

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

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

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

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN AND TITLE WEIGHTS AS PERCENTAGE OF TOTAL

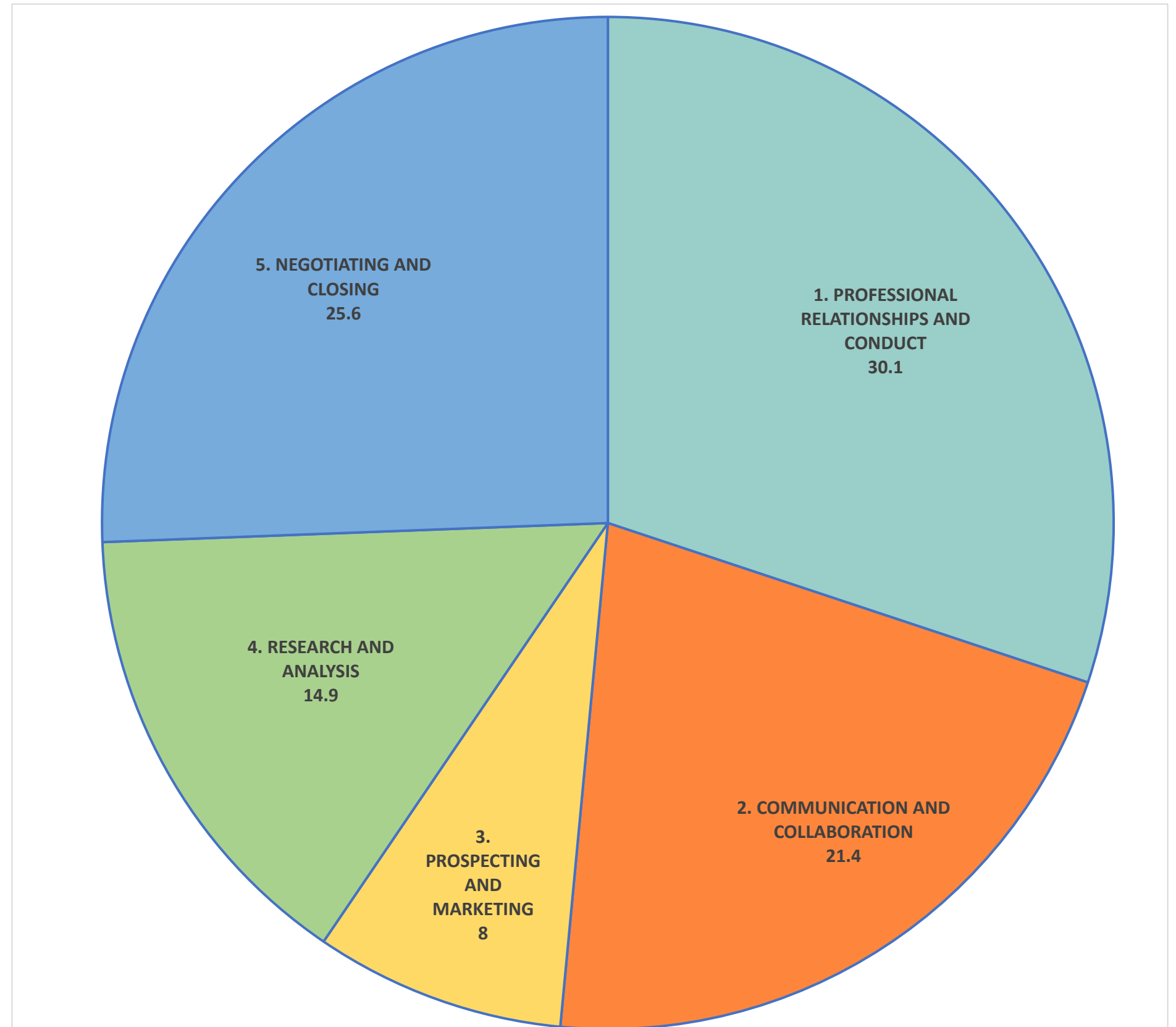
COMPETENCY DOMAIN	DOMAIN WT.	COMPETENCY TITLE		COMPETENCY WT.
1. PROFESSIONAL RELATIONSHIPS AND CONDUCT	30.1			
		1.1	FULLFILL AGENCY RESPONSIBILITIES TO CLIENTS	10.5
		1.2	MANAGE DISCLOSURE OBLIGATIONS	2.9
		1.3	PROTECT THE PUBLIC	2.7
		1.4	COMPLY WITH APPLICABLE LAWS AND REGULATIONS	1.6
		1.5	MITIGATE RISK TO HEALTH AND SAFETY	2.4
		1.6	INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE	5
		1.7	DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT	2.6
		1.8	MANAGE TIME, PRIORITIES, AND WORK QUALITY	2.4
2. COMMUNICATION AND COLLABORATION	21.4			
		2.1	COMMUNICATE EFFECTIVELY	4.2
		2.2	ADVISE CLIENTS AS SELLERS OR BUYERS	6.9
		2.3	ESTABLISH MEANINGFUL RELATIONSHIPS	4.6
		2.4	USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)	3.5
		2.5	DEMONSTRATE RESPECT FOR DIVERSITY	2.2

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3. PROSPECTING AND MARKETING	8			
		3.1	PROMOTE OWN BUSINESS	0.7
		3.2	COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL	1.4
		3.3	PROMOTE PROPERTY WHEN REPRESENTING THE SELLER	3.7
		3.4	DEMONSTRATE BUSINESS SENSE	2.2
4. RESEARCH AND ANALYSIS	14.9			
		4.1	DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY	5.4
		4.2	PERFORM COMPARATIVE MARKET ANALYSIS	2.8
		4.3	CONDUCT RESEARCH	6.2
		4.4	PERFORM FINANCIAL ANALYSIS	0.5
5. NEGOTIATING AND CLOSING	25.6			
		5.1	MANAGE DOCUMENTS AND CONTRACTS	10.2
		5.2	EXPLAIN FINANCIAL IMPLICATIONS (commercial)	1.9
		5.3	MANAGE OFFERS AND COUNTER-OFFERS	2.2
		5.4	NEGOTIATE WITH INTEGRITY	8.8
		5.5	COMPLETE THE TRANSACTION	2.5
			TOTAL WEIGHT	100

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COMPETENCY DOMAIN	DOMAIN WT.
1. PROFESSIONAL RELATIONSHIPS AND CONDUCT	30.1
2. COMMUNICATION AND COLLABORATION	21.4
3. PROSPECTING AND MARKETING	8
4. RESEARCH AND ANALYSIS	14.9
5. NEGOTIATING AND CLOSING	25.6



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COMPETENCY DOMAIN: 1. PROFESSIONAL RELATIONSHIPS AND CONDUCT

Domain Weight 30.1

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT LO BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC LO BLOOM'S LEVEL
1.1 FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 10.5%	1.1.1	Understand the foundations of real estate.	1.1.1.1	Assess the foundations of residential real estate.	Evaluate	1.1.1.1.1	Define the term real estate.	Remember
						1.1.1.1.2	Define residential real estate according to <u>REA</u> .	Remember
						1.1.1.1.3	List elements associated with real property.	Remember
						1.1.1.1.4	Identify the priority of the various registered interests.	Remember
						1.1.1.1.5	Identify the industry professionals governed by RECA.	Remember
						1.1.1.1.6	Identify the related professionals that may be involved with a real estate transaction.	Remember
						1.1.1.1.7	Identify real estate industry organizations.	Remember
						1.1.1.1.8	List the various authorization outcomes.	Remember
						1.1.1.1.9	Define conduct deserving of sanction.	Remember
						1.1.1.1.10	List the four main objectives of a practice review.	Remember
						1.1.1.1.11	Define property management according to <u>REA</u> .	Remember
						1.1.1.1.12	Explain the requirements for RECA authorization (license and registration) from RECA.	Understand
						1.1.1.1.13	Summarize the process for obtaining a certified criminal record check.	Understand
						1.1.1.1.14	Summarize the procedure for real estate professionals to confirm their authorization status.	Understand
						1.1.1.1.15	Summarize the process to change a license or brokerage.	Understand
						1.1.1.1.16	Explain the purposes of the <u>RECA Board</u> .	Understand
						1.1.1.1.17	Describe the composition of the <u>RECA Board</u> .	Understand
						1.1.1.1.18	Describe RECA Board's obligation to make bylaws and RECA's business public, including posting annual reports.	Understand
						1.1.1.1.19	Describe the RECA Board's powers and responsibilities.	Understand
						1.1.1.1.20	Explain the purpose of the Industry Councils.	Understand
						1.1.1.1.21	Describe the Industry Councils' powers and responsibilities.	Understand
						1.1.1.1.22	Describe the broker's role in relation to the brokerage.	Understand

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FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 10.5% (continued)					1.1.1.1.23	Describe the licensing requirements for persons who trade in real estate as real estate brokers.	Understand
					1.1.1.1.24	Describe the licensing requirements for persons who deal in mortgages as a mortgage brokers.	Understand
					1.1.1.1.25	Describe the licensing requirements for persons who deliver property management services.	Understand
					1.1.1.1.26	Describe the licensing requirements for persons who deliver condominium management services.	Understand
					1.1.1.1.27	Describe the exemptions to the licensing provisions under <i>REA</i> .	Understand
					1.1.1.1.28	Describe the fines associated with conducting business that requires a licence without a licence.	Understand
					1.1.1.1.29	Explain what is meant by a substantial connection.	Understand
					1.1.1.1.30	Clarify what is meant by right touch regulation.	Understand
					1.1.1.1.31	Explain the requirement to cooperate with RECA in an investigation.	Understand
					1.1.1.1.32	Describe the production order powers of the Registrar and of investigators appointed by the Registrar.	Understand
					1.1.1.1.33	Describe the powers of the Registrar to issue Administrative Penalties and the process to appeal Administrative Penalties.	Understand
					1.1.1.1.34	Explain the different Professional Conduct Review outcomes.	Understand
					1.1.1.1.35	Summarize the offences under which people may be prosecuted and the possible sanctions.	Understand
					1.1.1.1.36	Describe orders to cease carrying on business and their appeal processes.	Understand
					1.1.1.1.37	Describe how Hearing and Appeal panels are appointed.	Understand
					1.1.1.1.38	Describe the process associated with the service of documents.	Understand
					1.1.1.1.39	Describe the processes associated with an application for a lifetime ban from being able to become licensed again.	Understand
					1.1.1.1.40	Describe the publication provisions related to licensing, conduct deserving of sanction, and other enforcement actions or decision.	Understand
	FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.1.1.41	Describe RECA's powers associated with the enforcement and collection of fines or costs.

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Competency Weight: 10.5% (continued)					1.1.1.1.42	Describe the purpose and activities of the Alberta Real Estate Foundation.	Understand
					1.1.1.1.43	Describe the Minister's powers associated with the conduct of RECA, the <u>RECA Board</u> or an Industry Council.	Understand
					1.1.1.1.44	Describe the immunity provisions to the Minister, an official administrator, the RECA, the <u>RECA Board</u> or an Industry Council, a member, officer, or employee of the RECA.	Understand
					1.1.1.1.45	Describe the different settings/locations in which residential real estate may be found.	Understand
					1.1.1.1.46	Describe the different types of residential property styles.	Understand
					1.1.1.1.47	Summarize the role of real estate associate education and licensing requirements.	Understand
					1.1.1.1.48	Describe the Registrar's powers to place conditions or restrictions on licences.	Understand
					1.1.1.1.49	Describe when licences expire, when they must be renewed, and when they are terminated.	Understand
					1.1.1.1.50	Describe the eligibility requirements for brokerages to be licensed.	Understand
					1.1.1.1.51	Describe the eligibility and education requirements for individuals to be licensed.	Understand
					1.1.1.1.52	Describe the conditions under which the Registrar may grant education requirements' exemptions.	Understand
					1.1.1.1.53	Describe the obligations imposed on prospective licensees and licensees by the Education Code of Conduct for Learners during the pre-licensing and re-licensing education process.	Understand
					1.1.1.1.54	Describe the duty to notify the Registrar of license application related information changes.	Understand
					1.1.1.1.55	Explain the brokerage registration requirement for associates and associate brokers.	Understand
					1.1.1.1.56	Clarify the licensee requirement to complete re-licensing education before renewing their license.	Understand
					1.1.1.1.57	Clarify license application requirements.	Understand
					1.1.1.1.58	Use key terms associated with the <u>REA</u> .	Apply
					1.1.1.1.59	Compare and contrast the different types of real property ownership.	Analyse
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.1.1.60	Outline real property ownership rights and limitations.	Analyse

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Competency Weight: 10.5% (continued)					1.1.1.1.61	Explain the different interests that may be registered against a title.	Analyse
					1.1.1.1.62	Compare and contrast the different types of residential real estate properties.	Analyse
					1.1.1.1.63	Compare and contrast the terms <u>property</u> and <u>property ownership</u> .	Analyse
					1.1.1.1.64	Outline how common law in Canada impacts real estate.	Analyse
					1.1.1.1.65	Outline the development of designated agency and its adoption in Alberta.	Analyse
					1.1.1.1.66	Outline the activities related to a trade or potential trade in real estate.	Analyse
					1.1.1.1.67	Compare and contrast commercial real estate and residential real estate.	Analyse
					1.1.1.1.68	Compare and contrast rural real estate (Agri-business) and residential real estate in a rural setting.	Analyse
					1.1.1.1.69	Outline RECA's role in Alberta's real estate industry.	Analyse
					1.1.1.1.70	Outline the role of a residential real estate associate.	Analyse
					1.1.1.1.71	Outline the steps for an individual to become licensed by RECA to trade in real estate.	Analyse
					1.1.1.1.72	Outline the scope of practice that a residential real estate license grants.	Analyse
					1.1.1.1.73	Outline the attitudes and abilities required to practice residential real estate.	Analyse
					1.1.1.1.74	Outline the responsibilities that the <u>REA</u> imposes on clients, customers, and consumers.	Analyse
					1.1.1.1.75	Outline <u>RECA Board's</u> bylaw creation responsibilities.	Analyse
					1.1.1.1.76	Compare and contrast the role and responsibilities of the Executive Director and the Registrar.	Analyse
					1.1.1.1.77	Outline the leadership role of the broker in relation to associates and associate brokers.	Analyse
					1.1.1.1.78	Outline the structure of the residential real estate trade in Alberta (brokerage system).	Analyse
					1.1.1.1.79	Outline the brokerage hiring options for real estate associates.	Analyse
					1.1.1.1.80	Outline the complaint process related to conduct deserving of sanction.	Analyse
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.1.1.81	Explain the relationship between self-regulation, investigation, and disciplinary action.	Analyse
Competency Weight: 10.5%					1.1.1.1.82	Outline RECA's Practice Review Program.	Analyse

