse	0.6
					1.4.3.2	Outline the role and powers of Alberta's Office of Information and Privacy Commissioner (OIPC).	Analyse	
					1.4.3.3	Outline privacy law and personal information related policies and processes that a brokerage must implement.	Analyse	
					1.4.3.4	Outline the <u>regulatory requirements</u> and legal considerations that apply to licensee personal databases and use of brokerage databases.	Analyse	
					1.4.3.5	Outline <u>OIPC</u> 's privacy complaint process.	Analyse	
					1.4.3.6	Compare and contrast how privacy law applies to the protection of <u>client</u> , guest, employee, and others' personal information.	Evaluate	
					1.4.3.7	Determine when to obtain legal advice regarding real estate privacy law and personal information protection requirements.	Evaluate	
					1.4.3.8	Determine if and how <u>PIPA</u> applies to diverse situations.	Evaluate	

					1.4.3.9	Compare and contrast personal information as defined under <u>PIPA</u> and confidential information resulting from a representation agreement.	Evaluate	
		1.4.4	Determine the impact of other legislation on licensees.	Evaluate	1.4.4.1	Define anti-competitive business practice.	Remember	0.4
					1.4.4.2	Provide common examples of anti-competitive conduct by real estate professionals.	Remember	
					1.4.4.3	Describe common criteria that may be used to determine if an advertisement is false or misleading.	Remember	
					1.4.4.4	List the recommendations for how to avoid false or misleading advertising.	Remember	
					1.4.4.5	Describe the common types of misleading advertising claims or representations.	Remember	
					1.4.4.6	Describe advertising requirements under the Rules.	Remember	
					1.4.4.7	List the important considerations when advertising using the internet or social media.	Remember	
					1.4.4.8	Define telemarketing and common considerations in using this marketing technique.	Remember	
					1.4.4.9	Describe the objectives of Canada's Anti-Spam Legislation	Understand	
					1.4.4.10	Describe how Canada's Anti-Spam Legislation impacts licensees trading in real estate	Understand	
					1.4.4.11	Describe the <u>strategies</u> licensees should follow to ensure compliance with the Anti-Spam Legislation	Understand	
					1.4.4.12	Summarize Canada's establishment of the PCMLTFA and FINTRAC.	Understand	
					1.4.4.13	Describe actions brokerages must take to comply with the <u>PCMLTFA</u> .	Understand	
					1.4.4.14	Explain the role of the real estate professional related to the brokerage's <u>PCMLTFA</u> compliance.	Understand	
					1.4.4.15	Describe the objectives of the Proceeds of Crime (Money Laundering), and <i>Terrorist Financing Act</i> .	Understand	
					1.4.4.16	Describe how the criminal interest rate, fraud and secret commission sections of the Criminal Code of Canada impact the activities of real estate licensees.	Understand	

					1.4.4.17	Describe the importance of the Statute of Frauds in real estate.	Understand	
					1.4.4.18	Describe how the <i>Competition Act</i> relates to real estate brokerages and real estate professionals.	Understand	
					1.4.4.19	Explain the purpose of the Alberta <i>Environmental Protection and Enhancement Act</i>	Understand	
					1.4.4.20	Determine how to advertise properties in compliance with applicable <u>legislative obligations and standards of practice</u> .	Evaluate	
		1.4.5	Assess brokerage practice for other legislative requirements.	Evaluate	1.4.5.1	Determine when input from broker or <u>legal resources</u> is required.	Evaluate	0.6
						COMPETENCY 1.4 COMPLY WITH APPLICABLE LAWS AND REGULATIONS	TOTAL WT.	2.9
1.5	MITIGATE RISK TO HEALTH AND SAFETY	1.5.1	Assess <u>circumstances</u> for <u>risks</u> .	Evaluate	1.5.1.1	Define <u>risk</u> .	Remember	0.6
					1.5.1.2	Explain the principle of vicarious liability.	Understand	
			Outline a brokerage's <u>risk</u> management policy.	Analyse	1.5.1.3	Describe how brokerage policies and procedures serve to <u>manage risk</u> .	Understand	0.3
					1.5.1.4	Outline how real estate associates can reduce <u>risk</u> .	Analyse	
		1.5.2	Determine when to inform the brokerage of potential and known <u>risks</u> , including mitigation strategies.	Evaluate	1.5.2.1	Recognize <u>risks</u> based on <u>circumstances</u> .	Remember	0.6
					1.5.2.2	Determine how to reduce or mitigate recognized <u>risks</u> based on <u>circumstances</u> .	Evaluate	
					1.5.2.3	Determine alternatives to reduce or mitigate recognized circumstance related <u>risks</u> and inform the brokerage.	Evaluate	
		1.5.3	Assess insurance <u>issues</u> .	Evaluate	1.5.3.1	List the common types of insurance which real estate associates should know.	Remember	0.3
					1.5.3.2	Define "reciprocal insurance program".	Remember	
					1.5.3.3	Outline the importance of the Real Estate Insurance Exchange for real estate profesisonals.	Analyse	
					1.5.3.4	Outline how insurance premiums are determined and when they are due.	Analyse	

					1.5.3.5	Outline the exclusions to REIX coverage.	Analyse	
					1.5.3.6	Outline ways real estate professionals could potentially compromise their REIX coverage.	Analyse	
					1.5.3.7	Outline common risk reduction practices.	Analyse	
		1.5.4	Assess health and safety <u>risks</u> .	Evaluate	1.5.4.1	Clarify what workplace safety includes.	Understand	0.6
					1.5.4.2	Use safety <u>protocols and tools</u> .	Apply	
					1.5.4.3	Determine risk assessment plan adherence and remediation.	Analyse	
					1.5.4.4	Determine how to <u>manage broker, customer, and community risk</u> related <u>concerns</u> .	Analyse	
					1.5.4.5	Outline real estate professional safety precaution best practices.	Analyse	
					1.5.4.6	Explain the importance of situational awareness.	Analyse	
					1.5.4.7	Outline common personal safety best practices for real estate professionals.	Analyse	
					1.5.4.8	Determine best practices to avoid or mitigate health and safety <u>risks</u> .	Evaluate	
					1.5.4.9	Determine which safety protocols and tools are advisable in diverse situations.	Evaluate	
		1.5.5	Assess diverse situations for best practice safety <u>precautions</u> .	Evaluate	1.5.5.1	Determine best practice safety <u>precautions</u> for diverse <u>contexts</u> .	Evaluate	0.6
					1.5.5.2	Determine most appropriate communication style and method to communicate diverse safety <u>precautions</u> to <u>clients</u> and <u>customers</u> .	Evaluate	
		1.5.6	Assess <u>client</u> and <u>public</u> risk and related <u>concerns</u> .	Evaluate	1.5.6.1	Outline best practices for managing <u>client</u> and <u>public</u> risk <u>concerns</u> .	Analyse	0.6
		1.5.7	Assess <u>circumstances</u> for professional <u>risks</u> .	Evaluate	1.5.7.1	Define professional risk.	Remember	0.6
		1.5.8	Determine how to <u>manage</u> professional risk in diverse <u>contexts</u> .	Evaluate	1.5.8.1	Outline how real estate associates can reduce professional risk.	Analyse	0.6
		1.5.9	Assess <u>circumstances</u> for financial <u>risks</u> .	Evaluate	1.5.9.1	Define financial <u>risk</u> .	Remember	0.6

		1.5.10	Determine how to <u>manage</u> financial risk in diverse <u>contexts</u> .	Analyse	1.5.10.1	Outline how to reduce financial risk.	Analyse	0.6
		1.5.11	Determine when a licensee must inform the brokerage of potential and known professional risks, including <u>mitigation strategies</u> .	Evaluate	1.5.11.1	Recognize professional risks based on <u>circumstances</u> .	Remember	0.4
					1.5.11.2	Outline common professional risk reduction practices.	Analyse	
					1.5.11.3	Determine how to reduce or mitigate recognized professional risks based on <u>circumstances</u> , including co-brokering.	Evaluate	
		1.5.12	Determine when a licensee must inform the brokerage of potential and known financial risks, including <u>mitigation strategies</u> .	Evaluate	1.5.12.1	Recognize financial risks based on <u>circumstances</u> .	Remember	0.6
					1.5.12.2	Outline common financial risk reduction practices.	Analyse	
					1.5.12.3	Determine how to reduce or mitigate financial risks in diverse <u>contexts</u> .	Evaluate	
						COMPETENCY 1.5 MITIGATE RISK TO HEALTH AND SAFETY	TOTAL WT.	6.7
1.6	INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE	1.6.1	Assess transactions and documents for <u>regulatory requirements</u> .	Evaluate	1.6.1.1	Determine actions and select documents based on <u>regulatory requirements</u> .	Evaluate	0.6
		1.6.2	Assess situations for associate prohibitions.	Evaluate	1.6.2.1	Describe self-regulation as it applies to real estate under <u>REA</u> .	Understand	0.6
					1.6.2.2	Outline the impact of the industry sectors under <u>REA</u> jurisdiction on real estate associates.	Analyse	
					1.6.2.3	Determine appropriate licensee actions in situations that present prohibitions.	Evaluate	
		1.6.3	Determine how to behave professionally in diverse <u>contexts</u> .	Evaluate	1.6.3.1	Summarize factors that impact ethics and professional conduct.	Understand	0.7
					1.6.3.2	Use a decision-making model to assist with ethical dilemmas.	Apply	
					1.6.3.3	Differentiate acting ethically and acting professionally.	Analyse	

					1.6.3.4	Outline how to protect and promote <u>public</u> confidence in the industry.	Analyse	
					1.6.3.5	Explain the relationship between investigations, disciplinary actions, and self-regulation.	Analyse	
					1.6.3.6	Determine how to act with integrity in diverse situations.	Evaluate	
		1.6.4	Assess situations for associate <u>scope of practice</u> .	Evaluate	1.6.4.1	Distinguish potential licensee consequences of acting outside of the boundaries of their expertise.	Analyse	0.7
					1.6.4.2	Determine how to act within a real estate associate's <u>scope of practice</u> .	Evaluate	
					1.6.4.3	Determine the best course of action for licensees when faced with expertise limitations.	Evaluate	
		1.6.5	Assess associate professional interactions for professionalism.	Evaluate	1.6.5.1	Describe the nature of professional courtesy between real estate professionals.	Understand	0.7
					1.6.5.2	Compare and contrast situations that require licensees to interact professionally with others.	Evaluate	
		1.6.6	Assess situations, documents, and information for scope and competence requirements.	Evaluate	1.6.6.1	Describe a real estate associate's <u>obligation to communicate</u> with their broker when an issue is <u>beyond their competence</u> .	Understand	0.7
					1.6.6.2	Determine if a situation is within your scope of practice.	Evaluate	
					1.6.6.3	Determine if <u>issues</u> beyond a real estate associate's competence may be adequately addressed within the brokerage.	Evaluate	
					1.6.6.4	Determine the expertise required for specific situations, documents, or information.	Evaluate	
		1.6.7	Assess how to execute licensee duties and responsibilities in an honest, legal, and transparent manner.	Evaluate	1.6.7.1	List common indicators of suspicious transactions.	Remember	0.7
					1.6.7.2	Demonstrate how to execute licensee duties and responsibilities in an honest, legal, and transparent manner.	Apply	
					1.6.7.3	Outline real estate professional best practices if a buyer/tenant wishes to provide a cash deposit.	Analyse	
					1.6.7.4	Justify a brokerage's need to <u>collect</u> seller/landlord and buyer/tenant information.	Evaluate	

		1.6.8	Apply indicators (red flags) of mortgage fraud to mortgage transactions.	Evaluate	1.6.8.1	Define mortgage fraud.	Remember	0.6
					1.6.8.2	Define money laundering.	Remember	
					1.6.8.3	Summarize the mortgage fraud “red flags” that may indicate a fraudulent transaction.	Understand	
					1.6.8.4	Explain the two general categories of people who <u>participate</u> in money laundering.	Understand	
					1.6.8.5	Outline the scope of mortgage fraud activities in Canada.	Analyse	
					1.6.8.6	Outline how mortgage fraud impacts society.	Analyse	
					1.6.8.7	Outline common mortgage fraud schemes, including identity and property manipulation.	Analyse	
					1.6.8.8	Outline the two broad mortgage fraud categories.	Analyse	
					1.6.8.9	Outline the relationship between the two broad mortgage fraud categories and other criminal activity.	Analyse	
					1.6.8.10	Outline how real estate may be used to carry out money laundering.	Analyse	
					1.6.8.11	Outline RECA's mortgage fraud suppression role.	Analyse	
					1.6.8.12	Outline the potential impact of money laundering on commercial real estate.	Analyse	
					1.6.8.13	Outline real estate professionals' mortgage fraud suppression role.	Analyse	
		1.6.9	Assess the relationship between professional behaviour, <u>agency</u> responsibility, and legislative responsibilities associated with reporting unethical, unsafe, illegal, or incompetent practices.	Evaluate	1.6.9.1	Outline the responsibilities under the <u>Rules</u> to report unethical, unsafe, illegal, or incompetent practices to the brokerage, RECA, and other <u>authorities</u> .	Analyse	0.6
		1.6.10	Assess licensee practice principles that sustain trust and safeguard the <u>public</u> .	Evaluate	1.6.10.1	Determine how to integrate real estate practice principles that sustain trust and safeguard the <u>public</u> into professional practice.	Evaluate	0.7