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<i>(continued)</i>					1.1.1.1.83	Outline RECA's Professional Conduct Review Program.	Analyse	
					1.1.1.1.84	Outline RECA's disciplinary proceedings.	Analyse	
					1.1.1.1.85	Outline the investigation process related to conduct deserving of sanction.	Analyse	
					1.1.1.1.86	Outline the decision making process related to conduct deserving of sanction.	Analyse	
					1.1.1.1.87	Outline the appeals process related to conduct deserving of sanction.	Analyse	
					1.1.1.1.88	Compare and contrast <u>conduct deserving of sanction</u> and <u>civil liability</u> .	Analyse	
					1.1.1.1.89	Compare and contrast how improper conduct and court remedies apply to real estate associates and brokerages.	Analyse	
					1.1.1.1.90	Outline the Registrar's powers to conduct periodic inspections, issue receiving orders, and orders freezing assets.	Analyse	
					1.1.1.1.91	Compare and contrast common law and designated agency.	Analyse	
					1.1.1.1.92	Outline the requirements that brokerages must meet to practice designated agency.	Analyse	
					1.1.1.1.93	Outline the impact of information barriers for brokerages that practice designated agency.	Analyse	
					1.1.1.1.94	Outline the evolution of real estate regulation in Alberta.	Analyse	
					1.1.1.1.95	Outline RECA's consumer related function.	Analyse	
					1.1.1.1.96	Compare and contrast the benefits, disadvantages, and considerations of the different forms of ownership from a buyer's perspective.	Analyse	
					1.1.1.1.97	Compare and contrast the benefits, disadvantages, and considerations of the different forms of ownership from a seller's perspective.	Analyse	
					1.1.1.1.98	Outline when the Registrar may refuse, suspend, or cancel a license and how these decisions can be appealed.	Analyse	
					1.1.1.1.99	Outline the appeals process for Registrar decisions refusal, suspension, or cancelation decisions.	Analyse	
					1.1.1.1.100	Outline the principles of trust and confidence in a real estate setting.	Analyse	
	FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.1.1.101	Distinguish the circumstances that make individuals ineligible to become and continue to be licensed.	Analyse
	Competency Weight: 10.5% <i>(continued)</i>					1.1.1.1.102	Outline how prospective licensees may request the Registrar's opinion regarding their licensing eligibility.	Analyse

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					1.1.1.1.103	Outline the prohibitions associated with being registered to multiple brokerages.	Analyse
					1.1.1.1.104	Outline the economic indicators that affect the real estate market.	Analyse
					1.1.1.1.105	Determine what is improper conduct for real estate associates under <i>REA</i> .	Evaluate
					1.1.1.1.106	Determine real estate associate improper conduct (under <i>REA</i>)_ court remedies.	Evaluate
					1.1.1.1.107	Determine what is improper conduct for brokerages under <i>REA</i> .	Evaluate
					1.1.1.1.108	Determine brokerage improper conduct (under <i>REA</i>) court remedies.	Evaluate
		1.1.1.2	Assess the basics of economics as they relate to residential real estate.	Evaluate	1.1.1.2.1	Outline the characteristics of the real estate market.	Analyse
					1.1.1.2.2	Outline the stages of a typical business cycle.	Analyse
					1.1.1.2.3	Outline the stages of a real estate market cycle.	Analyse
					1.1.1.2.4	Outline the events that cause a market bubble.	Analyse
					1.1.1.2.5	Outline the different types of real estate markets.	Analyse
					1.1.1.2.6	Compare and contrast movements and shifts in relation to supply and demand.	Analyse
					1.1.1.2.7	Outline the market indicators that impact supply and demand.	Analyse
					1.1.1.2.8	Justify the need for real estate education.	Evaluate
		1.1.1.3	Assess residential condominium property ownership and trade as it relates to a residential real estate associate.	Evaluate	1.1.1.3.1	Define the term "condominium corporation".	Remember
					1.1.1.3.2	Define the term "condominium unit".	Remember
					1.1.1.3.3	Define the term "common property".	Remember
					1.1.1.3.4	Define the condominium corporation.	Remember
					1.1.1.3.5	List the various meetings that may be held.	Remember
					1.1.1.3.6	Define what is meant by common property.	Remember
					1.1.1.3.7	Define what is meant by exclusive use are.	Remember
					1.1.1.3.8	List the responsibilities of unit owners.	Remember
					1.1.1.3.9	Explain how condominium unit ownership operates.	Understand
					1.1.1.3.10	Describe the benefits of condominium ownership.	Understand
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.1.3.11	Describe potential issues related to condominium ownership.	Understand
Competency Weight: 10.5%					1.1.1.3.12	Describe real estate arrangements that may be understood as condominiums.	Understand
(continued)					1.1.1.3.13	Explain the benefits of condominium ownership.	Understand

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					1.1.1.3.14	Describe the <u>CPA</u> and the Condominium Property Regulation.	Understand
					1.1.1.3.15	Describe the duties of the condominium corporation.	Understand
					1.1.1.3.16	Describe the condominium corporation's decision-making process.	Understand
					1.1.1.3.17	Explain the concept of unit factors.	Understand
					1.1.1.3.18	Summarize the <u>CPA</u> .	Understand
					1.1.1.3.19	Summarize the Condominium Property Regulation.	Understand
					1.1.1.3.20	Compare and contrast the different types of communal living (condominium, cooperative, and community association developments).	Analyse
					1.1.1.3.21	Compare and contrast the terms condominium, unit, and common property.	Analyse
					1.1.1.3.22	Outline the various potential uses for condominiums.	Analyse
					1.1.1.3.23	Compare and contrast the various condominium styles.	Analyse
					1.1.1.3.24	Outline the Board of Directors' role and responsibilities.	Analyse
					1.1.1.3.25	Compare and contrast potential uses for condominiums.	Analyse
					1.1.1.3.26	Compare and contrast the various condominium styles.	Analyse
					1.1.1.3.27	Determine the realities of condominium ownership based on specific properties and clients.	Evaluate
					1.1.1.3.28	Determine what is involved in unit ownership in diverse condominium corporations.	Evaluate
					1.1.1.3.29	Determine unit owner responsibilities in diverse condominium corporations.	Evaluate
		1.1.1.4	Outline condominium management fundamentals for residential real estate associates.	Analyse	1.1.1.4.1	Define monthly contributions.	Remember
					1.1.1.4.2	List the types of financial statements that may be produced.	Remember
					1.1.1.4.3	Describe property manager licensing requirements and options.	Understand
					1.1.1.4.4	Describe the role of a court-appointed condominium administrator.	Understand
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.1.4.5	Explain the purpose of special assessments.	Understand
					1.1.1.4.6	Explain the purpose of an annual budget.	Understand
					1.1.1.4.7	Explain the importance of the Notes to the Financial Statements.	Understand
Competency Weight: 10.5% (continued)					1.1.1.4.8	Outline the different condominium management options.	Analyse

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					1.1.1.4.9	Outline common duties performed by condominium managers.	Analyse
					1.1.1.4.10	Outline key aspects related to leasing individual condominium units.	Analyse
					1.1.1.4.11	Outline unit owner obligations when renting/leasing a unit.	Analyse
					1.1.1.4.12	Outline tenant condominium unit obligations.	Analyse
					1.1.1.4.13	Outline the ways in which condominium corporations may finance their activities.	Analyse
					1.1.1.4.14	Outline how monthly contributions are calculated.	Analyse
					1.1.1.4.15	Outline the two trust accounts required under the legislation.	Analyse
					1.1.1.4.16	Outline the process involved in creating a reserve fund plan.	Analyse
					1.1.1.4.17	Compare and contrast audited and unaudited financial statements.	Analyse
		1.1.1.5	Outline Condominium Document fundamentals for residential real estate associates.	Analyse	1.1.1.5.1	Identify the different parking stall and storage area arrangements that are possible.	Remember
					1.1.1.5.2	List the sources of condominium documents.	Remember
					1.1.1.5.3	List the condominium documents associated with each type of condominium sale.	Remember
					1.1.1.5.4	Identify who may perform reviews of condominium documents.	Remember
					1.1.1.5.5	Describe the types of Condominium Plans and how they differ.	Understand
					1.1.1.5.6	Explain the information contained in the unit title.	Understand
					1.1.1.5.7	Explain the purpose of the condominium bylaws and what is included in them.	Understand
					1.1.1.5.8	Explain the purpose of the governing policies of the condominium.	Understand
					1.1.1.5.9	Describe the type of information contained within a management agreement.	Understand
					1.1.1.5.10	Describe other documents that may be relevant.	Understand
					1.1.1.5.11	Outline the information contained in the Condominium Plan.	Analyse
					1.1.1.5.12	Outline the information contained in the Condominium Additional Plan Sheet.	Analyse
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.1.5.13	Explain the importance and processes involved in document stewardship.	Analyse
Competency Weight: 10.5% (continued)		1.1.1.6	Outline Condominium Sales fundamentals for residential real estate associates.	Analyse	1.1.1.6.1	List the three types of condominium sales.	Remember
					1.1.1.6.2	Explain target marketing.	Understand

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					1.1.1.6.3	Describe the types of buyer target markets most applicable to condominiums.	Understand
					1.1.1.6.4	Describe the two broad categories of condominium sellers.	Understand
					1.1.1.6.5	Describe issues a buyer should be aware of when considering a communal living property purchase.	Understand
					1.1.1.6.6	Outline general condominium purchase considerations.	Analyse
					1.1.1.6.7	Compare and contrast how the different <u>corporation</u> management business models (Self managed, Professionally managed, or Partially managed) may impact a buyer.	Analyse
					1.1.1.6.8	Compare and contrast how the different <u>corporation</u> management business models (Self managed, Professionally managed, or Partially managed) may impact a seller.	Analyse
		1.1.1.7	Assess how <i>REA</i> and the Rules are created, amended, and impact licensees.	Evaluate	1.1.1.7.1	Summarize the history of <u>REA</u> .	Understand
					1.1.1.7.2	Explain who oversees <u>REA</u> .	Understand
					1.1.1.7.3	Describe the limitations imposed on Industry Councils associated with the creation of <u>Rules</u> .	Understand
					1.1.1.7.4	Explain the purposes of RECA as stated in <u>REA</u> .	Understand
					1.1.1.7.5	Explain the benefits of the resources developed by RECA.	Understand
					1.1.1.7.6	Explain how to locate and access RECA resources.	Understand
					1.1.1.7.7	Outline the process required to amend <u>REA</u> .	Analyse
					1.1.1.7.8	Outline how Industry Councils make rules governing licensee conduct.	Analyse
					1.1.1.7.9	Compare and contrast <u>REA</u> , the Rules, the Regulations, and Bylaws.	Analyse
					1.1.1.7.10	Deconstruct <u>REA</u> and the Rules.	Analyse
					1.1.1.7.11	Determine how <u>REA</u> relates to the business of licensees.	Evaluate

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FULL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 10.5% <i>(continued)</i>	1.1.2	Explain licensee and client obligations in an agency relationship.	1.1.2.1	Assess licensee and client obligations in an agency relationship.	Evaluate	1.1.2.1.1	Define the term agency relationship as it relates to residential real estate.	Remember
						1.1.2.1.2	Describe the contexts in which a brokerage may not place conditions for a client to terminate an agency relationship.	Understand
						1.1.2.1.3	Describe types of authority in representation relationships.	Understand
						1.1.2.1.4	Describe the limits on authority regarding capacity to contract, delegate, and incur expenses.	Understand
						1.1.2.1.5	Describe the elements of a representation relationship.	Understand
						1.1.2.1.6	Describe how representation relationship may be established.	Understand
						1.1.2.1.7	Describe how to tailor written disclosures for customers.	Understand
						1.1.2.1.8	Describe licensee obligation regarding the timing, provision, and explanation of the Consumer Relationships Guide.	Understand
						1.1.2.1.9	Differentiate between a residential real estate associate, client, and customer.	Analyse
						1.1.2.1.10	Compare and contrast common law and designated agency.	Analyse
						1.1.2.1.11	Outline the purposes of Designated agency.	Analyse
						1.1.2.1.12	Outline the broker's role in designated agency.	Analyse
						1.1.2.1.13	Outline a licensee's obligations in an agency relationship.	Analyse
						1.1.2.1.14	Outline a client's obligations in an agency relationship.	Analyse
						1.1.2.1.15	Outline the ways by which an agency relationship may be terminated.	Analyse
						1.1.2.1.16	Outline the conditions that make a principal required to remunerate a licensee acting as their representative.	Analyse
						1.1.2.1.17	Outline a licensee's general client obligation to act honestly and exercise care and skill.	Analyse
						1.1.2.1.18	Outline a licensee's general client obligation to maintain confidentiality and disclose information.	Analyse
						1.1.2.1.19	Outline a licensee's general client obligation to obey lawful instructions.	Analyse
						1.1.2.1.20	Outline a licensee's general client obligation to negotiate favourable terms.	Analyse

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FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 10.5% <i>(continued)</i>					1.1.2.1.21	Outline a licensee's general client obligation 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 - maintain confidentiality - disclose information - act in person - obey lawful instructions - perform mandate 	Analyse
					1.1.2.1.22	Outline the fiduciary duties that a licensee owes a client. <ul style="list-style-type: none"> - utmost loyalty - avoid conflicts of interest - disclose conflicts of interest - not make secret profits - handle confidential information properly - to account 	Analyse
					1.1.2.1.23	Compare and contrast the two types of real estate relationships.	Analyse
					1.1.2.1.24	Compare and contrast a representation and non-representation relationship.	Analyse
					1.1.2.1.25	Compare and contrast the "customer" and "client".	Analyse
					1.1.2.1.26	Compare and contrast the duties owed to clients in representation relationships and to non-clients in non-representation relationships.	Analyse
					1.1.2.1.27	Outline the importance of consumers understanding the role of real estate professionals.	Analyse
					1.1.2.1.28	Outline written disclosure requirements.	Analyse
					1.1.2.1.29	Outline how a real estate relationship is established and how it may be inadvertently changed.	Analyse
					1.1.2.1.30	Outline potential consequences of acting outside of the established relationship requirements.	Analyse
					1.1.2.1.31	Outline the standard of care to which real estate professionals are held.	Analyse
					1.1.2.1.32	Outline common best practice real estate associate activities that contribute to meeting the standard of care.	Analyse
					1.1.2.1.33	Outline the services licensees may provide to customers.	Analyse
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.2.1.34	Outline how to prevent an unintended client relationship.	Analyse

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Competency Weight: 10.5% (continued)					1.1.2.1.35	Outline the principle of utmost loyalty to clients in a real estate setting.	Analyse
					1.1.2.1.36	Outline the principle of not making secret profits in a real estate setting.	Analyse
					1.1.2.1.37	Outline the principle of handling of client confidential information properly in a real estate setting.	Analyse
					1.1.2.1.38	Determine when the various types of representation authority are appropriate in real estate.	Evaluate
					1.1.2.1.39	Determine appropriate actions based on the fiduciary duties in diverse situations: utmost loyalty, avoid conflicts of interest, disclose conflicts of interest, not make secret profits, handle confidential information properly, to account.	Evaluate
					1.1.2.1.40	Determine appropriate actions based on the general obligations in diverse situations: - exercise care and skill - act honestly - negotiate favourable terms - maintain confidentiality - disclose information - act in person - obey lawful instructions - perform mandate	Evaluate
					1.1.2.1.41	Determine if an individual is a customer based on diverse contexts.	Evaluate
					1.1.2.1.42	Determine services that licensees are prohibited from providing to customers.	Evaluate
					1.1.2.1.43	Determine client obligations related to indemnification in a representation relationship in diverse real estate scenarios.	Evaluate
					1.1.2.1.44	Determine client obligations related to remuneration in a representation relationship in diverse real estate scenarios .	Evaluate
					1.1.2.1.45	Determine client obligations related to disclosure in a representation relationship in diverse real estate scenarios.	Evaluate
	1.1.3	Carry out agency relationships with clients that meet applicable laws.	1.1.3.1	Assess how common law and the Rules impact residential real estate agency relationships.	Evaluate	1.1.3.1.1	Describe the licensee's obligations that surpass termination of the agency relationship.
					1.1.3.1.2	Outline the different ways agency relationships may be established.	Analyse
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.3.1.3	Outline the common law agency requirements on real estate agency relationships.	Analyse

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Competency Weight: 10.5% (continued)					1.1.3.1.4	Outline licensee obligations under the Rules regarding a sole agency relationship with a seller.	Analyse	
					1.1.3.1.5	Outline licensee obligations under the Rules regarding a sole agency relationship with a buyer.	Analyse	
					1.1.3.1.6	Outline the 5 elements present in all representation relationships.	Analyse	
					1.1.3.1.7	Outline a licensee's duty to act consistently in accordance with representation relationships.	Analyse	
					1.1.3.1.8	Outline a licensee's duty to document representation relationships in writing.	Analyse	
	1.1.4	Act in the best interests of clients.	1.1.4.1	Assess how to best serve clients and represent their interests in diverse contexts.	Evaluate	1.1.4.1.1	Outline the different types of clients.	Analyse
			1.1.4.2	Assess how to deal with power of attorney, trusteeships, foreclosures, assignee, assignors, and judicial sales.	Evaluate	1.1.4.2.1	Describe how various ownership arrangements affect title when an owner dies.	Understand
						1.1.4.2.2	Outline licensee due diligence requirements when dealing with a real estate sale by one or more executors.	Analyse
						1.1.4.2.3	Outline licensee due diligence requirements when dealing with an assignee or assignor sale or purchase.	Analyse
						1.1.4.2.4	Compare and contrast the different types of judicial real estate sales.	Analyse
						1.1.4.2.5	Outline the general judicial sales process.	Analyse
						1.1.4.2.6	Outline licensee due diligence requirements when dealing with a trustee sale or purchase.	Analyse
						1.1.4.2.7	Compare and contrast the advantages and disadvantages of judicial sales purchases by buyers.	Analyse
						1.1.4.2.8	Compare and contrast the strategies licensees may use to deal with potential disadvantages related to judicial sales purchases by buyers.	Analyse
					1.1.4.2.9	Determine licensee due diligence requirements when dealing with a sale or purchase through a power of attorney.	Evaluate	
					1.1.4.2.10	Determine licensee due diligence requirements when dealing with a sale or purchase through a trustee.	Evaluate	
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.4.2.11	Determine the circumstances that require probate to facilitate the sale of real estate.	Evaluate	
Competency Weight: 10.5%		1.1.4.4	Assess industry professional responsibilities and prohibitions.	Evaluate	1.1.4.4.1	Describe trade records.	Understand	

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<i>(continued)</i>					1.1.4.4.2	Describe the conditions necessary for individual licensees being able to retain client information or copies of client documents.	Understand
					1.1.4.4.3	Explain the meaning of misrepresentation and how it might occur in practice.	Analyse
					1.1.4.4.4	Outline potential issues related to referring a person to another service provider or third party industry.	Analyse
					1.1.4.4.5	Outline the tasks unauthorized assistants may or may not perform.	Analyse
					1.1.4.4.6	Outline the conditions or events that licensees must report to the Registrar and the associated time lines.	Analyse
					1.1.4.4.7	Outline the responsibilities imposed by the Rules on all licensees.	Analyse
					1.1.4.4.8	Outline the responsibilities that the <i>REA</i> imposes on real estate associate licensees.	Analyse
					1.1.4.4.9	Outline the prohibitions imposed by the Rules on all licensees.	Analyse
					1.1.4.4.10	Compare and contrast incentives and inducements.	Analyse
					1.1.4.4.11	Outline the conditions necessary for real estate licensees to communicate incentives and inducements.	Analyse
					1.1.4.4.12	Outline licensee client information protection responsibilities under the Rules.	Analyse
					1.1.4.4.13	Outline licensee obligations to submit all trade records to the brokerage in accordance with brokerage policies and procedures.	Analyse
					1.1.4.4.14	Outline the legislative requirements regarding real estate brokerage record keeping.	Analyse
					1.1.4.4.15	Explain licensee referral related responsibilities.	Analyse
					1.1.4.4.16	Differentiate licensee responsibilities and permissible unlicensed assistant responsibilities.	Analyse
					1.1.4.4.17	Outline the principle of client best interest in a real estate setting.	Analyse
					1.1.4.4.18	Outline licensee obligations associated with the receipt offers, counter offers, acceptance, and waivers.	Analyse
					1.1.4.4.19	Determine when it is required to notify RECA regarding a change of information.	Evaluate
	FULFILL AGENCY RESPONSIBILITIES TO CLIENTS		1.1.4.5	Assess service agreements for responsibilities and requirements.	Evaluate	1.1.4.5.1	List the benefits of having a written service agreement.
Competency Weight: 10.5% <i>(continued)</i>					1.1.4.5.2	Describe the requirements of licensees associated with the solicitation, acceptance, and receipt of money.	Understand

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					1.1.4.5.3	Describe the prohibition preventing charging and suing for commissions if the persons provided services requiring a license without a license.	Understand
					1.1.4.5.4	Describe licensees' duties associated with the administration of trust accounts and trust moneys.	Understand
					1.1.4.5.5	Describe how to amend the service agreement after it is signed.	Understand
					1.1.4.5.6	Interpret how to comply with service agreement requirements under the <u>Rules</u> .	Apply
					1.1.4.5.7	Complete a designated agency exclusive seller representation agreement with a seller.	Apply
					1.1.4.5.8	Complete a common law agency exclusive seller representation agreement with a seller.	Apply
					1.1.4.5.9	Outline the licensees brokerage's service agreement responsibilities.	Analyse
					1.1.4.5.10	Outline service agreement content requirements.	Analyse
					1.1.4.5.11	Compare and contrast exclusive and non-exclusive representation agreements.	Analyse
					1.1.4.5.12	Assess service agreements for consistency with the intended agency responsibilities and service model.	Evaluate
		1.1.4.6	Assess the obligations, responsibilities, and limitations imposed by the Act and Rules.	Evaluate	1.1.4.6.1	Describe the conditions necessary for real estate licensees to communicate guaranteed sales.	Understand
					1.1.4.6.2	Outline real estate brokerage responsibilities and obligations.	Analyse
					1.1.4.6.3	Outline the real estate licensees obligations to their brokerage.	Analyse
					1.1.4.6.4	Outline real estate brokerage prohibitions.	Analyse
					1.1.4.6.5	Outline licensee obligations, responsibilities, and limitations imposed by the Act and the Rules.	Analyse
					1.1.4.6.6	Compare and contrast real estate associate broker specific and real estate broker specific duties and responsibilities.	Analyse
		1.1.4.7	Assess Brokerage Responsibilities and Prohibitions.	Evaluate	1.1.4.7.1	Outline the requirement to provide annual accounting reports to the Registrar.	Understand
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.4.7.2	Describe a a condominium management brokerage's corporation investment management obligations.	Understand
Competency Weight: 10.5% (continued)					1.1.4.7.3	Describe real estate brokerage obligations and restrictions related to comingling trust funds and payment of real estate brokerage expenses or commissions from the real estate brokerage's trust account.	Understand

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					1.1.4.7.4	Summarize real estate brokerage record keeping and conversion requirements.	Understand
					1.1.4.7.5	Summarize real estate brokerage trust account obligations.	Understand
					1.1.4.7.6	Summarize real estate brokerage trust account record keeping requirements.	Understand
					1.1.4.7.7	Summarize real estate brokerage trust account obligations related to trust account reconciliation.	Understand
					1.1.4.7.8	Clarify real estate brokerage trust account obligations related to negative trust account balances.	Understand
					1.1.4.7.9	Clarify real estate brokerage trust account obligations related to trust fund shortages.	Understand
					1.1.4.7.10	Clarify real estate brokerage trust account obligations related to funding requirements.	Understand
					1.1.4.7.11	Clarify real estate brokerage trust account obligations related to trust shortages.	Understand
					1.1.4.7.12	Summarize real estate brokerage trust account obligations related to Registrar notification requirements.	Understand
					1.1.4.7.13	Outline electronic deposit and trust fund transfer related requirements.	Analyse
		1.1.4.8	Assess the general duties in a non-representation relationship.	Evaluate	1.1.4.8.1	Describe the services a licensee may provide non-clients with whom they are in non-representation relationship.	Understand
					1.1.4.8.2	Outline a licensee's obligations in an customer relationship.	Analyse
		1.1.4.9	Work within the scope of brokerage's policies and procedures.	Apply	1.1.4.9.1	Describe the reasons why brokerage set policies and procedures.	Understand
					1.1.4.9.2	Describe types of policies and procedures brokerages may implement.	Understand
					1.1.4.9.3	Outline potential consequences of failing to follow brokerage policies and procedures.	Analyse
		1.1.4.10	Assess real estate licensee liability.	Evaluate	1.1.4.10.1	Explain how errors and omissions insurance helps reduce risk.	Understand
					1.1.4.10.2	Explain the purpose of the Real Estate Assurance Fund.	Understand
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS					1.1.4.10.3	Explain how and when a licensee becomes personally liable to a third party.	Analyse
Competency Weight: 10.5%					1.1.4.10.4	Outline the effect of Tort law on a real estate professional's activities.	Analyse
(continued)					1.1.4.10.5	Compare and contrast negligence, recklessness, and intent.	Analyse
					1.1.4.10.6	Outline the various errors and omissions coverage to address civil liability in real estate licensee practice.	Analyse

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					1.1.4.10.7	Outline the purpose of errors and omissions insurance.	Analyse
					1.1.4.10.8	Determine a licensee's civil and regulatory liability in diverse situations.	Evaluate
1.1.5	Follow fiduciary duty of loyalty to clients.	1.1.5.1	Assess situations for fiduciary duties and general obligations to clients.	Evaluate	1.1.5.1.1	Outline the general obligations that a licensee owes a client.	Analyse
1.1.6	Perform obligations to meet required duty of care.	1.1.6.1	Assess licensee practice and diverse scenarios for required actions to meet duty of care obligations.	Evaluate	1.1.6.1.1	Compare and contrast duty of care obligations between representation relationships and non representation relationships.	Evaluate
1.1.7	Provide clients with all relevant information on all aspects of the real estate transaction in a timely manner.	1.1.7.1	Assess information disclosure requirements and best practice.	Evaluate	1.1.7.1.1	Describe who determines what is relevant and the process that real estate professionals must follow to determine what is relevant to their client.	Remember
					1.1.7.1.2	Determine what, when, and how to disclose information in keeping with the information disclosure obligation.	Evaluate
1.1.8	Adhere to lawful instructions and directions from client.	1.1.8.1	Assess the legality of client instructions.	Evaluate	1.1.8.1.1	Describe the consequences associated with a licensee's failure to follow lawful instructions.	Understand
					1.1.8.1.2	Outline the process by which clients may provide lawful instructions to licensees.	Analyse
					1.1.8.1.3	Determine whether a client has provided lawful instructions.	Evaluate
					1.1.8.1.4	Determine licensee options to deal with unlawful client instructions.	Evaluate
1.1.9	Keep client information confidential, disclosing only with client's informed written direction or as required by law.	1.1.9.1	Assess situations for client confidentiality issues.	Evaluate	1.1.9.1.1	Describe the benefits of documenting client's consent to their disclosure of confidential information.	Understand
					1.1.9.1.2	Determine when and how you may disclose confidential client information.	Evaluate
1.1.10	Safeguard and account for property entrusted by client or customers.	1.1.10.1	Outline entrusted client property legislative requirements.	Analyse	1.1.10.1.1	Define client property.	Remember
					1.1.10.1.2	Describe buyer's representatives duties to leave the property as when access and to follow any conditions placed by the seller.	Remember
					1.1.10.1.3	Describe the buyer representatives responsibilities when showing properties to follow the trust placed by the seller on the seller's representative when showing properties.	Understand
					1.1.10.1.4	Outline licensee property safeguarding responsibilities when you transitioning from another brokerage (broker notification and client notification).	Analyse
1.1.11	<u>Respond</u> to real and potential <u>conflicts of interest</u> as required by law.	1.1.11.1	Assess known and potential conflicts of interest and the related legislative requirements.	Evaluate	1.1.11.1.1	Describe the consequences associated with a licensee entering into a conflict of interest with a client's consent.	Remember
					1.1.11.1.2	Define attributed knowledge.	Remember
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 10.5% (continued)							

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					1.1.11.1.3	Clarify what is meant by a conflict of interest.	Understand
					1.1.11.1.4	Describe situations involving conflicts between brokerages and clients and possible resolutions.	Understand
					1.1.11.1.5	Distinguish conflicts of interest according to <i>REA</i> .	Analyse
					1.1.11.1.6	Outline the conflict of interest management process.	Analyse
					1.1.11.1.7	Outline conflict of interest prevention strategies and practices.	Analyse
					1.1.11.1.8	Outline how designated agency may prevent certain conflicts of interest.	Analyse
					1.1.11.1.9	Outline licencees' responsibilities regarding perceived or actual conflicts of interests.	Analyse
					1.1.11.1.10	Determine best practice responses to potential conflicts of interest.	Evaluate
					1.1.11.1.11	Determine service agreement related disclosure obligations.	Evaluate
					1.1.11.1.12	Determine when situations require you to inform the brokerage of a conflict of interest.	Evaluate
					1.1.11.1.13	Determine conflict of interest resolution options.	Evaluate
					1.1.11.1.14	Determine if there is a conflict for brokerages practising agency under the common law.	Evaluate
					1.1.11.1.15	Determine if there is a conflict for brokerages in designated agency.	Evaluate
					1.1.11.1.16	Assess diverse situations involving conflicts between competing clients.	Evaluate
					1.1.11.1.17	Determine possible resolutions to conflicts of interest involving competing clients.	Evaluate
		1.1.11.2	Outline Transaction Brokerage fundamentals.	Analyse	1.1.11.2.1	Describe three circumstances in which transaction brokerage is not appropriate.	Understand
FULFILL AGENCY RESPONSIBILITIES TO CLIENTS Competency Weight: 10.5% <i>(continued)</i>					1.1.11.2.2	Describe the most common circumstances under which it is inappropriate for transaction brokerage to be used to resolve conflicts of interest.	Understand
					1.1.11.2.3	Demonstrate who was the first client to establish a representation relationship in diverse contexts.	Apply
					1.1.11.2.4	Outline the concept and purpose of transaction brokerage.	Analyse
					1.1.11.2.5	Outline the role of the transaction facilitator.	Analyse
					1.1.11.2.6	Outline the facilitation services may be provided in transaction brokerage.	Analyse
					1.1.11.2.7	Outline services that may not be provided in transaction brokerage.	Analyse