		1.6.11	Assess health and safety requirements, <u>resources</u> , and <u>risks</u> .	Evaluate	1.6.11.1	Summarize potential sources of encouragement, advice, and mentoring.	Understand	0.6
					1.6.11.2	Describe how brokers may assist with personal health and wellbeing.	Understand	
					1.6.11.3	Outline mental health related <u>resources</u> and legislation.	Analyse	
					1.6.11.4	Determine how to practice in a manner that <u>maintains</u> personal health and wellbeing.	Evaluate	
						COMPETENCY 1.6 INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE	TOTAL WT.	7.1
1.7	<u>DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT</u>	1.7.1	Assess how to stay up to date with regulatory and practice requirements.	Evaluate	1.7.1.1	Determine <u>resources</u> and opportunities available to licensees to stay informed of regulatory and practice requirement changes.	Evaluate	0.7
		1.7.2	Demonstrate commitment to continuous learning.	Apply	1.7.2.1	Seek opportunities to improve through various forms of <u>evaluation</u> .	Apply	1.3
					1.7.2.2	Describe how integrating knowledge and skills into practice leads to continuous improvement.	Understand	0.6
		1.7.3	Assess specific, measurable, <u>relevant</u> , and realistic learning <u>goals</u> for how effectively they support continuous improvement.	Evaluate	1.7.3.1	Determine specific, measurable, and realistic professional development <u>goals</u> .	Evaluate	0.6
		1.7.4	Assess how strategy implementation promotes learning goal achievement.	Evaluate	1.7.4.1	Determine case specific appropriate strategies to promote learning <u>goals</u> .	Evaluate	0.4
		1.7.5	Outline how licensees can support brokerage system <u>evaluation</u> and <u>improvements</u> .	Analyse	1.7.5.1	Demonstrate how to support brokerage system improvement.	Apply	0.3
		1.7.6	Assess real estate trends for professional practice and continuing education implications.	Evaluate	1.7.6.1	Outline factors that affect real estate trends.	Analyse	0.4
					1.7.6.2	Determine impact of real estate trends on real estate practice and licensee educational needs.	Evaluate	

						COMPETENCY 1.7 DEMONSTRATE COMMITMENT TO <u>CONTINUOUS IMPROVEMENT</u>	TOTAL WT.	4.3
1.8	<u>MANAGE TIME, PRIORITIES, AND WORK QUALITY</u>	1.8.1	Assess data and feedback for potential knowledge and skill areas for improvement.	Evaluate	1.8.1.1	Demonstrate personal growth in knowledge and skills.	Apply	0.6
		1.8.2	Describe how brokerage models impact time management, priorities, and work <u>quality</u> .	Understand	1.8.2.1	Identify a brokerage's time management models.	Remember	0.3
					1.8.2.2	Identify <u>techniques</u> on how to set priorities within brokerage models.	Remember	
					1.8.2.3	Describe some time management models that are in use.	Understand	
		1.8.3	Assess the impact of workflow processes on time management, priority setting, and work <u>quality</u> .	Evaluate	1.8.3.1	Describe brokerage processes that support communication, efficiency, and quality assurance.	Understand	0.4
					1.8.3.2	Describe time management <u>techniques</u> .	Understand	
					1.8.3.3	Determine workplace <u>software</u> that supports efficiency.	Analyse	
					1.8.3.4	Determine tasks that can be delegated.	Analyse	
		1.8.4	Assess how preparation can assist with complex situations or situation prone to error.	Evaluate	1.8.4.1	Judge situations based on complexity, time requirements, and potential for error.	Evaluate	0.6
		1.8.5	Assess time management, priority assessment, and work <u>quality goals</u> , related needs, and <u>resources</u> .	Evaluate	1.8.5.1	Describe long term and short term goal setting methods.	Understand	0.6
					1.8.5.2	Outline the importance of realistic time management, priority assessment, and work <u>quality goals</u> .	Analyse	
					1.8.5.3	Determine time management, priority assessment, and work <u>quality goals</u> .	Evaluate	
		1.8.6	Assess situations for potential licensee distractions that interfere with goal achievement.	Evaluate	1.8.6.1	Outline <u>strategies</u> to stay focused on long term and short term <u>goals</u> .	Analyse	0.4

						COMPETENCY 1.8 MANAGE TIME, PRIORITIES, AND WORK QUALITY	TOTAL WT.	2.9
						DOMAIN 1 PROFESSIONAL RELATIONSHIPS AND CONDUCT	TOTAL WT.	46.9

DOMAIN: 2. COMMUNICATION AND COLLABORATION

COMPETENCY			SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
2.1	COMMUNICATE EFFECTIVELY	2.1.1	Check that English language proficiency requirements have been met.	Evaluate	2.1.1.1	Justify the need for English language proficiency requirements from a regulatory standpoint.	Evaluate	0.7
		2.1.2	Assess communication <u>techniques</u> .	Evaluate	2.1.2.1	Determine the best communication methods for diverse licensee practice situations.	Evaluate	0.7
		2.1.3	Determine which communication <u>techniques</u> and communication methods are best for diverse purposes.	Evaluate	2.1.3.1	Use appropriate communication <u>techniques</u> and methods for diverse situations.	Apply	0.7
		2.1.4	Compare and contrast commonly used real estate terminology with the terms used in the associated legislation.	Evaluate	2.1.4.1	Outline <u>strategies</u> to promote the use and understanding of legislatively consistent language.	Analyse	0.6
					2.1.4.2	Outline <u>strategies</u> to ensure clear and precise communication.	Analyse	
		2.1.5	Outline practices and processes that ensure information is accurate, concise, and complete.	Evaluate	2.1.5.1	Determine appropriate practices and processes to ensure information is accurate, concise, and complete.	Evaluate	0.7
		2.1.6	Create a communication quality assurance process.	Create	2.1.6.1	Check quality of written communication using a communication quality assurance process.	Evaluate	0.6
		2.1.7	Assess <u>speech</u> requirements based on the intended audience and content communicated.	Evaluate	2.1.7.1	Explain how an intended audience determines language requirements.	Understand	0.6
					2.1.7.2	Determine appropriate communication styles for diverse audiences.	Evaluate	

					2.1.7.3	Justify communication logic when dealing with complaints or adversarial situations.	Evaluate	
		2.1.8	Assess active listening principles.	Evaluate	2.1.8.1	Outline active listening <u>techniques</u> .	Analyse	0.7
					2.1.8.2	Determine how to use active listening <u>techniques</u> .	Evaluate	
		2.1.9	Outline the principles commonly used to repair <u>communication breakdowns</u> .	Analyse	2.1.9.1	Describe common reactions that individuals may have to conflicts and <u>disputes</u> .	Remember	0.6
					2.1.9.2	Describe the most common reasons why communication breaks down.	Understand	
					2.1.9.3	Outline communication <u>techniques</u> that may be used in confrontations or <u>communication breakdowns</u> .	Analyse	
					2.1.9.4	Outline actions that potentially deter dispute resolution between real estate professionals and/or consumers.	Analyse	
					2.1.9.5	Outline communication <u>strategies</u> and skills that prevent conflicts and <u>disputes</u> .	Analyse	
		2.1.10	Assess circumstances that may require the use of an interpreter.	Evaluate	2.1.10.1	Determine situations that require an interpreter.	Evaluate	0.1
						COMPETENCY 2.1 COMMUNICATE EFFECTIVELY	TOTAL WT.	6.0
2.2	ADVISE <u>CLIENTS</u> AS SELLERS, LANDLORDS, BUYERS, OR TENANTS	2.2.1	Assess products and services for <u>clients</u> .	Evaluate	2.2.1.1	Outline best practices for licensees to assess products and services.	Analyse	0.7
					2.2.1.2	Outline best practices for licensees to establish <u>client profiles</u> .	Analyse	
					2.2.1.3	Determine the advantages and disadvantages of diverse incentive and inducement options for <u>clients</u> .	Evaluate	
					2.2.1.4	Determine the best products and services for <u>clients</u> based on diverse <u>profiles</u> .	Evaluate	
		2.2.2	Assess real estate transaction processes, protocols, and practices for licensee requirements and best practices.	Evaluate	2.2.2.1	Describe real estate transaction processes, protocols, and practices to <u>clients</u> as needed.	Understand	0.7