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					1.1.11.2.8	Outline strategies real estate associates may use in transaction brokerage.	Analyse
					1.1.11.2.9	Outline the required steps when clients decline to enter in transaction brokerage.	Analyse
					1.1.11.2.10	Outline the two options for the second client in brokerages practising agency under common law.	Analyse
					1.1.11.2.11	Outline the three options for the second client of brokerages practising designated agency.	Analyse
					1.1.11.2.12	Outline what happens should a transaction not complete.	Analyse
1.1.12	Inform client buyers of material facts that may impact a decision or purchase.	1.1.12.1	Assess information for associate obligations and client impact.	Evaluate	1.1.12.1.1	Describe the conditions under which a licensee will refer a client to professionals or expert with the assessment of facts.	Understand
					1.1.12.1.2	Outline an associate's obligation to inform a client regarding material facts.	Analyse
					1.1.12.1.3	Outline potential fee simple property issues of which prospective buyers should be aware.	Analyse
					1.1.12.1.4	Outline potential rural residential property issues of which prospective buyers should be aware.	Analyse
					1.1.12.1.5	Outline the issues a buyer should be aware of when considering purchasing a home with a Home Ownership Association, in a walkable community or other alternative communities.	Analyse
					1.1.12.1.6	Outline what should be discussed with the buyer when the seller is unrepresented.	Analyse
					1.1.12.1.7	Determine the potential impact of various material facts on client decisions.	Evaluate
1.1.13	Refer clients to outside professionals.	1.1.13.1	Assess situations for the need to seek the services of other professionals.	Evaluate	1.1.13.1.1	Determine when situations require the services of other professionals.	Evaluate
1.2 MANAGE DISCLOSURE OBLIGATIONS	1.2.1 Critically reflect on situations that require disclosures based on legal requirements.	1.2.1.1	Assess legislated disclosure obligations that impact residential real estate practice.	Evaluate	1.2.1.1.1	Describe how licensees must respond to inquiries about information not required to be disclosed where the client has not authorized disclosure.	Remember
Competency Weight: 2.9%					1.2.1.1.2	Describe a material latent defect.	Understand
					1.2.1.1.3	Describe a patent defect.	Understand
					1.2.1.1.4	Describe conditions that are not property defects but that may impact buyer decisions.	Understand
					1.2.1.1.5	Describe the process licensees must follow when a client directs them to withhold information the client is required to disclose by law.	Understand
					1.2.1.1.6	Outline the legislated disclosure obligations that may impact an associate's practice of residential real estate.	Analyse

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					1.2.1.1.7	Outline the circumstances where sellers or buyers are required to disclose information.	Analyse
					1.2.1.1.8	Outline disclosure time requirements and processes.	Analyse
					1.2.1.1.10	Outline the levels of disclosure as they apply to personal trades in real estate.	Analyse
					1.2.1.1.11	Outline disclosure requirements in relation to personal trades in real estate.	Analyse
					1.2.1.1.12	Determine instances where buyer agents may ask questions that the seller will not want to provide a response (existence of multiple offers, conditional sales, reason for sale).	Evaluate
		1.2.1.2	Assess how personal information and confidential information collection, storage, use, and disclosure consent is obtained under PIPA .	Evaluate	1.2.1.2.1	Summarize PIPA's personal information collection, use, and disclosure exemptions.	Understand
					1.2.1.2.2	Describe the different types of consent.	Understand
					1.2.1.2.3	Outline the different types of consent under PIPA.	Analyse
					1.2.1.2.4	Compare and contrast personal information, privacy, and confidential information.	Analyse
					1.2.1.2.5	Outline the circumstances in which provincial and federal privacy legislation applies.	Analyse
					1.2.1.2.6	Outline the most common privacy principles upon which privacy legislation is based.	Analyse
					1.2.1.2.7	Outline what is meant by "obtaining consent".	Analyse
					1.2.1.2.8	Outline the role of brokerage policies and procedures in handling client information.	Analyse
					1.2.1.2.9	Outline the most common information barriers that brokerages use to protect client information.	Analyse
MANAGE DISCLOSURE OBLIGATIONS					1.2.1.2.11	Outline a real estate associate's client information protection related responsibilities.	Analyse
Competency Weight: 2.9%					1.2.1.2.12	Outline the types of precautions licensees can provide their clients when viewing a property with a surveillance system.	Analyse
(continued)					1.2.1.2.13	Outline the importance of securely storing personal information.	Analyse
					1.2.1.2.14	Outline personal information retention and disposal requirements.	Analyse
					1.2.1.2.15	Outline the methods brokerages use to ensure privacy legislation compliance (privacy policies, including cybersecurity plans, and Privacy Officers).	Analyse
					1.2.1.2.16	Determine how to respond to privacy concerns related to owner access requests.	Evaluate

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			1.2.1.3	Justify confidential information disclosure in accordance with the Rules in diverse contexts.	Evaluate	1.2.1.3.1	Outline confidential information disclosure requirements under the <u>Rules</u> .	Analyse	
						1.2.1.3.2	Outline the process for disclosing confidential information in accordance with the <u>Rules</u> .	Analyse	
						1.2.1.3.3	Determine when and how you may disclose confidential information in accordance with the <u>Rules</u> .	Evaluate	
	1.2.4	Explain <u>agency obligations</u> if client instructs to <u>withhold disclosure</u> .	1.2.4.1	Outline licensee's obligations regarding mandatory disclosure.	Analyse	1.2.4.1.1	Outline the process licensees must follow when a client <u>directs</u> them to <u>withhold information</u> the client is required to disclose by law.	Analyse	
	1.2.5	Verify that all <u>reasonable inquiries</u> and disclosures have been made.	1.2.5.1	Check disclosures are complete and accurate.	Evaluate	1.2.5.1.1	Determine appropriate processes and procedures to ensure disclosures are complete and accurate.	Evaluate	
	1.2.6	Obtain consent, as required.	1.2.6.1	Assess consent requirements.	Evaluate	1.2.6.1.1	Determine consent requirements in diverse situations.	Evaluate	
	1.2.7	Document disclosures details.	1.2.7.1	Determine required appropriate documentation.	Evaluate	1.2.7.1.1	Compare and contrast documentation best practices for decisions, directions, communications, and recommendations.	Evaluate	
1.3	PROTECT THE PUBLIC								
	Competency Weight: 2.7%								
		1.3.1	Act honestly and professionally.	1.3.1.1	Assess situations for public protection and ethical professional best practices.	Evaluate	1.3.1.1.1	Determine how to act honestly and professionally in diverse real estate situations that may impact public protection.	Evaluate
		1.3.2	Exercise care and skill in performing assigned duties.	1.3.2.1	Determine skill and care requirements of diverse assigned duties.	Evaluate	1.3.2.1.1	Compare and contrast the skill and care required to perform assigned duties.	Evaluate
		1.3.3	Accept responsibility for actions.	1.3.3.1	Outline the role and responsibilities of a licensee under self-regulation.	Analyse	1.3.3.1.1	Outline how RECA's statement of self regulation applies to a licensee.	Analyse
							1.3.3.1.2	Compare and contrast the role of the different real estate licence categories (broker, associate broker, and associate).	Analyse
							1.3.3.1.3	Compare and contrast the general responsibilities of the real estate brokerage, broker, associate broker, and associate.	Analyse
	PROTECT THE PUBLIC								
	Competency Weight: 2.7%								
	(continued)								
		1.3.4	Stay informed of <u>essential information</u> that affects market conditions.	1.3.4.1	Assess information for impact on market conditions.	Evaluate	1.3.4.1.1	Outline how licensees may stay informed of market relevant information.	Analyse
							1.3.4.1.2	Determine the relevance of information and events on market conditions.	Evaluate
		1.3.5	communicate to unrepresented parties that no agency obligations exist.	1.3.5.1	Outline agency obligations to unrepresented parties.	Analyse	1.3.5.1.1	Compare and contrast agency obligations to unrepresented and represented parties.	Analyse
		1.3.6	Advertise properties in accordance with legislative obligations and standards of practice.	1.3.6.1	Assess situations for property advertising related legislative obligations and standards of practice.	Evaluate	1.3.6.1.1	Define key terms in the <u>RTA</u> .	Remember
							1.3.6.1.2	Determine how to advertise properties in compliance with applicable legislative obligations and standards of practice.	Evaluate
							1.3.6.1.3	Determine the situations in which the <u>RTA</u> applies.	Evaluate

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	1.3.7	Handle deposits, explaining terms of trust, trustee, processing, and disposition.	1.3.7.1	Assess common law, REA mandated responsibilities for licensees, brokerages, and others related trusts.	Evaluate	1.3.7.1.1	Describe Deposit requirements under the Regulations and the Rules.	Understand
						1.3.7.1.2	Describe the advice to be provided to seller clients if the deposit is not provided or not provided on time.	Analyse
						1.3.7.1.3	Explain the common elements of term of trust terms and how they impact buyers and sellers.	Analyse
						1.3.7.1.4	Outline how the terms of trust are negotiated between the buyer, the seller, and the trustee.	Analyse
						1.3.7.1.5	Outline the role of the trustee holding deposits.	Analyse
						1.3.7.1.6	Outline the role of a licensee in trust deposit disputes.	Analyse
						1.3.7.1.7	Determine how to advise buyer clients if they are unable to provide deposits as required.	Evaluate
						1.3.7.1.8	Determine the conditions under which a licensee should seek legal advice in trust deposit disputes.	Evaluate

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1.4 COMPLY WITH APPLICABLE LAWS AND REGULATIONS Competency Weight: 1.6%	1.4.1	Comply with the laws that apply to a transaction.	1.4.1.1	Assess transactions for legal and regulatory requirements.	Evaluate	1.4.1.1.1	Define the term contract.	Remember	
						1.4.1.1.2	List the types of contracting parties that may be involved with a real estate transaction.	Remember	
						1.4.1.1.3	Exemplify capacity of the parties to a contract.	Understand	
						1.4.1.1.4	Describe designated agency service agreements and the provisions they must contain.	Understand	
						1.4.1.1.5	Compare and contrast the different contract categories.	Analyse	
						1.4.1.1.6	Outline the essential elements of a contract.	Analyse	
						1.4.1.1.7	Differentiate between contract conditions and contract terms.	Analyse	
						1.4.1.1.8	Outline the methods to terminate or discharge a contract.	Analyse	
						1.4.1.1.9	Outline the remedies for breach of contract.	Analyse	
						1.4.1.1.10	Outline the types of contracts that relate to real estate brokerage.	Analyse	
						1.4.1.1.11	Outline the contract-related documents that may form part of a real estate trade.	Analyse	
						1.4.1.1.12	Outline the requirements for the use of electronic contracts and signatures.	Analyse	
						1.4.1.1.13	Outline what real estate professionals should do if buyers wish to sue a nominee or corporation for the transaction.	Analyse	
						1.4.1.1.14	Determine the legislative and regulatory requirements of diverse transactions.	Evaluate	
						1.4.1.1.15	Determine applicable best practices to use when working with diverse contracts.	Evaluate	
						1.4.1.1.16	Determine how the principles of contract law apply to real estate contracts.	Evaluate	
						1.4.1.1.17	Determine how the principles of contract law apply to real estate associate <u>service</u> agreements.	Evaluate	
		1.4.2	Identify <u>contexts</u> that give rise to legal issues.	1.4.2.1	Assess contracts and contexts for legal issues.	Evaluate	1.4.2.1.1	Compare and contrast different types of contracts that a real estate associate may negotiate or enter into on behalf of a client.	Evaluate
							1.4.2.1.2	Describe the contractual issues that that give rise to legal issues and the steps that can be taken advise clients and prevent them.	Evaluate

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COMPLY WITH APPLICABLE LAWS AND REGULATIONS Competency Weight: 1.6% <i>(continued)</i>		1.4.2.2	Determine how privacy law and personal information protection pertains to real estate licensees.	Evaluate	1.4.2.2.1	Outline the objectives of <i>PIPA</i> .	Analyse
					1.4.2.2.2	Outline the role and powers of Alberta's Office of Information and Privacy Commissioner (OIPC).	Analyse
					1.4.2.2.3	Outline privacy law and personal information related policies and processes that a brokerage must implement.	Analyse
					1.4.2.2.4	Outline OIPC's privacy complaint process.	Analyse
					1.4.2.2.5	Compare and contrast how privacy law applies to the protection of client, guest, employee, and others' personal information.	Evaluate
					1.4.2.2.6	Determine when to obtain legal advice regarding real estate privacy law and personal information protection requirements.	Evaluate
					1.4.2.2.7	Determine if and how <i>PIPA</i> applies to diverse situations.	Evaluate
					1.4.2.2.8	Compare and contrast personal information as defined under <i>PIPA</i> and confidential information resulting from a representation agreement.	Evaluate
COMPLY WITH APPLICABLE LAWS AND REGULATIONS		1.4.2.3	Determine the impact of other legislation on real estate licensees.	Evaluate	1.4.2.3.1	Define anti-competitive business practice.	Remember
					1.4.2.3.2	Provide common examples of anti-competitive conduct by real estate professionals.	Remember
					1.4.2.3.3	Describe common criteria that may be used to determine if an advertisement is false or misleading.	Remember
					1.4.2.3.4	List the important considerations when advertising using the internet or social media.	Remember
					1.4.2.3.5	Define telemarketing and common considerations in using this marketing technique.	Remember
					1.4.2.3.6	Describe how the Consumer Protection Act impacts who may assist buyers and sellers of mobile homes or properties that contain a mobile home attached to the land.	Remember
					1.4.2.3.7	Describe how the Alberta Water Act impacts the purchase of sale of residential properties located in a rural setting.	Remember
					1.4.2.3.8	Describe how the Weed Control Act impacts the purchase of sale of residential properties located in a rural setting.	Remember
					1.4.2.3.9	Describe the objectives of Canada's Anti-Spam Legislation	Understand

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Competency Weight: 1.6% (continued)						1.4.2.3.10	Describe how Canada's Anti-Spam Legislation impacts licensees trading in real estate	Understand
						1.4.2.3.11	Describe the strategies licensees should follow to endure compliance with the Anti-Spam Legislation	Understand
						1.4.2.3.12	Explain Canada's establishment of the PCMLTFA and FINTRAC.	Understand
						1.4.2.3.13	Describe actions brokerages must take to comply with the PCMLTFA.	Understand
						1.4.2.3.14	Explain the role of the real estate professional related to the brokerage's PCMLTFA compliance.	Understand
						1.4.2.3.15	Describe the objectives of the Proceeds of Crime (Money Laundering), and <i>Terrorist Financing Act</i> .	Understand
						1.4.2.3.16	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
						1.4.2.3.17	Describe how Alberta's Law of Property Act impacts sellers who allow buyers to assume their mortgage.	Understand
						1.4.2.3.18	Describe the requirements associated with mortgage registration under the Land Titles Act of Alberta.	Understand
						1.4.2.3.19	Describe how the Dower Act impacts the sale of properties and the mortgage registration.	Understand
						1.4.2.3.20	Describe the importance of the Statute of Frauds in real estate.	Understand
						1.4.2.3.21	Describe how the <i>Competition Act</i> relates to real estate brokerages and real estate professionals.	Understand
						1.4.2.3.22	Explain the purpose of the Alberta <i>Environmental Protection and Enhancement Act</i>	Understand
1.5 MITIGATE RISK TO HEALTH AND SAFETY Competency Weight: 2.4%	1.5.1	Recognize risks based on circumstances.	1.5.1.1	Assess circumstances for risks.	Evaluate	1.5.1.1.1	Define risk.	Remember
						1.5.1.1.2	Identify the risks that are likely to be present in residential real estate.	Remember
			1.5.1.2	Outline a brokerage's risk management policy.	Analyse	1.5.1.2.1	Describe how brokerage policies and procedures serve to manage risk.	Understand
						1.5.1.2.2	Outline how real estate associates can reduce risk.	Analyse
MITIGATE RISK TO HEALTH AND SAFETY	1.5.2	Act to mitigate risks.	1.5.2.1	Determine when to inform the brokerage of potential and known risks, including mitigation strategies.	Evaluate	1.5.2.1.1	Recognize risks based on circumstances.	Remember

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Competency Weight: 2.4% (continued)					1.5.2.1.2	Determine how to reduce or mitigate recognized risks based on circumstances.	Evaluate	
					1.5.2.1.3	Determine alternatives to reduce or mitigate recognized circumstance related risks and inform the brokerage.	Evaluate	
			1.5.2.2	Assess residential real estate insurance issues.	Evaluate	1.5.2.2.1	List the common types of insurance which real estate associates should know.	Remember
						1.5.2.2.2	Define "recipricol insurance program".	Remember
						1.5.2.2.3	Outline the importance of the Real Estate Insurance Exchange for real estate profesisonals.	Analyse
						1.5.2.2.4	Outline how premiums are determined and when they are due.	Analyse
						1.5.2.2.5	Outline the exclusions to REIX coverage.	Analyse
						1.5.2.2.6	Outline ways real estate professionals could potentially compromise their REIX coverage.	Analyse
						1.5.2.2.7	Outline common risk reduction practices.	Analyse
	1.5.3	Use safety protocols and tools in context.	1.5.3.1	Assess health and safety risks.	Evaluate	1.5.3.1.1	Clarify what workplace safety includes.	Understand
						1.5.3.1.2	Use safety protocols and tools.	Apply
						1.5.3.1.3	Determine risk assessment plan adherence and remediation.	Analyse
						1.5.3.1.4	Determine how to manage <u>broker, customer,</u> and community risk related concerns.	Analyse
						1.5.3.1.5	Outline real estate professional safety precaution best practices.	Analyse
						1.5.3.1.6	Explain the importance of situational awareness.	Analyse
						1.5.3.1.7	Outline common personal safety best practices for real estate professionals.	Analyse
						1.5.3.1.8	Determine best practices to avoid or mitigate health and safety risks.	Evaluate
						1.5.3.1.9	Determine which safety protocols and tools are advisable in diverse situations.	Evaluate
	1.5.4	Educate clients and customers about safety precautions.	1.5.4.1	Assess diverse situations for best practice safety precautions.	Evaluate	1.5.4.1.1	Determine best practice safety precautions for diverse contexts.	Evaluate
						1.5.4.1.2	Determine most appropriate communication style and method to communicate diverse safety precautions to clients and customers.	Evaluate
	1.5.5	Manage client and public risk concerns.	1.5.5.1	Assess client and public risk and related concerns.	Evaluate	1.5.5.1.1	Outline best practices for managing client and public risk concerns.	Analyse

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1.6 INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE Competency Weight: 5%	1.6.1	Comply with regulatory requirements.	1.6.1.1	Assess transactions and documents for regulatory requirements.	Evaluate	1.6.1.1.1	Determine actions and select documents based on regulatory requirements.	Evaluate
	1.6.2	Follow relevant codes of ethics, codes of conduct, and standards of practice.	1.6.2.1	Assess situations for real estate associate prohibitions.	Evaluate	1.6.2.1.1	Describe self-regulation as it applies to real estate under <u>REA</u> .	Understand
						1.6.2.1.2	Outline the impact of the industry sectors under <u>REA</u> jurisdiction on residential real estate associates.	Analyse
						1.6.2.1.3	Determine appropriate licensee actions in situations that present prohibitions.	Evaluate
			1.6.2.2	Determine how to behave professionally in diverse contexts.	Evaluate	1.6.2.2.1	Summarize factors that impact ethics and professional conduct.	Understand
						1.6.2.2.2	Use a decision-making model to assist with ethical dilemmas.	Apply
						1.6.2.2.3	Differentiate acting ethically and acting professionally.	Analyse
						1.6.2.2.4	Outline how to protect and promote public confidence in the industry.	Analyse
						1.6.2.2.5	Outline proactive steps licensees may take to stay within residential real estate licence boundaries.	Analyse
						1.6.2.2.6	Explain the relationship between investigations, disciplinary actions, and self-regulation.	Analyse
						1.6.2.2.7	Determine how to act with integrity in diverse situations.	Evaluate
						1.6.2.2.8	Determine the best course of action for licensees when faced with expertise limitations.	Evaluate
	1.6.3	Work within <u>scope of practice</u> of registration category.	1.6.3.1	Assess situations for real estate associate scope of practice.	Evaluate	1.6.3.1.1	Distinguish potential licensee consequences of acting outside of the boundaries of their expertise.	Analyse
						1.6.3.1.2	Determine how to act within a real estate associate's scope of practice.	Evaluate
	1.6.4	Interact with other registrants in a professional manner.	1.6.4.1	Assess real estate associate professional interactions for professionalism.	Evaluate	1.6.4.1.1	Describe the nature of professional courtesy between real estate professionals.	Understand
						1.6.4.1.2	Compare and contrast situations that require licensees to interact professionally with others.	Evaluate

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INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE Competency Weight: 5% <i>(continued)</i>	1.6.5	Seek help from broker or outside professionals; or decline to act when a matter is beyond own competence or scope.	1.6.5.1	Assess situations, documents, and information for scope and competence requirements.	Evaluate	1.6.5.1.1	Describe a real estate associate's obligation to communicate with their broker when an issue is <u>beyond their competence</u> .	Understand
						1.6.5.1.2	Determine if a situation is within your scope of practice.	Evaluate
						1.6.5.1.3	Determine if issues beyond a real estate associate's competence may be adequately addressed within the brokerage.	Evaluate
						1.6.5.1.4	Determine the expertise required for specific situations, documents, or information.	Evaluate
	1.6.6	Avoid knowingly or recklessly participating in or enabling dishonest, fraudulent, criminal, or illegal transactions, activity, or conduct.	1.6.6.1	Assess how to execute licensee duties and responsibilities in an honest, legal, and transparent manner.	Evaluate	1.6.6.1.1	List common indicators of suspicious transactions.	Remember
						1.6.6.1.2	Demonstrate how to execute licensee duties and responsibilities in an honest, legal, and transparent manner.	Apply
						1.6.6.1.3	Deconstruct the essential role of licensees acting honestly and legally within self-regulation.	Analyse
						1.6.6.1.4	Outline real estate professional best practices if a buyer wishes to provide a cash deposit.	Analyse
						1.6.6.1.5	Justify a brokerage's need to collect seller and/or buyer information.	Evaluate
			1.6.6.2	Apply indicators (red flags) of mortgage fraud to mortgage transactions.	Evaluate	1.6.6.2.1	Define mortgage fraud.	Remember
						1.6.6.2.2	Define money laundering.	Remember
						1.6.6.2.3	Summarize the mortgage fraud "red flags" that may indicate a fraudulent transaction.	Understand
						1.6.6.2.4	Explain the two general categories of people who participate in money laundering.	Understand
						1.6.6.2.5	Outline the scope of mortgage fraud activities in Canada.	Analyse
						1.6.6.2.6	Outline how mortgage fraud impacts society.	Analyse
						1.6.6.2.7	Outline common mortgage fraud schemes.	Analyse
						1.6.6.2.8	Outline the two broad mortgage fraud categories and their relation to other criminal activity.	Analyse
						1.6.6.2.9	Outline the relationship between the two broad mortgage fraud categories and other criminal activity.	Analyse
						1.6.6.2.10	Outline common mortgage fraud schemes, such as identity and property manipulation.	Analyse

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INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE Competency Weight: 5% <i>(continued)</i>					1.6.6.2.11	Outline how real estate may be used to carry out money laundering.	Analyse	
					1.6.6.2.12	Outline RECA's mortgage fraud suppression role.	Analyse	
					1.6.6.2.13	Outline real estate professionals' mortgage fraud suppression role.	Analyse	
	1.6.7	Report unethical, unsafe, illegal, or incompetent practices to the appropriate authorities.	1.6.7.1	Assess the relationship between professional behaviour, agency responsibility, and legislative responsibilities associated with reporting unethical, unsafe, illegal, or incompetent practices.	Evaluate	1.6.7.1.1	Outline the responsibilities under the <u>Rules</u> to report unethical, unsafe, illegal, or incompetent practices to the brokerage, RECA, and other authorities.	Analyse
	1.6.8	Practise in a manner that sustains public trust in the profession and enhances consumer protection.	1.6.8.1	Assess real estate practice principles that sustain trust and safeguard the public.	Evaluate	1.6.8.1.1	Determine how to integrate real estate practice principles that sustain trust and safeguard the <u>public</u> into professional practice.	Evaluate
	1.6.9	Maintain <u>personal health and wellbeing</u> .	1.6.9.1	Assess health and safety requirements, resources, and risks.	Evaluate	1.6.9.1.1	Summarize potential sources of encouragement, advice, and mentoring.	Understand
						1.6.9.1.2	Describe how brokers may assist with personal health and wellbeing.	Understand
						1.6.9.1.3	Outline mental health related resources and legislation.	Analyse
					1.6.9.1.4	Determine how to practice in a manner that maintains personal health and wellbeing.	Evaluate	

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

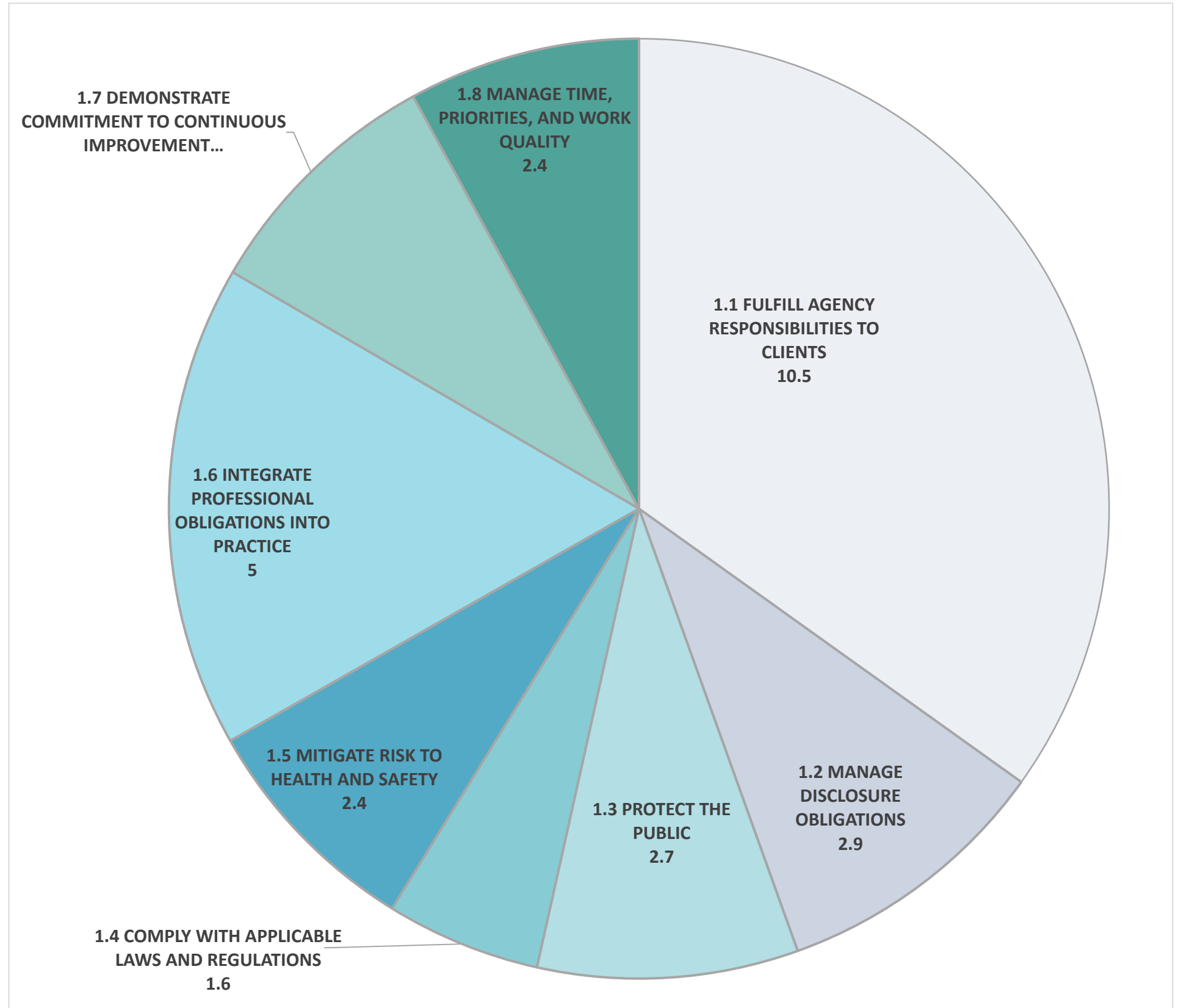
1.7 DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT Competency Weight: 2.6%	1.7.1	Access information on changes in regulation and practice.	1.7.1.1	Assess how to stay up to date with regulatory and practice requirements.	Evaluate	1.7.1.1.1	Determine resources and opportunities available to licensees to stay informed of regulatory and practice requirement changes.	Evaluate
	1.7.2	Seek opportunities to improve through various forms of <u>evaluation</u> .	1.7.2.1	Demonstrate commitment to continuous learning.	Apply	1.7.2.1.1	Seek opportunities to improve through various forms of evaluation.	Apply
	1.7.3	Formulate specific, measurable, relevant, and realistic learning goals.	1.7.3.1	Assess specific, measurable, relevant, and realistic learning goals for how effectively they support continuous improvement.	Evaluate	1.7.3.1.1	Determine specific, measurable, and realistic professional development goals.	Evaluate
	1.7.4	Implement <u>strategies</u> to achieve learning goals.	1.7.4.1	Assess how strategy implementation promotes learning goal achievement.	Evaluate	1.7.4.1.1	Determine case specific appropriate strategies to promote learning goals.	Evaluate
	1.7.5	Integrate new knowledge and skills into practice.	1.7.5.1	Demonstrate a commitment to continuous learning and professional development.	Apply	1.7.5.1.1	Describe how integrating knowledge and skills into practice leads to continuous improvement.	Understand
	1.7.6	Support improvements to existing systems and procedures.	1.7.6.1	Outline how licensees can support brokerage system evaluation and improvements.	Analyse	1.7.6.1.1	Demonstrate how to support brokerage system improvement.	Apply
	1.7.7	Uphold regulatory requirement for continued education.	1.7.7.1	Assess real estate trends for professional practice and continuing education implications.	Evaluate	1.7.7.1.1	Outline factors that affect real estate trends.	Analyse
						1.7.7.1.2	Determine impact of real estate trends on real estate practice and licensee educational needs.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

1.8 MANAGE TIME, PRIORITIES, AND WORK QUALITY Competency Weight: 2.4%	1.8.1	Recognize challenges based on data and feedback.	1.8.1.1	Assess data and feedback for potential knowledge and skill areas for improvement.	Evaluate	1.8.1.1.1	Demonstrate personal growth in knowledge and skills.	Apply
	1.8.2	Apply requisite brokerage standards of performance.	1.8.2.1	Describe how brokerage models impact time management, priorities, and work quality.	Understand	1.8.2.1.1	Identify a brokerage's time management models.	Remember
						1.8.2.1.2	Describe some time management models that are in use.	Understand
	1.8.3	Seek <u>opportunities to improve workflow</u> .	1.8.3.1	Assess the impact of workflow processes on time management, priority setting, and work quality.	Evaluate	1.8.3.1.1	Describe brokerage processes that support communication, efficiency, and quality assurance.	Understand
						1.8.3.1.2	Describe time management techniques.	Understand
						1.8.3.1.3	Determine workplace software that supports efficiency.	Analyse
						1.8.3.1.4	Determine tasks that can be delegated.	Analyse
	1.8.4	Prepare for situations that are complex or prone to error.	1.8.4.1	Assess how preparation can assist with complex situations or situation prone to error.	Evaluate	1.8.4.1.1	Judge situations based on complexity, time requirements, and potential for error.	Evaluate
	1.8.5	Outline realistic <u>goals</u> .	1.8.5.1	Assess time management, priority assessment, and work quality goals, related needs, and resources.	Evaluate	1.8.5.1.1	Describe long term and short term goal setting methods.	Understand
						1.8.5.1.2	Outline the importance of realistic time management, priority assessment, and work quality goals.	Analyse
						1.8.5.1.3	Determine time management, priority assessment, and work quality goals.	Evaluate
	1.8.6	Focus on completing tasks that align with goals.	1.8.6.1	Assess situations for potential licensee distractions that interfere with goal achievement.	Evaluate	1.8.6.1.1	Outline strategies to stay focused on long term and short term goals.	Analyse
	1.8.7	Seek <u>guidance</u> and <u>resources</u> as required.	1.8.7.1	Assess situations, documents, and information for scope and competence required.	Evaluate	1.8.7.1.1	Determine if a situation is within a licensee's scope of practice and required competence.	Evaluate
						1.8.7.1.2	Determine the expertise required for specific situations, documents, or information.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