					2.2.2.2	Determine the relevance of real estate transaction processes, protocols, and practices in diverse situations.	Evaluate	
		2.2.3	Assess <u>clients</u> and situations for <u>issues</u> that may jeopardize a transaction.	Evaluate	2.2.3.1	Determine <u>client goals</u> that may jeopardize a transaction.	Evaluate	0.7
					2.2.3.2	Determine <u>client</u> issues and situations that may jeopardize a transaction.	Evaluate	
		2.2.4	Assess <u>client</u> needs, wants, budget, and financing within the applicable market.	Evaluate	2.2.4.1	Determine <u>client</u> budget, available financing, needs and wants.	Evaluate	1.0
		2.2.5	Assess how financing impacts the purchase and sale process.	Evaluate	2.2.5.1	List the purpose for mortgage financing.	Remember	0.7
					2.2.5.2	List the different types of mortgages available.	Remember	
					2.2.5.3	Describe the rights and <u>obligations</u> of the parties to a mortgage agreement.	Understand	
					2.2.5.4	Describe the key determinants of mortgage affordability for buyers.	Understand	
					2.2.5.5	Explain the due diligence a buyer/seller representative must provide a <u>client</u> when a purchase or sale contract involves a mortgage assumption.	Understand	
					2.2.5.6	Describe the priority of mortgages and how it is established.	Understand	
					2.2.5.7	Describe common developments that have affected mortgage financing in Canada.	Understand	
					2.2.5.8	Recognize the market dynamics affecting mortgages.	Understand	
					2.2.5.9	Summarize the foreclosure process.	Understand	
					2.2.5.10	Compare and contrast the advantages and disadvantages of the different types of mortgages for buyers.	Analyse	
					2.2.5.11	Differentiate a conventional mortgage from a high ratio mortgage.	Analyse	
					2.2.5.12	Outline the relationship between mortgages and real estate.	Analyse	
					2.2.5.13	Outline the relationship between mortgages and real estate.	Analyse	
					2.2.5.14	Outline the key elements of a credit analysis.	Analyse	

					2.2.5.15	Outline the potential consequences of failing to include a financing condition or prematurely waiving a financing condition in a real estate purchase offer.	Analyse	
					2.2.5.16	Outline the due diligence expected of real estate professionals regarding financing conditions in offers to purchase real estate.	Analyse	
					2.2.5.17	Determine the different mortgage transactions that are registered against the title of a property.	Evaluate	
					2.2.5.18	Justify the need to include a financing condition in a real estate purchase contract.	Evaluate	
					2.2.5.19	Determine if additional information or clarification is required and how to obtain it.	Evaluate	
		2.2.6	Assess <u>client</u> representation for limitations on scope that require a mortgage advisor.	Evaluate	2.2.6.1	Define key concepts related to mortgages.	Remember	0.7
					2.2.6.2	Define common developments that have affected mortgage financing in Canada.	Understand	
					2.2.6.3	Differentiate an affiliated mortgage broker from an unaffiliated mortgage broker.	Analyse	
					2.2.6.4	Outline the consumer benefits of working with mortgage brokerage professionals.	Analyse	
					2.2.6.5	Outline the services provided by mortgage brokerage professionals.	Analyse	
					2.2.6.6	Determine when to <u>refer</u> to a mortgage advisor.	Evaluate	
					2.2.6.7	Determine which activities that are "dealing in mortgages".	Evaluate	
		2.2.7	Assess research to generate a complete picture for <u>clients</u> .	Evaluate	2.2.7.1	Educate the <u>client</u> regarding required documentation.	Apply	0.7
					2.2.7.2	Determine research <u>goals</u> .	Evaluate	
					2.2.7.3	Determine how to present findings, including <u>gap</u> analysis, to the <u>client</u> .	Evaluate	
					2.2.7.4	Explain facts, information, and options to the <u>client</u> to facilitate decision making.	Evaluate	

		2.2.8	Assess situations for <u>client</u> representation requirements.	Evaluate	2.2.8.1	Describe <u>strategies</u> to <u>manage</u> the <u>owner's/landlord's</u> expectations.	Understand	0.9
					2.2.8.2	Determine appropriate actions and documents to represent <u>clients</u> during negotiations and interactions with other parties.	Evaluate	
		2.2.9	Assess documents and communication for terms that may require clarification.	Analyse	2.2.9.1	Check that the <u>client</u> understands all <u>relevant</u> terms and conditions.	Evaluate	0.7
		2.2.10	Assess <u>client concerns</u> for urgency and potential resolution.	Evaluate	2.2.10.1	Determine how to uncover <u>client concerns</u> .	Evaluate	0.7
					2.2.10.2	Prioritize diverse <u>client concerns</u> based on <u>context</u> .	Evaluate	
					2.2.10.3	Determine the best option for addressing <u>client concerns</u> in diverse <u>contexts</u> .	Evaluate	
		2.2.11	Demonstrate professionalism.	Apply	2.2.11.1	Address <u>client concerns</u> objectively and courteously.	Apply	1.0
					2.2.11.2	<u>Respond</u> professionally in diverse real estate <u>contexts</u> .	Apply	
					2.2.11.3	Outline possible consequences of failing to keep a <u>client</u> informed on progress, <u>changes</u> , and problems that affect them.	Analyse	
					2.2.11.4	Explain how operating from a customer service mindset demonstrates professionalism.	Analyse	
		2.2.12	Assess <u>issues</u> and information for <u>client</u> impact.	Evaluate	2.2.12.1	Outline <u>strategies</u> to <u>manage</u> <u>client</u> expectations.	Analyse	0.9
					2.2.12.2	Determine the potential consequences of failing to keep <u>clients</u> informed of progress, <u>changes</u> , and <u>issues/problems</u> .	Analyse	
					2.2.12.3	Outline the benefits of keeping <u>clients</u> informed of progress, <u>changes</u> , and <u>issues/problems</u> .	Analyse	
					2.2.12.4	Compare and contrast available remedies to an innocent party when there is a breach of contract.	Analyse	
					2.2.12.5	Appraise <u>strategies</u> and expectations.	Evaluate	
					2.2.12.6	Determine if and how <u>issues</u> and information may impact a <u>client</u> .	Evaluate	