1. PROFESSIONAL RELATIONSHIPS AND CONDUCT	
COMPETENCY TITLE	COMPETENCY WT.
1.1 FULFILL AGENCY RESPONSIBILITIES TO CLIENTS	10.5
1.2 MANAGE DISCLOSURE OBLIGATIONS	2.9
1.3 PROTECT THE PUBLIC	2.7
1.4 COMPLY WITH APPLICABLE LAWS AND REGULATIONS	1.6
1.5 MITIGATE RISK TO HEALTH AND SAFETY	2.4
1.6 INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE	5
1.7 DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT	2.6
1.8 MANAGE TIME, PRIORITIES, AND WORK QUALITY	2.4



REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN: 2. COMMUNICATION AND COLLABORATION

Domain Weight **21.4**

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
2.1 COMMUNICATE EFFECTIVELY Competency Weight: 4.2%	2.1.1	Meet the regulatory English language proficiency requirements.	2.1.1.1	Check that English language proficiency requirements have been met.	Evaluate	2.1.1.1.1	Justify the need for English language proficiency requirements from a regulatory standpoint.	Evaluate
	2.1.2	Use <u>format, medium, and techniques</u> suited to purpose and audience.	2.1.2.1	Assess communication techniques.	Evaluate	2.1.2.1.1	Determine the best communication methods for diverse licensee practice situations.	Evaluate
	2.1.3	Consider how context affects meaning and messaging.	2.1.3.1	Determine which communication techniques and communication methods are best for diverse purposes.	Evaluate	2.1.3.1.1	Use appropriate communication techniques and methods diverse situations.	Apply
	2.1.4	Use precise language and correct grammar.	2.1.4.1	Compare and contrast commonly used real estate terminology with the terms used in the associated legislation.	Evaluate	2.1.4.1.1	Outline strategies to promote the use and understanding of legislatively consistent language.	Analyse
						2.1.4.1.2	Outline strategies to ensure clear and precise communication.	Analyse
	2.1.5	Supply information that is timely, accurate, concise, and complete.	2.1.5.1	Outline practices and processes that ensure information is accurate, concise, and complete.	Evaluate	2.1.5.1.1	Determine appropriate practices and processes to ensure information is accurate, concise, and complete.	Evaluate
	2.1.6	Check <u>quality</u> of written text.	2.1.6.1	Create a communication quality assurance process.	Create	2.1.6.1.1	Check quality of written communication using a communication quality assurance process.	Evaluate
	2.1.7	Adjust <u>speech</u> according to intent of message.	2.1.7.1	Assess speech requirements based on the intended audience and content communicated.	Evaluate	2.1.7.1.1	Explain how an intended audience determines language requirements.	Understand
						2.1.7.1.2	Determine appropriate communication styles for diverse audiences.	Evaluate
						2.1.7.1.3	Justify communication logic when dealing with complaints or adversarial situations.	Evaluate
	2.1.8	Check for understanding.	2.1.8.1	Assess active listening principles.	Evaluate	2.1.8.1.1	Outline active listening techniques.	Analyse
						2.1.8.1.2	Determine how to use active listening techniques.	Evaluate
	2.1.9	Repair <u>communication breakdowns</u> .	2.1.9.1	Outline the principles commonly used to repair communication breakdowns.	Analyse	2.1.9.1.1	Describe common reactions that individuals can have to conflicts and disputes.	Remember
						2.1.9.1.2	Describe the most common reasons why communication breaks down.	Understand
						2.1.9.1.3	Outline communication techniques that may be used in confrontations or <u>communication breakdowns</u> .	Analyse
						2.1.9.1.4	Outline actions that potentially deter dispute resolution between real estate professionals and/or consumers.	Analyse
						2.1.9.1.5	Outline communication strategies and skills that prevent conflicts and disputes.	Analyse
2.1.10	Work with interpreters as needed.	2.1.10.1	Assess circumstances that may require the use of an interpreter.	Evaluate	2.1.10.1.1	Determine situations that require an interpreter.	Evaluate	

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

2.2 ADVISE CLIENTS AS SELLERS OR BUYERS Competency Weight: 6.9%	2.2.1	Identify products or services that correspond to client profiles.	2.2.1.1	Assess products and services for clients.	Evaluate	2.2.1.1.1	Outline best practices for licensees to assess products and services.	Analyse
						2.2.1.1.2	Outline best practices for licensees to establish client profiles.	Analyse
						2.2.1.1.3	Determine the best products and services for clients based on diverse profiles.	Evaluate
	2.2.2	Understand and adhere to real estate transaction processes, protocols, and practices.	2.2.2.1	Assess real estate transaction processes, protocols, and practices for licensee requirements and best practice.	Evaluate	2.2.2.1.1	Describe real estate transaction processes, protocols, and practices to clients as needed.	Understand
						2.2.2.1.2	Determine the relevance of real estate transaction processes, protocols, and practices in diverse situations.	Evaluate
	2.2.3	Determine client's goals and issues that may impact the success of the transaction.	2.2.3.1	Assess clients and situations for issues that may jeopardize a transaction.	Evaluate	2.2.3.1.1	Outline tenant selection factors (e.g., credit check, confirmation of employment, pet ownership, etc.).	Analyse
						2.2.3.1.2	Outline tenant motivation factors.	Analyse
						2.2.3.1.3	Determine client goals that may jeopardize a transaction.	Evaluate
						2.2.3.1.4	Determine client issues and situations that may jeopardize a transaction.	Evaluate
						2.2.3.1.5	Recommend tenants to clients based on tenant selection factors.	Evaluate
	2.2.4	Understand client's budget and available financing including mortgage qualifications according to scope of practice.	2.2.4.1	Assess client needs, wants, budget, and financing within the applicable market.	Evaluate	2.2.4.1.1	Determine client budget, available financing, needs and wants.	Evaluate
			2.2.4.2	Assess how financing impacts the purchase and sale process.	Evaluate	2.2.4.2.1	List the purpose for mortgage financing.	Remember
						2.2.4.2.2	List the different types of mortgages available.	Remember
						2.2.4.2.3	Recognize the market dynamics affecting mortgages.	Understand
						2.2.4.2.4	Describe the rights and obligations of the parties to a mortgage agreement.	Understand
							Describe how mortgage features impact sellers in the sale process.	Understand
						2.2.4.2.5	Summarize the affordability guidelines used to qualify a borrower.	Understand
						2.2.4.2.6	Describe the key determinants of mortgage affordability for buyers.	Understand
						2.2.4.2.7	Explain the due diligence a buyer/seller representative must provide a client when a purchase or sale contract involves a mortgage assumption.	Understand
						2.2.4.2.8	Describe the priority of mortgages and how it is established.	Understand
					2.2.4.2.9	Summarize the foreclosure process.	Understand	

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

ADVISE CLIENTS AS SELLERS OR BUYERS Competency Weight: 6.9% <i>(continued)</i>					2.2.4.2.10	Outline the relationship between mortgages and real estate.	Analyse	
					2.2.4.2.11	Compare and contrast the advantages and disadvantages of the different types of mortgages for buyers.	Analyse	
					2.2.4.2.12	Differentiate a conventional mortgage from a high ratio mortgage.	Analyse	
					2.2.4.2.13	Outline the key elements of a credit analysis.	Analyse	
					2.2.4.2.14	Outline the potential consequences of failing to include a financing condition or prematurely waiving a financing condition in a real estate purchase offer.	Analyse	
					2.2.4.2.15	Outline the due diligence expected of real estate professionals regarding financing conditions in offers to purchase real estate.	Analyse	
					2.2.4.2.16	Determine the different mortgage transactions that are registered against the title of a property.	Evaluate	
					2.2.4.2.17	Justify the need to include a financing condition in a real estate purchase contract.	Evaluate	
					2.2.4.2.18	Determine if additional information or clarification is required and how to obtain it.	Evaluate	
	2.2.5	Refer to mortgage advisor as needed.	2.2.5.1	Assess client representation for limitations on scope that require a mortgage advisor.	Evaluate	2.2.5.1.1	Define key concepts related to mortgages.	Remember
						2.2.5.1.2	Define common developments that have affected mortgage financing in Canada.	Understand
						2.2.5.1.3	Outline the consumer benefits of working with mortgage brokerage professionals.	Analyse
						2.2.5.1.4	Outline the services provided by mortgage brokerage professionals.	Analyse
						2.2.5.1.5	Determine when to refer to a mortgage advisor.	Evaluate
						2.2.5.1.6	Determine which activities that are "dealing in mortgages".	Evaluate
	2.2.6	Explain all advantages and disadvantages.	2.2.6.1	Assess research to generate a complete picture for clients.	Evaluate	2.2.6.1.1	Educate the client regarding required documentation.	Apply
						2.2.6.1.2	Determine research goals.	Evaluate
						2.2.6.1.3	Determine how to present findings, including gap analysis, to the client.	Evaluate
						2.2.6.1.4	Explain facts, information, and options to the client to facilitate decision making.	Evaluate
	2.2.7	Represent clients during negotiations and all interactions with other parties.	2.2.7.1	Assess situations for client representation requirements.	Evaluate	2.2.7.1.1	Determine appropriate actions and documents to represent clients during negotiations and interactions with other parties.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

ADVISE CLIENTS AS SELLERS OR BUYERS Competency Weight: 6.9% <i>(continued)</i>	2.2.8	Clarify terms and conditions.	2.2.8.1	Assess documents and communication for terms that may require clarification.	Analyse	2.2.8.1.1	Check that the client understands all relevant terms and conditions.	Evaluate
	2.2.9	Prioritize and promptly address client concerns.	2.2.9.1	Assess client concerns for urgency and potential resolution.	Evaluate	2.2.9.1.1	Determine how to uncover client concerns.	Evaluate
						2.2.9.1.2	Prioritize diverse client concerns based on context.	Evaluate
						2.2.9.1.3	Determine the best option for addressing client concerns in diverse contexts.	Evaluate
			2.2.9.2	Demonstrate professionalism.	Apply	2.2.9.2.1	Address client concerns objectively and courteously.	Apply
						2.2.9.2.2	Respond professionally in diverse real estate contexts.	Apply
	2.2.10	Inform client of progress, changes, and problems that affect them.	2.2.10.1	Assess issues and information for client impact.	Evaluate	2.2.10.1.1	Outline strategies to manage client expectations.	Analyse
						2.2.10.1.2	Determine if and how issues and information may impact a client.	Evaluate
						2.2.10.1.3	Appraise strategies and expectations.	Evaluate
	2.2.11	Document conversations, actions, and advice.	2.2.11.1	Assess individual practice, conversations, actions, and advice for documentation best practices and requirements.	Evaluate	2.2.11.1.1	Outline the essential components of maintaining proper documentation.	Analyse
						2.2.11.1.2	Outline the legislative and regulatory documentation and record keeping requirements that apply to licensees.	Analyse
						2.2.11.1.3	Compare and contrast documentation best practices and requirements applicable to individual practice, conversations, actions, and advice.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

2.3 USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT) Competency Weight: 6.9%	2.3.1	Select communication technology suited to task.	2.3.1.1	Assess available communication methods and context suitability.	Evaluate	2.3.1.1.1	Determine which communication technology is best suited to a task and audience.	Evaluate
						2.3.1.1.2	Determine the appropriate processes, procedures, components, resources, and preparation required for different types of communication.	Evaluate
	2.3.2	Customize communications with specific technology.	2.3.2.1	Assess available communication technology based on the brokerage, legislation, context, and intended audience.	Evaluate	2.3.2.1.1	Use appropriate brokerage software and resources.	Apply
	2.3.3	Use communication technology for online research.	2.3.3.1	Assess the appropriateness of using communication technology for online research.	Evaluate	2.3.3.1.1	Determine when and how to use communication technology for online research.	Evaluate
	2.3.4	Distribute relevant <u>online content</u> in compliance with <u>standards and requirements</u> .	2.3.4.1	Assess online content for standards and regulatory compliance.	Evaluate	2.3.4.1.1	Follow brokerage direction for online content.	Apply
						2.3.4.1.2	Determine how to distribute online content in compliance with applicable standards and requirements.	Analyse
	2.3.5	Ensure all communications are clearly represented and truthful.	2.3.5.1	Assess clarity and veracity of communications.	Evaluate	2.3.5.1.1	Determine communication best practices for clarity and veracity.	Evaluate
			2.3.5.2	Assess how the digital environment impacts professionalism.	Evaluate	2.3.5.2.1	Outline digital environment practices that may lead to unprofessionalism.	Analyse
						2.3.5.2.2	Outline practices, policies, and procedures that licensees should employ to ensure they act professionally in a digital environment.	Analyse
	2.3.6	Stay up to date with relative changes to technology.	2.3.6.1	Assess technological changes for relevance to licensee practice.	Evaluate	2.3.6.1.1	Determine best practices to stay current with practice related technology.	Evaluate
	2.3.7	Understand basic information technology IT infrastructure.	2.3.7.1	Assess the role of IT infrastructure in real estate.	Evaluate	2.3.7.1.1	Describe basic <u>IT infrastructure</u> related to real estate.	Understand
	2.3.8	Use general office <u>productivity and collaboration applications</u> effectively.	2.3.8.1	Explain the effect of general office productivity and collaboration applications on improved communications and increased productivity.	Analyse	2.3.8.1.1	Outline general office <u>productivity and collaboration applications</u> used by brokerages.	Analyse
	2.3.9	Leverage property databases, sites, and applications for sales activities.	2.3.9.1	Assess potential uses of property databases, sites, and applications for sales activities.	Evaluate	2.3.9.1.1	Determine how to leverage property databases, sites, and applications for sales activities.	Evaluate
	2.3.10	Comply with brokerage, regulatory, and legal requirements regarding privacy, anti-spam, data security, and personal use.	2.3.10.1	Assess practice for privacy, anti-spam, data security, and personal use related brokerage, regulatory, and legal compliance.	Evaluate	2.3.10.1.1	Determine how to comply with brokerage privacy, anti-spam, data security, and personal use requirements.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