		2.2.13	Assess individual practice, conversations, actions, and advice for documentation best practices and requirements.	Evaluate	2.2.13.1	Outline the essential components of maintaining proper documentation.	Analyse	0.7
					2.2.13.2	Outline the legislative and regulatory documentation and record keeping requirements that apply to licensees.	Analyse	
					2.2.13.3	Compare and contrast documentation best practices and requirements applicable to individual practice, conversations, actions, and advice.	Evaluate	
						COMPETENCY 2.2 ADVISE CLIENTS AS SELLERS, LANDLORDS, BUYERS, OR TENANTS	TOTAL WT.	10.1
2.3	USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)	2.3.1	Assess available communication methods and context suitability.	Evaluate	2.3.1.1	Determine which communication technology is best suited to a task and audience.	Evaluate	0.7
					2.3.1.2	Determine the appropriate processes, procedures, components, resources, and preparation required for different types of communication.	Evaluate	
		2.3.2	Assess available communication technology based on the brokerage, legislation, context, and intended audience.	Evaluate	2.3.2.1	Use appropriate brokerage software and resources.	Apply	0.6
		2.3.3	Assess the appropriateness of using communication technology for online research.	Evaluate	2.3.3.1	Determine when and how to use communication technology for online research.	Evaluate	0.7
		2.3.4	Assess online content for standards and regulatory compliance.	Evaluate	2.3.4.1	Follow brokerage direction for online content.	Apply	0.6
					2.3.4.2	Determine how to distribute online content in compliance with applicable standards and requirements.	Analyse	
		2.3.5	Assess clarity and veracity of communications.	Evaluate	2.3.5.1	Determine communication best practices for clarity and veracity.	Evaluate	0.7
		2.3.6	Assess how the digital environment impacts professionalism.	Evaluate	2.3.6.1	Outline digital environment practices that may lead to unprofessionalism.	Analyse	0.6

					2.3.6.2	Outline practices, policies, and procedures that licensees should employ to ensure they act professionally in a digital environment.	Analyse	
		2.3.7	Assess technological changes for relevance to licensee practice.	Evaluate	2.3.7.1	Determine best practices to stay current with practice related technology.	Evaluate	0.6
		2.3.8	Assess the role of <u>IT infrastructure</u> in real estate.	Evaluate	2.3.8.1	Describe basic <u>IT infrastructure</u> related to real estate.	Understand	0.4
		2.3.9	Explain the effect of <u>general office productivity and collaboration applications</u> on improved communications and increased productivity.	Analyse	2.3.9.1	Outline general office <u>productivity and collaboration applications</u> used by brokerages.	Analyse	0.4
		2.3.10	Assess potential uses of property databases, sites, and applications for sales activities.	Evaluate	2.3.10.1	Determine how to <u>leverage</u> property databases, sites, and applications for sales/leasing activities.	Evaluate	0.7
		2.3.11	Assess practice for privacy, anti-spam, data security, and personal use related brokerage, regulatory, and legal compliance.	Evaluate	2.3.11.1	Determine how to comply with brokerage privacy, anti-spam, data security, and personal use requirements.	Evaluate	0.6
						COMPETENCY 2.3 USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)	TOTAL WT.	6.6
2.4	ESTABLISH MEANINGFUL RELATIONSHIPS	2.4.1	Determine the link between respectful <u>working relationships</u> and professional relationships.	Evaluate	2.4.1.1	Describe activities and personal qualities that are likely to foster positive <u>working relationships</u> .	Understand	0.7
					2.4.1.2	Describe how to demonstrate empathy towards the perspective of others.	Understand	
					2.4.1.3	Choose <u>strategies</u> that cultivate respectful <u>working relationships</u> .	Apply	
		2.4.2	Assess situations for need and opportunity to collaborate with other licensees and broker.	Evaluate	2.4.2.1	Determine when collaborations are necessary and/or beneficial.	Evaluate	0.7

		2.4.3	Assess how to engage <u>others</u> through <u>reasoning</u> and <u>interpersonal skills</u> in diverse situations.	Evaluate	2.4.3.1	Describe how to engage <u>others</u> by reasoning and using interpersonal skills in diverse situations.	Understand	0.7
		2.4.4	Assess situations for the need for empathy.	Evaluate	2.4.4.1	Describe how empathy assists <u>clients</u> during stressful circumstances that give rise to the purchase or sale of a home (divorce, relocation, etc.).	Understand	0.7
					2.4.4.2	Outline the role of empathy in constructive relationships and concern/conflict resolution.	Analyse	
					2.4.4.3	Determine how to demonstrate empathy appropriately in diverse real estate <u>contexts</u> .	Evaluate	
					2.4.4.4	Determine appropriate questions to ask a <u>client</u> that may be experiencing challenges or in crisis.	Evaluate	
		2.4.5	Assess conflict resolution <u>strategies</u> in a real estate <u>context</u> .	Evaluate	2.4.5.1	Outline common potential real estate conflicts.	Analyse	0.7
					2.4.5.2	Outline conflict resolution processes licensees may employ.	Analyse	
					2.4.5.3	Outline conflict prevention and conflict resolution processes available to real estate associates during meetings.	Analyse	
					2.4.5.4	Outline conflict prevention <u>techniques</u> or processes available to licensees when dealing with <u>clients</u> or other associates.	Analyse	
					2.4.5.5	Outline the benefits of brokers using the VBRP to deal with <u>disputes</u> .	Analyse	
					2.4.5.6	Explain how multiple offers impact conflict resolution options.	Analyse	
		2.4.6	Determine how constructive feedback requests and provision may foster meaningful relationships.	Analyse	2.4.6.1	Outline the <u>strategies</u> licensees may use to request and provide constructive feedback.	Analyse	0.7
		2.4.7	Assess the role of licensees as liaisons between the <u>client</u> and other parties.	Evaluate	2.4.7.1	Outline the various activities licensees are expected to perform when liaising between the <u>client</u> and other parties.	Analyse	0.7
						COMPETENCY 2.4 ESTABLISH MEANINGFUL RELATIONSHIPS	TOTAL WT.	5.0