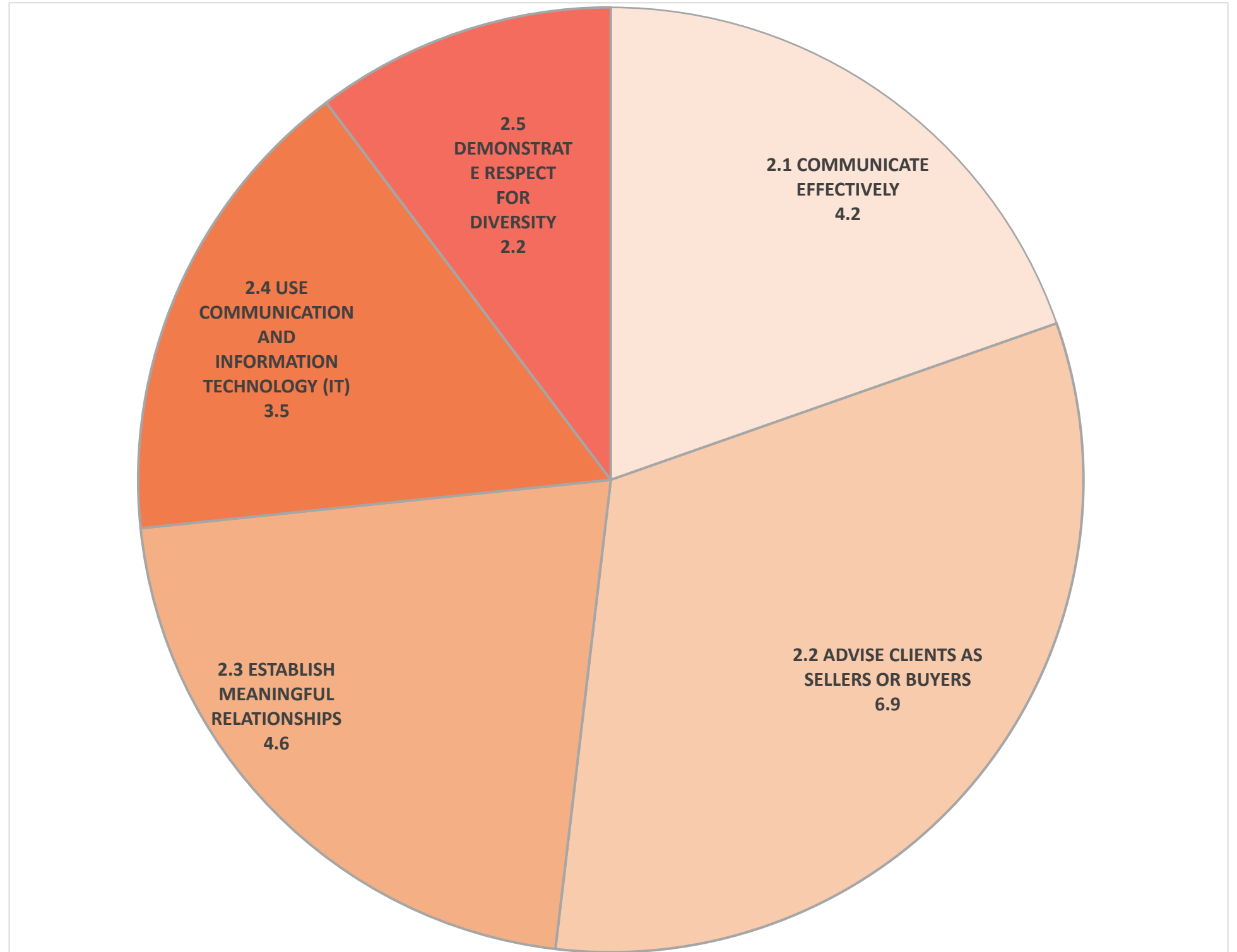
2.4 ESTABLISH MEANINGFUL RELATIONSHIPS Competency Weight: 4.6%	2.4.1	Cultivate strategic <u>working relationships</u> with <u>other people</u> .	2.4.1.1	Determine the link between respectful working relationships and professional relationships.	Evaluate	2.4.1.1.1	Choose strategies that cultivate respectful working relationships.	Apply
	2.4.2	Collaborate with other salespersons and broker.	2.4.2.1	Assess situations for need and opportunity to collaborate with other licensees and broker.	Evaluate	2.4.2.1.1	Determine when collaborations are necessary and/or beneficial.	Evaluate
	2.4.3	Engage others through <u>reasoning and interpersonal skills</u> .	2.4.3.1	Assess how to engage others through reasoning and interpersonal skills in diverse situations.	Evaluate	2.4.3.1.1	Describe how to engage others by reasoning and using interpersonal skills in diverse situations.	Understand
	2.4.4	Show empathy toward the <u>perspectives</u> of others.	2.4.4.1	Assess situations for the need for empathy.	Evaluate	2.4.4.1.1	Describe how empathy assists clients during stressful circumstances that give rise to the purchase or sale of a home (divorce, relocation, etc.).	Understand
						2.4.4.1.2	Outline the role of empathy in constructive relationships and concern/conflict resolution.	Analyse
							Determine how to demonstrate empathy appropriately in diverse real estate contexts.	Evaluate
						2.4.4.1.3	Determine appropriate questions to ask a client that may be experiencing challenges or in crisis.	Evaluate
	2.4.5	<u>Manage</u> conflict effectively.	2.4.5.1	Assess conflict resolution strategies in a real estate context.	Evaluate	2.4.5.1.1	Outline common potential real estate conflicts.	Analyse
						2.4.5.1.2	Outline conflict resolution processes licensees may employ.	Analyse
						2.4.5.1.3	Outline conflict avoidance and conflict resolution processes available to real estate associates during meetings.	Analyse
						2.4.5.1.4	Outline conflict prevention techniques or processes available to licensees when dealing with clients or other associates.	Analyse
						2.4.5.1.5	Outline the benefits of brokers using the VBRP to deal with disputes.	Analyse
						2.4.5.1.6	Explain how multiple offers impact conflict resolution options.	Analyse
	2.4.6	Request and provide constructive feedback.	2.4.6.1	Determine how constructive feedback requests and provision may foster meaningful relationships.	Analyse	2.4.6.1.1	Outline the strategies licensees may use to request and provide constructive feedback.	Analyse
2.4.7	Maintain a third-party network to assist client referrals to third parties.	2.4.7.1	Assess the role of licensees as liaisons between the client and other parties.	Evaluate	2.4.7.1.1	Outline the various activities licensees are expected to perform when liaising between the client and other parties.	Analyse	

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

2.5 DEMONSTRATE RESPECT FOR DIVERSITY Competency Weight: 2.2%	2.5.1	Challenge assumptions about self or others.	2.5.1.1	Determine how licensees can challenge their assumptions to demonstrate respect for diversity.	Evaluate	2.5.1.1.1	Critique your own assumptions about self or others.	Evaluate
	2.5.2	Learn about the ideas and opinions of others.	2.5.2.1	Outline how learning about others' ideas and opinions fosters respect for diversity.	Analyse	2.5.2.1.1	Outline strategies to learn about others' opinions and ideas.	Analyse
						2.5.2.1.2	Compare and contrast diverse ideas and opinions.	Evaluate
	2.5.3	Exhibit <u>inclusive behaviour</u> .	2.5.3.1	Assess how licensees can exhibit inclusive behaviour in diverse contexts.	Evaluate	2.5.3.1.1	Recognize systems and behaviours that make others feel excluded.	Remember
						2.5.3.1.2	Determine how to communicate and behave inclusively.	Evaluate
	2.5.4	Use vocabulary that is respectful and inclusive of others.	2.5.4.1	Assess how vocabulary and communications can be made inclusive.	Evaluate	2.5.4.1.1	Choose inclusive language	Apply
						2.5.4.1.2	Demonstrate respectful and inclusive choices in diverse real estate contexts.	Apply
	2.5.5	Recognize systems and behaviours that exclude others.	2.5.5.1	Assess how systems and behaviours may exclude others.	Evaluate	2.5.5.1.1	Outline strategies and processes to proactively address systems and behaviours that may exclude others.	Analyse
	2.5.6	Meet legal requirements regarding diversity, equity, harassment, and <u>discrimination</u> .	2.5.6.1	Assess situations for diversity, equity, harassment, and discrimination related legal requirements.	Evaluate	2.5.6.1.1	Outline potential consequences of failing to comply with diversity, equity, harassment, and discrimination legal requirements.	Analyse
						2.5.6.1.2	Outline the impact of failing to comply with diversity, equity, harassment, and discrimination legal requirements on property values.	Analyse
						2.5.6.1.3	Determine how to conduct business in accordance with diversity, equity, harassment, and discrimination legal requirement compliance.	Evaluate
						2.5.6.1.4	Determine how to act in keeping with diversity, equity, harassment, and discrimination legal requirements.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

2. COMMUNICATION AND COLLABORATION	
COMPETENCY TITLE	COMPETENCY WT.
2.1 <u>COMMUNICATE EFFECTIVELY</u>	4.2
2.2 <u>ADVISE CLIENTS AS SELLERS OR BUYERS</u>	6.9
2.3 <u>ESTABLISH MEANINGFUL RELATIONSHIPS</u>	4.6
2.4 <u>USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)</u>	3.5
2.5 <u>DEMONSTRATE RESPECT FOR DIVERSITY</u>	2.2



REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN: 3. PROSPECTING AND MARKETING

Domain Weight **8**

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
3.1 PROMOTE OWN BUSINESS Competency Weight: 0.7%	3.1.1	Develop a marketing plan that includes objectives, action items, and success indicators.	3.1.1.1	Assess individual licensee marketing plan needs, objectives, and resources.	Evaluate	3.1.1.1.1	Determine how to develop a marketing plan that includes objectives, action items, and success indicators.	Evaluate
	3.1.2	Engage in targeted <u>promotional activities</u> that comply with legal and ethical requirements, brand standards, and budgets.	3.1.2.1	Assess promotional activities for legal compliance, ethical requirements, brand standards, and budget requirements.	Evaluate	3.1.2.1.1	Determine best practices for engaging in targeted promotional activities.	Evaluate
	3.1.3	Generate and follow up with leads or prospects.	3.1.3.1	Outline processes and best practices to generate and follow up with leads or prospects.	Analyse	3.1.3.1.1	Compare and contrast processes and best practices to generate leads or prospects in diverse contexts.	Evaluate
						3.1.3.1.2	Compare and contrast processes and best practices to follow up with leads or prospects in diverse contexts.	Evaluate
	3.1.4	Evaluate the effectiveness of promotional efforts.	3.1.4.1	Assess practices, tools, and techniques for evaluating promotional effectiveness.	Evaluate	3.1.4.1.1	Determine the best practices, tools, and techniques to evaluate promotional effectiveness in diverse contexts.	Evaluate
3.2 COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL Competency Weight: 1.4	3.2.1	Select <u>key marketing messages</u> .	3.2.1.1	Justify key marketing message choices.	Evaluate	3.2.1.1.1	Determine key marketing messages.	Evaluate
	3.2.2	Act with due care, providing accurate information considered sufficient, meaningful, and clear to the ordinary person.	3.2.2.1	Assess practice and marketing material for accuracy, meaning, clarity, and thoroughness.	Evaluate	3.2.2.1.1	Determine how to ensure marketing materials demonstrate due care, accuracy, clarity, and thoroughness.	Evaluate
	3.2.4	Develop specific marketing materials or outsource as appropriate.	3.2.4.1	Compare marketing skills with marketing needs to determine outsourcing requirements.	Evaluate	3.2.4.1.1	Determine marketing materials and contexts that require outsourcing.	Evaluate
	3.2.5	Verify that marketing materials comply with <u>prescribed rules and accepted conventions</u> .	3.2.5.1	Assess marketing materials for regulatory compliance and convention adherence.	Evaluate	3.2.5.1.1	Judge if marketing materials meet regulatory compliance and adhere to conventions.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

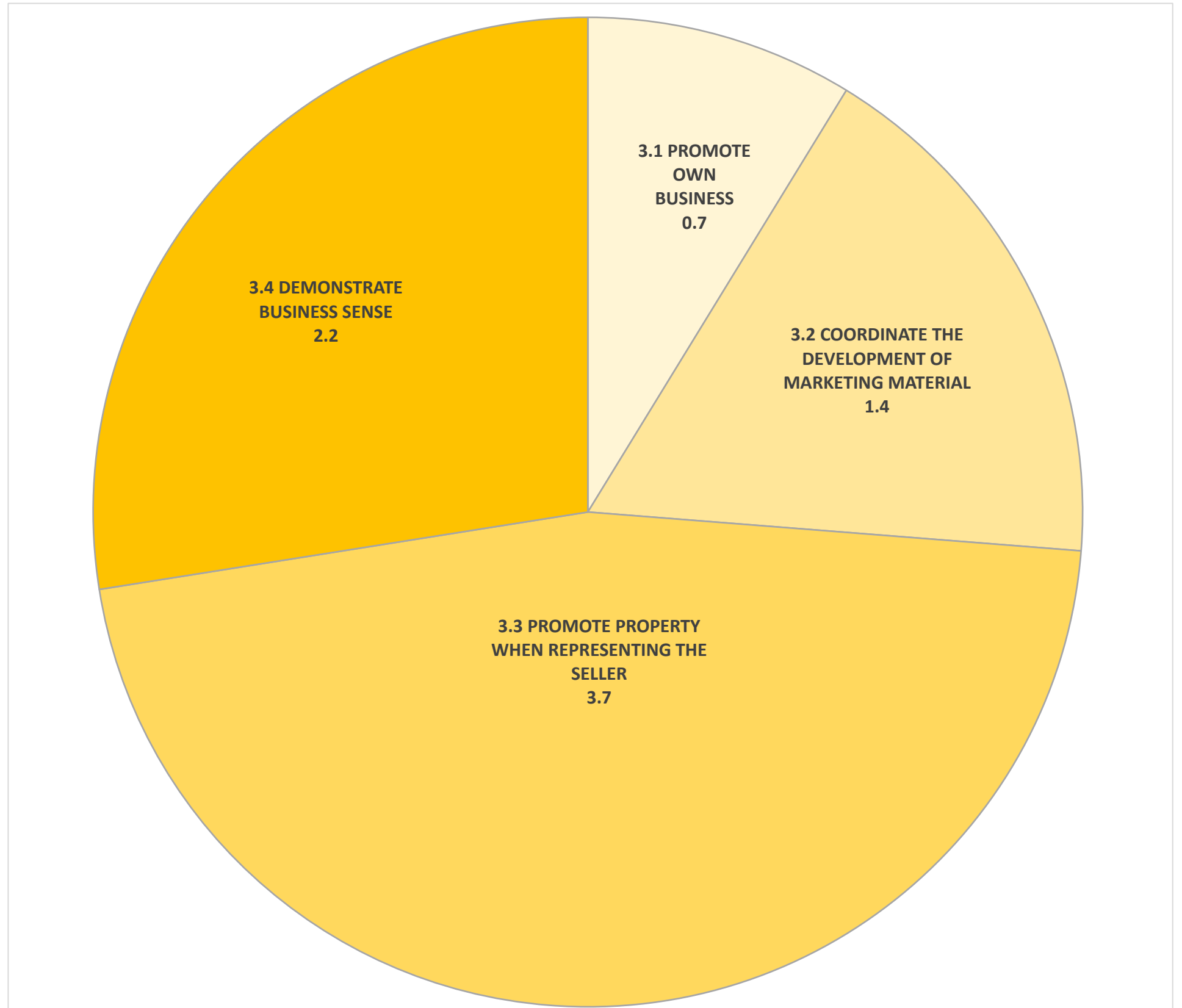
3.3 PROMOTE PROPERTY WHEN REPRESENTING THE SELLER Competency Weight: 3.7%	3.3.1	Gather information on property.	3.3.1.1	Determine how to gather property information.	Evaluate	3.3.1.1.1	Outline how to gather property information.	Analyse
						3.3.1.1.2	Outline potential and common property information inconsistency or reliability issues.	Analyse
						3.3.1.1.3	Determine where to find specific property information.	Evaluate
						3.3.1.1.4	Determine how to resolve potential and common property information inconsistency or reliability issues.	Evaluate
	3.3.2	Document market and personal sales data in preparing listing presentations.	3.3.2.1	Assess listing, market, and personal data documentation best practices.	Evaluate	3.3.2.1.1	Determine listing, market, and personal data documentation requirements and practices.	Evaluate
	3.3.3	Promote the features of the selling client's property.	3.3.3.1	Assess property and client specific techniques, tools, and strategies to promote a seller's property.	Evaluate	3.3.3.1.1	Justify property and client specific techniques, tools, and strategies to promote a seller's property.	Evaluate
	3.3.4	Use <u>everyone's</u> time effectively.	3.3.4.1	Assess tasks, goals, priorities, and party requirements for effective time management.	Evaluate	3.3.4.1.1	Determine how to best manage time respecting all parties.	Evaluate
	3.3.5	Make marketing materials available.	3.3.5.1	Assess marketing materials dissemination options.	Evaluate	3.3.5.1.1	Justify context specific marketing material dissemination choices.	Evaluate
	3.3.6	Follow the selling client's directions and applicable protocols for showings.	3.3.6.1	Determine selling client's showing directions and protocols.	Evaluate	3.3.6.1.1	Outline techniques and processes licensees may use to determine, clarify, and confirm a selling client's showing directions and protocols.	Analyse
						3.3.6.1.2	Check your understanding/interpretation of a selling client's showing directions and protocols.	Evaluate
	3.3.7	Address potential and actual buyer questions.	3.3.7.1	Assess each property for likely buyer questions.	Evaluate	3.3.7.1.1	Answer buyer questions as discussed with the seller	Apply
						3.3.7.1.2	Outline how to proactively prepare for potential and likely buyer questions with the seller.	Analyse
						3.3.7.1.3	Determine likely buyer questions.	Evaluate
	3.3.8	Offer information on defects, flaws, and drawbacks to selling client.	3.3.8.1	Assess research required to adequately inform selling clients regarding defects, flaws, and drawbacks.	Evaluate	3.3.8.1.1	Present selling clients with accurate information and alternatives related to defects, flaws, and drawbacks.	Apply
						3.3.8.1.2	Recommend to seller professionals who can provide seller with advice on extent of defects and flaws.	Apply