2.5	DEMONSTRATE RESPECT FOR DIVERSITY	2.5.1	Determine how licensees can challenge their <u>assumptions</u> to demonstrate respect for <u>diversity</u> .	Evaluate	2.5.1.1	Critique your own <u>assumptions</u> about self or others.	Evaluate	0.6
		2.5.2	Outline how learning about others' ideas and opinions fosters respect for <u>diversity</u> .	Analyse	2.5.2.1	Outline <u>strategies</u> to learn about others' opinions and ideas.	Analyse	0.6
					2.5.2.2	Compare and contrast diverse ideas and opinions.	Evaluate	
		2.5.3	Assess how licensees can exhibit <u>inclusive behaviour</u> in diverse contexts.	Evaluate	2.5.3.1	Recognize systems and behaviours that make <u>others</u> feel excluded.	Remember	0.6
					2.5.3.2	Determine how to <u>communicate</u> and behave inclusively.	Evaluate	
		2.5.4	Assess how vocabulary and communications can be made inclusive.	Evaluate	2.5.4.1	Choose inclusive language	Apply	0.6
					2.5.4.2	Demonstrate respectful and inclusive choices in diverse real estate <u>contexts</u> .	Apply	0.0
		2.5.5	Assess how systems and behaviours may exclude others.	Evaluate	2.5.5.1	Outline <u>strategies</u> and processes to proactively address systems and behaviours that may exclude others.	Analyse	0.4
		2.5.6	Assess situations for <u>diversity</u> , equity, harassment, and <u>discrimination</u> related legal requirements.	Evaluate	2.5.6.1	Outline potential consequences of failing to comply with <u>diversity</u> , equity, harassment, and <u>discrimination</u> legal requirements.	Analyse	0.4
					2.5.6.2	Outline the impact of failing to comply with <u>diversity</u> , equity, harassment, and <u>discrimination</u> legal requirements on property values.	Analyse	
					2.5.6.3	Determine how to conduct business in accordance with <u>diversity</u> , equity, harassment, and <u>discrimination</u> legal requirement compliance.	Evaluate	
					2.5.6.4	Determine how to act in keeping with <u>diversity</u> , equity, harassment, and <u>discrimination</u> legal requirements.	Evaluate	
						COMPETENCY 2.5 DEMONSTRATE RESPECT FOR DIVERSITY	TOTAL WT.	3.1
						DOMAIN 2 COMMUNICATION AND COLLABORATION	TOTAL WT.	30.8

DOMAIN: 3. PROSPECTING AND MARKETING								
COMPETENCY			SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
3.1	DEMONSTRATE BUSINESS SENSE	3.1.1	Outline how to use <u>business analysis frameworks</u> .	Evaluate	3.1.1.1	Demonstrate ability to use <u>business analysis frameworks</u> .	Apply	0.4
		3.1.2	Assess your professional network <u>goals, resources, and challenges</u> .	Evaluate	3.1.2.1	Outline how to build a <u>network of qualified professionals</u> .	Analyse	0.4
					3.1.2.2	Determine your professional network <u>goals, resources, and challenges</u> .	Evaluate	
		3.1.3	Determine how to build a sustainable business.	Evaluate	3.1.3.1	Justify decisions that contribute to building a sustainable business.	Evaluate	0.6
		3.1.4	Assess business <u>issues</u> for resolution options.	Evaluate	3.1.4.1	Determine how to best resolve business <u>issues</u> .	Evaluate	0.4
						COMPETENCY 3.4 DEMONSTRATE BUSINESS SENSE	TOTAL WT.	1.9
						DOMAIN 3 PROSPECTING AND MARKETING	TOTAL WT.	1.9

DOMAIN: 4. RESEARCH AND ANALYSIS								
COMPETENCY			SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
4.1	CONDUCT RESEARCH	4.1.1	Assess privacy and confidentiality requirements and best practices related to the research process.	Evaluate	4.1.1.1	Determine how to respect privacy and confidentiality within the research process.	Evaluate	0.6
		4.1.2	Assess property attributes to be included in the analysis.	Evaluate	4.1.2.1	Identify <u>features</u> that define green real estate and discuss their benefits and disadvantages.	Remember	0.7
					4.1.2.2	Identify <u>features</u> that define green real estate and discuss their benefits and disadvantages.	Remember	
					4.1.2.3	Explain why licensees need to know their property attributes when representing <u>clients</u> .	Analyse	
		4.1.3	Assess research methodology.	Evaluate	4.1.3.1	Demonstrate using sound research methodology.	Apply	0.4

					4.1.3.2	Outline basic sound research methodology.	Analyse	
		4.1.4	Assess the impact of land use on commercial real estate trades.	Evaluate	4.1.4.1	Define municipality.	Remember	0.6
					4.1.4.2	Explain the underlying concepts of municipal land use policies.	Understand	
					4.1.4.3	Explain the purpose of municipal Land Use Bylaws.	Understand	
					4.1.4.4	Explain the purpose of land use classification.	Understand	
					4.1.4.5	Outline the impact of land use classification.	Analyse	
					4.1.4.6	Differentiate permitted uses from discretionary uses.	Analyse	
					4.1.4.7	Compare and contrast land use districts.	Analyse	
					4.1.4.8	Explain the purpose of diverse municipal development plans.	Analyse	
					4.1.4.9	Outline the relationship between the <i>MGA</i> , land planning, and development.	Analyse	
					4.1.4.10	Outline licensee best practices for providing land use information.	Analyse	
					4.1.4.11	Outline land use due diligence requirements when representing sellers.	Analyse	
					4.1.4.12	Outline land use due diligence requirements when representing buyers.	Analyse	
					4.1.4.13	Explain how to verify the land use classification and/or district for a particular property.	Analyse	
		4.1.5	Assess the need for permits.	Evaluate	4.1.5.1	Explain when a Building Permit is required.	Understand	0.7
					4.1.5.2	Explain how the absence of required building permits may impact the sale and purchase process.	Understand	
					4.1.5.3	Explain when a development permit or building permit is required.	Understand	
		4.1.6	Assess the role of land titles in the purchase and sale of properties.	Evaluate	4.1.6.1	Explain the difference between legal and municipal addresses.	Understand	0.7
						COMPETENCY 4.1 CONDUCT RESEARCH	TOTAL WT.	3.7
						DOMAIN 4 RESEARCH AND ANALYSIS	TOTAL WT.	3.7

DOMAIN: 5. NEGOTIATING AND CLOSING

COMPETENCY			SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT
5.1	MANAGE DOCUMENTS AND CONTRACTS	5.1.1	Assess contracts and related conditions.	Evaluate	5.1.1.1	Describe common types of dispute resolution contract <u>clauses</u> .	Understand	0.9
					5.1.1.2	Explain privity of contract.	Understand	
					5.1.1.3	Describe licensee <u>obligations</u> to <u>clients</u> when negotiating or entering into service contracts on behalf of the brokerage.	Understand	
					5.1.1.4	Outline the essential elements of a contract.	Analyse	
					5.1.1.5	Explain the relationship between privity of contract and a party's right to assign rights under a contract.	Analyse	
					5.1.1.6	Compare and contrast void, voidable, and unenforceable contracts.	Analyse	
					5.1.1.7	Outline the processes licensees may employ to review contracts.	Analyse	
					5.1.1.8	Outline the contract-related documents that may form part of a real estate trade.	Analyse	
					5.1.1.9	Determine the use of conditions precedent as they relate to fraudulent and dishonest acts.	Evaluate	
		5.1.2	Assess documents for accuracy, clarity, and compliance.	Evaluate	5.1.2.1	Define base or standard lease.	Remember	1.0
					5.1.2.2	Describe the processes licensees may employ to review contracts.	Understand	
					5.1.2.3	Outline established document review <u>techniques</u> that foster accuracy and clarity.	Analyse	
					5.1.2.4	Assess <u>client</u> form adaptations and contractual agreements.	Evaluate	
					5.1.2.5	Check documents reflect their <u>intended use</u> .	Evaluate	
		5.1.3	Assess legal <u>obligations</u> under contract.	Evaluate	5.1.3.1	Ensure the parties understand the legal <u>obligations</u> under the contract.	Evaluate	0.7
					5.1.3.2	Ensure parties understand they may have agreements reviewed by legal counsel.	Evaluate	

		5.1.4	Outline accounting basics, specifically, fund accounting.	Analyse	5.1.4.1	List the types of financial statements that may be produced.	Remember	0.7
					5.1.4.2	Compare and contrast audited and unaudited financial statements.	Analyse	
		5.1.5	Review agreements to ensure that they are legally binding.	Evaluate	5.1.5.1	Ensure agreements are: - executed before the acceptance date - signed by all <u>relevant</u> parties - initialed by all relevant parties	Evaluate	0.9
						COMPETENCY 5.1 MANAGE DOCUMENTS AND CONTRACTS	TOTAL WT.	4.1
5.2	NEGOTIATE WITH INTEGRITY	5.2.1	Assess a <u>client's</u> negotiation options and associated advantages and disadvantages.	Evaluate	5.2.1.1	Inform <u>clients</u> of their negotiation options and related advantages and disadvantages.	Apply	0.9
					5.2.1.2	Determine a <u>client's</u> negotiation options, advantages, and disadvantages in diverse <u>contexts</u> .	Evaluate	
		5.4.2	Assess how to best conduct negotiations as directed by the <u>client</u> .	Evaluate	5.4.2.1	Outline licensee <u>strategies</u> and best practices that ensure they conduct negotiations as directed by the <u>client</u> .	Analyse	0.9
		5.4.3	Assess how the real estate associate's duty to act in the best interests of the <u>client</u> applies to the negotiation process.	Evaluate	5.4.3.1	Describe the need for licensees to seek <u>client</u> direction regarding what constitutes the best possible terms for the client.	Understand	0.9
					5.4.3.2	Determine how to effectively prepare for a negotiation.	Evaluate	
		5.4.4	Determine a <u>client's</u> options, advantages, and disadvantages related to multiple offers as buyers or sellers.	Evaluate	5.4.4.1	Outline the multiple offer information that must be discussed with <u>clients</u> .	Analyse	4.3
					5.4.4.2	Outline the multiple offer inquiry related instructions a seller/landlord <u>client</u> may lawfully give a licensee.	Analyse	
					5.4.4.3	Outline licensee best practices for preparing <u>clients</u> for multiple offer situations.	Analyse	
					5.4.4.4	Determine if multiple offers on a property/premises exist.	Evaluate	

					5.4.4.5	Determine how to best <u>communicate</u> multiple offer related options, advantages, and disadvantages to a <u>client</u> in diverse <u>contexts</u> .	Evaluate	
					5.4.4.6	Determine a <u>client's</u> options, advantages, and disadvantages related to a multiple offer situation.	Evaluate	
		5.4.5	Assess how understanding the objectives, <u>goals</u> , and desired <u>outcomes</u> of other parties can lead to better outcomes for all parties.	Evaluate	5.4.5.1	Describe the ways a real estate associate may uncover the objectives, <u>goals</u> , and desired <u>outcomes</u> of other parties.	Understand	0.7
					5.4.5.2	Determine others' objectives, <u>goals</u> , and desired <u>outcomes</u> .	Evaluate	
		5.4.6	Differentiate negotiation <u>strategies</u> and dispute resolution <u>techniques</u> .	Evaluate	5.4.6.1	Describe behavioural principles and <u>strategies</u> for effective negotiation.	Understand	0.7
					5.4.6.2	Compare and contrast distributive and integrative approaches to negotiations.	Analyse	
					5.4.6.3	Assess effectiveness of a negotiation using multiple criteria.	Evaluate	
					5.4.6.4	Assess response to another negotiator's questionable tactics.	Evaluate	
		5.4.7	Determine how to employ integrity while negotiating.	Evaluate	5.4.7.1	Describe negotiation <u>techniques</u> that lack integrity.	Understand	0.7
					5.4.7.2	Compare and contrast integrity and transparency.	Analyse	
					5.4.7.3	Determine how to <u>manage</u> negotiations based on best information available.	Evaluate	
		5.4.8	Determine how to best promote mutual understanding in diverse <u>contexts</u> .	Evaluate	5.4.8.1	Outline <u>strategies</u> and best practices that foster acceptance of diverse points of view in different <u>contexts</u> .	Analyse	0.7
		5.4.9	Assess how to best negotiate based on facts on behalf of the <u>client</u> .	Evaluate	5.4.9.1	Clarify <u>client</u> approved negotiation <u>strategies</u> and dispute resolution <u>techniques</u> .	Understand	0.7
					5.4.9.2	Educate the <u>client</u> on the advantages and disadvantages of different potential negotiation <u>strategies</u> and dispute resolution <u>techniques</u> .	Apply	

					5.4.9.3	Determine the value of information and how it affects a <u>client's</u> best interest when negotiating.	Evaluate	
					5.4.9.4	Determine appropriate negotiation <u>strategies</u> and dispute resolution <u>techniques</u> for diverse <u>contexts</u> .	Evaluate	
		5.4.10	Explain how a lack of objectivity can lead to poor <u>outcomes</u> .	Analyse	5.4.10.1	<u>Respond</u> objectively to interpersonal conflicts.	Apply	0.7
		5.4.11	Assess negotiation <u>strategies</u> and dispute resolution <u>techniques</u> .	Evaluate	5.4.11.1	Integrate behavioural principles and <u>strategies</u> for effective negotiations.	Analyse	0.7
					5.4.11.2	Determine the effectiveness of a negotiation using multiple criteria.	Evaluate	
5.5	COMPLETE THE TRANSACTION	5.5.1	Determine factors that may prevent transaction completion.	Evaluate	5.5.1.1	Outline the most common reasons for renegotiating a transaction during the conditional period.	Analyse	0.9
						COMPETENCY		
						5.2 NEGOTIATE WITH INTEGRITY	TOTAL WT.	12.7
						DOMAIN 5		
						NEGOTIATING AND CLOSING	TOTAL WT.	16.8
						ALL REAL ESTATE FUNDAMENTALS COMPETENCIES	TOTAL WT.	100

Terms	Clarifications
act	always includes associated rules and regulations
agency	a relationship established when two parties agree to have one party act on behalf of (represent) the other
assumptions	impacted by for example, stereotypes, prejudice, biases, conscious or unconscious attitudes
authorities	e.g., management of the brokerage, regulatory body
board	condominium board of directors
business analysis frameworks	e.g., PESTLE (Political, Economic, Socio-Cultural, Technological, Legal, Environmental), SWOT (Strengths, Weaknesses, Opportunities, Threats)
changes	including regulations, bylaws, policies, or requirements (municipal, provincial, federal)
circumstances	e.g., travel to remote or isolated locations, vacant properties/land, exposure to elements and unexpected circumstances and potential hazards
civil liability	Civil liability is a legal obligation that requires a party to pay for damages or to follow other court-enforcements
clauses	parts of text, including standard or specific articles in a legal document
client	a represented party, as defined by the legislation in each jurisdiction. This includes a contractual (or "agency") relationship with a brokerage, representation by an agent with a high level of responsibility, and the brokerage's fiduciary duty and promotion of best interests
collect	collect, hold, disburse; employ collection procedures as required
communicate	e.g., formal (including meetings), informal (including social event, breaks, kitchen), spoken (including face to face, phone, virtual), written (including email, chat), body language, space and how we use it, facial expressions, appearance, voice, touch, speed, tone, volume
communication breakdowns	a failure in the exchange of information, often due to the use of ambiguous and confusing messages
communication technology	e.g., online listing databases (such as MLS®), social media
concerns	e.g., inquiries, requests, complaints, service problems, contractual obligations
condominium manager	a condominium manager associate, condominium manager associate broker, and condominium manager broker
conflicts of interest	real or apparent incompatibility between the interest of the salesperson and the of the interest of the represented party
context(s)	e.g., client, property type
continuous improvement	to maintain and enhance one's competence through lifelong learning, reflective practice, and integrating learning in a changing environment
conversion	The process of changing records from one format to another while maintaining the characteristics of the record. (ISO 13008:2012)
CPA	Condominium Property Act and Regulations
customer	e.g., an unrepresented party, as defined by the legislation in each jurisdiction. This may include a contractual relationship with a brokerage and includes service that is honest, conscientious, and competent, but excludes fiduciary duty and promotion of best interests
disclosures	e.g., the role and nature of the service provided, types of expenses associated with a real estate transaction, financial or other benefit obtained from referrals to other parties, one's role as a real estate professional in acquiring an interest in a property, material latent defects
discrimination	discrimination is an action or a decision that treats a person or a group negatively on grounds such as their race, age, or disability. All Canadian jurisdictions have human rights laws that protect individuals from discrimination and laws may include specific provisions for real estate. Protected grounds may include: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, conviction for which a pardon has been granted or a recorded suspended
disputes	e.g., associated with referral fees, ownership of clients, client solicitation among salespersons
diversity	includes dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies
evaluation	e.g., obtain feedback, observe others, compare with others, identify areas of concern, reflect on successes, errors, omissions
features	e.g., bathrooms, garages, delivery entrance, parking spaces, building envelope, systems
gap	e.g., obligations, process flaws, conflicts of interest
goals	short- and long-term goals, including contingency plans
grow-op	An illegal cannabis growing operation. Such illegal businesses usually damage buildings that were not constructed to meet the needs of a hydroponic/greenhouse commercial operation with specific environmental and safety requirements.
implement	in consultation with and under the direction of the Board, and within legislative constraints

inclusive behaviour	e.g., treat others as they want to be treated; create a sense of safety for yourself and others; speak up when people are excluded; listen as an ally; link to others' ideas
intended use	<u>considering goals, objectives, rights, and obligations, keeping in mind both direct audiences (including clients) and other potential audiences (including other parties, government bodies)</u>
issues	e.g., information to follow up on with others as appropriate
IT infrastructure	hardware, software, network resources, and services to support information technology processes. These must comply with regulatory requirements
laws	legislation, subordinate legislation, common law; (an example of complying with specific laws would be: Fulfill Proceeds of Crime - Money Laundering - and Terrorist Financing Act requirements and client identification)
legal resources	professionals, other sources of legal information
legislative obligations and standards of practice	acts, regulations, practice standards, codes of ethics
leverage	e.g., financing options, types of mortgages, levered versus unlevered cash flow, capitalization rate and IIR
maintain	includes regularly reviewing the policy, including as a result of specific events
manage	includes resolve, accommodate, communicate about, report if appropriate; keep private and do not discuss publicly
market	e.g., establish marketing, public relations, advertising, and promotional plans; evaluate efforts
material facts	e.g., grow-op, homicide, contamination, rewired electrical work
mitigation strategies	e.g., securing insurance, addressing flood risks, engaging qualified experts, conducting reserve fund studies
network of qualified professionals	collaborate with others to enhance competitiveness, divide risks, set new standards, enter new markets, pursue economies of scale
obligation	in the case where client insists on withholding disclosures, sever agency relationship. Includes instructing staff
OIPC	Office of Information Privacy Commissioner
online content	e.g., text, links, images, video, and tags
online research	e.g., search and browse for contacts, information, and resources; find and review online material
others	anyone with whom the manager interacts, including Board members, owners, the public, colleagues, superiors, third parties, employees, contractors, suppliers, project managers.
outcomes	general background knowledge, trends and situation, and others specific to a particular property or transaction; geopolitical, understanding macro- and micro-factors
participate	assist Board in identifying suitable auditor/reviewer, prepare required documents and data, respond to questions during audit/review
PIPA	Privacy Information Protection Act
precautions	e.g., keeping belongings safe, making home burglar-proof, removing hazards, dealing with unexpected visitors
productivity and collaboration applications	e.g., those used for word-processing; spreadsheets; portable document format; electronic signatures; presentations; email, calendaring, and task management; file hosting, sharing, and management; surveys; notetaking; collaboration; project management; database management; videoconferencing
profiles	underlying needs, concerns, constraints, or conditions (e.g., first-time buyer vs. sophisticated purchaser, health status, special requirements, timing, family circumstances)
protocols and tools	e.g., precautions for open houses, placement and maintenance of signage, cleaning and pre-screening protocols, use of customer identification forms, care with personal information, cybersecurity (including device and information security, prevention of malware installation), safety apps and products like emergency buttons, GPS trackers, distress codes
public	e.g., general public, customers
quality	clean, legible, free of errors, uses correct punctuation and spelling
REA	Real Estate Act
reasoning and interpersonal skills	e.g., show genuine interest, use supportive and encouraging language, think logically, ask insightful questions, acknowledge opposing points of view, use concrete examples to make a point, present data, alternatives, and solutions
RECA Board	Real Estate Council of Alberta Board of Directors
refer	includes providing information and explaining the basis on which the referral is made
Registrar	RECA's Registrar
regulatory compliance	Meeting all federal, provincial, municipality, and industry related legislation, Rules, regulations, and standards.
regulatory requirements relevant	e.g., registration and renewal, terminations and transfers, team requirements including provincial, municipal, and regulatory
resources	e.g., lawyer, financial analyst, notary, environmental company, home inspector – but not related to specific providers such as plumber, roofer

respond	avoiding, recognizing, disclosing, mitigating impact, and resolving
risks	to the safety of others (e.g., client, customer, neighbours, community, third parties) and oneself
Rules	The Rules made pursuant to the Real Estate Act
scope of practice	permissible procedures, actions, and processes as set by the regulatory body, in conjunction with an individual's specific education, experience, and demonstrated competence; determined for each registration category
service agreement	A service contract between a condominium corporation and a condominium manager brokerage
software	e.g., online listing databases, other software depending on location and nature of practice
speech	tone, inflection, enunciation, volume, and speed
standards and requirements	e.g., legal and ethical requirements, brand standards, privacy expectations
strategies	e.g., informal learning opportunities, mentorship, workshops, conferences, webinars, advanced education
techniques	e.g., questioning, rephrasing, visual support, gestures to enhance understanding as appropriate
units	e.g., price per square foot
working relationships	e.g., roles, responsibilities, levels of effort