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

3.4 DEMONSTRATE BUSINESS SENSE Competency Weight: 2.2%	3.4.1	Seek opportunities to maintain and increase value for clients or prospects.	3.4.1.1	Assess opportunities to maintain and increase value for clients and prospects.	Evaluate	3.4.1.1.1	Determine how to maintain and increase value for clients and prospects.	Evaluate
	3.4.2	Use <u>business analysis frameworks</u> .	3.4.2.1	Outline how to use business analysis frameworks.	Evaluate	3.4.2.1.1	Demonstrate ability to use business analysis frameworks.	Apply
	3.4.3	Pursue areas of competitive advantage.	3.4.3.1	Determine potential areas of competitive advantage.	Evaluate	3.4.3.1.1	Outline how to determine areas of competitive advantage.	Analyse
						3.4.3.1.2	Determine how to pursue potential areas of competitive advantage based on context.	Evaluate
	3.4.4	Build a <u>network of qualified professionals</u> .	3.4.4.1	Assess your professional network goals, resources, and challenges.	Evaluate	3.4.4.1.1	Outline how to build a network of qualified professionals.	Analyse
						3.4.4.1.2	Determine your professional network goals, resources, and challenges.	Evaluate
	3.4.5	Build a real estate business that is sustainable.	3.4.5.1	Determine how to build a sustainable business.	Evaluate	3.4.5.1.1	Justify decisions that contribute to building a sustainable business.	Evaluate
	3.4.6	Resolve issues facing the licensee's business.	3.4.6.1	Assess business issues for resolution options.	Evaluate	3.4.6.1.1	Determine how to best resolve business issues.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

3. PROSPECTING AND MARKETING	
3.1 PROMOTE OWN BUSINESS	0.7
3.2 COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL	1.4
3.3 PROMOTE PROPERTY WHEN REPRESENTING THE SELLER	3.7
3.4 DEMONSTRATE BUSINESS SENSE	2.2



REAL ESTATE ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN: 4. RESEARCH AND ANALYSIS

Domain Weight **14.9**

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	
4.1 CONDUCT RESEARCH Competency Weight: 5.4%	4.1.1	Respect the <u>private and confidential</u> nature of the research.	4.1.1.1	Assess privacy and confidentiality requirements and best practices related to the research process.	Evaluate	4.1.1.1.1	Determine how to respect privacy and confidentiality within the research process.	Evaluate	
	4.1.2	Outline research outcomes.	4.1.2.1	Assess research needs.	Evaluate	4.1.2.1.1	Determine research needs and desired outcomes.	Evaluate	
	4.1.3	Indicate essential areas of expertise required.	4.1.3.1	Assess essential areas of expertise.	Evaluate	4.1.3.1.1	Determine essential areas of expertise in relation to research needs.	Evaluate	
	4.1.4	Distinguish between attributes and drawbacks of properties used for the analysis.	4.1.4.1	Assess property attributes to be included in the analysis.	Evaluate	4.1.4.1.1	Identify features that define green real estate and discuss their benefits and disadvantages.	Remember	
						4.1.4.1.2	Identify features that define green real estate and discuss their benefits and disadvantages.	Remember	
						4.1.4.1.3	Recognize the components of a greened property and the various services or programs.	Understand	
						4.1.4.1.4	Describe energy conservation components and their advantages and disadvantages.	Understand	
						4.1.4.1.5	Determine the impact of property attributes on the analysis.	Evaluate	
				4.1.4.2	Assess attributes of an urban setting property.	Evaluate	4.1.4.2.1	Determine the impact of the community where the property is located (i.e., walkable communities, crime rates, etc.).	Evaluate
						4.1.4.2.2	Determine the impact of nearby infrastructure and other amenities. (i.e. schools, sport facilities, parks, etc.).	Evaluate	
				4.1.4.3	Assess attributes of properties located in a rural setting.	Evaluate	4.1.4.3.1	Identify the types of municipalities that may be encountered in rural residential practice.	Remember
						4.1.4.3.2	Identify a property in a rural setting by its land description.	Remember	
						4.1.4.3.3	Identify the property attributes that licensees should discuss with sellers and buyers.	Remember	
						4.1.4.3.4	List the different materials that are used to build foundations for residential properties, how these might be recognized, and how these can impact the sale/purchase of properties.	Remember	
						4.1.4.3.5	Recognize the types of low-slope roofs and steep-slope roofs and how these can impact the sale/purchase of properties.	Remember	
					4.1.4.3.6	Identify the components of a building roof drainage system.	Remember		

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 5.4% (continued)					4.1.4.3.7	Identify the types of ceiling finishes that may be visible in a residence and how these can impact the sale/purchase of properties.	Remember
					4.1.4.3.8	Recognize the more common fireplace styles in residential properties.	Remember
					4.14.3.9	Identify the various storage arrangements that can exist in condominium ownership and how these can impact the sale/purchase of properties.	Remember
					4.1.4.3.10	Describe water-related issues and concerns affecting rural residential properties.	Understand
					4.1.4.3.11	Describe the well performance tests real professionals should discuss with clients.	Understand
					4.1.4.3.12	Describe the concerns that wells in pits or abandoned wells present in real estate transactions.	Understand
					4.1.4.3.13	Explain how a septic tank works in a private sewage system	Understand
					4.1.4.3.14	Describe licensee due diligence respecting private sewage system when representing buyer or sellers.	Understand
					4.1.4.3.15	Describe a utility cooperative and the types of services they may provide.	Understand
					4.1.4.3.16	Describe how environmental matters may affect rural residential properties and transactions.	Understand
					4.1.4.3.17	Describe how surface and mineral rights relate to the residential transactions in a rural setting.	Understand
					4.1.4.3.18	Describe what is meant by environmental stewardship.	Understand
					4.1.4.3.19	Describe wildlife considerations related to rural living.	Understand
					4.1.4.3.20	Explain domestic pet considerations relate to rural living.	Understand
					4.1.4.3.21	Describe environmental hazards for residential properties in a rural setting.	Understand
					4.1.4.3.22	Describe the environmental due diligence requirements related to environmental matters that licensees should follow when representing buyers or seller of residential property in a rural setting.	Understand
					4.1.4.3.23	Describe the different legal land descriptions for rural property.	Understand
					4.1.4.3.24	Describe the Alberta Township System.	Understand
					4.1.4.3.25	Describe the Plan, Block, and Lot system and the Plan and Unit System.	Understand

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 5.4% (continued)					4.1.4.3.26	Describe the due diligence process to be followed by licensees related to properties in rural settings related to GST.	Understand
					4.1.4.3.27	Describe the general licensee due diligence requirements when representing rural residential property sellers.	Understand
					4.1.4.3.28	Describe the general due diligence requirements for licensees when representing buyers intending to purchase properties located in a rural setting.	Understand
					4.1.4.3.29	Explain the most common types of permits that relate to residential construction.	Understand
					4.1.4.3.30	Describe when a Building Permit is required for property renovations.	Understand
					4.1.4.3.31	Summarize the benefits of obtaining a Building Permit.	Understand
					4.1.4.3.32	Describe how the absence of required building permits can impact the sale and purchase process.	Understand
					4.1.4.3.33	Explain the key concepts that shape residential construction and how these can impact the sale/purchase of properties.	Understand
					4.1.4.3.34	Describe the most common construction methods used for residential properties and how these can impact the sale/purchase of properties.	Understand
					4.1.4.3.35	Describe the most common types of foundations that are found in residences and how these can impact the sale/purchase of properties.	Understand
					4.1.4.3.36	Describe the function of exterior walls and the types of exterior wall finishes and how these can impact the sale/purchase of properties.	Understand
					4.1.4.3.37	Describe the types of roofing materials used in residential construction and how these can impact the sale/purchase of properties.	Understand
					4.1.4.3.38	Describe the types of window styles and feature windows found in residential construction and how these can impact the sale/purchase of properties.	Understand
					4.1.4.3.39	Describe the types of exterior doors that are part of the building envelope.	Understand
				4.1.4.3.40	Describe the 4 service systems that are part of a residential property and how these can impact the sale/purchase of properties.	Understand	

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 5.4% (continued)					4.1.4.3.41	Explain the components of a residential HVAC system and how these can impact the sale/purchase of properties.	Understand	
					4.1.4.3.42	Explain the functions of interior walls and the types of interior wall finishes and how these can impact the sale/purchase of properties.	Understand	
					4.1.4.3.43	Describe the different types of flooring installed in residential properties and how these can impact the sale/purchase of properties.	Understand	
					4.1.4.3.44	Describe the common types of parking arrangements for residential properties.	Understand	
					4.1.4.3.45	Explain why licensees need to know their property attributes when representing clients.	Analyse	
					4.1.4.3.46	Explain the considerations that affect rural residential living.	Analyse	
					4.1.4.3.47	Differentiate between load-bearing and non-load bearing walls.	Analyse	
					4.1.4.3.48	Outline the various parking options that can exist in condominium ownership and how these can impact the sale/purchase of properties.	Analyse	
					4.1.4.3.49	Summarize the various water treatment devices that may be included in a real estate transaction.	Evaluate	
			4.1.4.4	Propose the due diligence requirements associated with residential property measurement.	Create	4.1.4.4.1	Identify the elements that are present when a Residential Measurement Standard civil proceeding is commenced.	Remember
						4.1.4.4.2	List the components that are needed for the courts to prove negligent misrepresentation relating to a properties size.	Remember
						4.1.4.4.3	Describe the factors that led RECA to develop and implement the Residential Measurement Standard.	Understand
						4.1.4.4.4	Explain the correlation between property size and asking/selling price.	Understand
						4.1.4.4.5	Describe Residential Measurement Standard principles and information that licensees must share.	Understand
						4.1.4.4.6	Describe the two Residential Measurement Standard compliant property measurement methods.	Understand

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

CONDUCT RESEARCH Competency Weight: 5.4% (continued)					4.1.4.4.7	Describe the Residential Measurement Standard Principles real estate professionals must follow when calculating the area of a residential property using the Residential Measurement Standard.	Understand	
					4.1.4.4.8	Describe the requirements real estate licensees have when communicating property measurements to consumers and other licensees.	Understand	
					4.1.4.4.9	Explain the due diligence activities when hiring a property measurement service.	Understand	
					4.1.4.4.10	Describe how RECA deals with breaches associated with the application of the Residential Measurement Standard.	Understand	
					4.1.4.4.11	Summarize the steps that help reduce the risks associated with application of the Residential Measurement Standard and civil proceedings.	Understand	
					4.1.4.4.12	Outline the Residential Measurement Standard.	Analyse	
					4.1.4.4.13	Compare and contrast a condominium unit's Residential Measurement Standard area and its registered size.	Analyse	
					4.1.4.4.14	Explain grade impacts residential property area calculation.	Analyse	
					4.1.4.4.15	Calculate the area of any style of residential properties in accordance with the Residential Measurement Standard.	Analyse	
					4.1.4.4.16	Determine alternatives for dealing with unusual residential properties.	Evaluate	
					4.1.4.4.17	Determine when each of the two measurement methods should be applied.	Evaluate	
	4.1.5	Obtain information required to generate a complete picture.	4.1.5.1	Assess how to obtain information required to generate a complete picture.	Evaluate	4.1.5.1.1	Identify the characteristics that may indicate a property was used a grow op.	Remember
						4.1.5.1.2	Identify characteristics that may indicate a property was used as a drug lab.	Remember
						4.1.5.1.3	Outline diverse ways to obtain required information.	Analyse
	4.1.6	Use relevant <u>software</u> , integrated with other data.	4.1.6.1	Assess which software may be relevant and how it may be integrated with other data.	Evaluate	4.1.6.1.1	Determine the appropriate software to use.	Evaluate
						4.1.6.1.2	Determine how to best integrate the selected software with other data.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

<p>CONDUCT RESEARCH</p> <p>Competency Weight: 5.4% (continued)</p> <p>(commercial)</p> <p>(commercial)</p>	4.1.7	Use research methods to gather, verify, and analyse information.	4.1.7.1	Assess research methodology.	Evaluate	4.1.7.1.1	Demonstrate using sound research methodology.	Apply
						4.1.7.1.2	Outline basic sound research methodology.	Analyse
	4.1.8	Present findings and any remaining gaps.	4.1.8.1	Assess how to best present findings and gaps.	Evaluate	4.1.8.1.1	Compare and contrast the benefits, disadvantages, and considerations of the different property types from a buyer's perspective.	Analyse
						4.1.8.1.2	Compare and contrast the benefits, disadvantages, and considerations of the different property types from a seller's perspective.	Analyse
						4.1.8.1.3	Determine findings and gaps presentation best practices for diverse contexts.	Evaluate
	4.1.9	Know where to find information not generally available on online listing databases.	4.1.9.1	Assess potential sources of information not generally available through online databases.	Evaluate	4.1.9.1.1	Demonstrate the ability to use diverse potential sources of information.	Apply
						4.1.9.1.2	Determine the best potential sources of information.	Evaluate
	4.1.10	Define the specific commercial sector that is the subject of the research.	4.1.10.1	Determine your research target commercial sector.	Evaluate	4.1.10.1.1	Justify your selected research target commercial sector.	Evaluate
4.1.11	Determine the nature of the transaction.	4.1.11.1	Assess the nature of the transaction.	Evaluate	4.1.11.1.1	Outline how to determine the nature of a transaction.	Analyse	
<p>4.2 DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY</p> <p>Competency Weight: 2.8%</p>	4.2.1	Describe <u>external factors</u> related to the property.	4.2.1.1	Assess property external factors.	Evaluate	4.2.1.1.1	Determine how to best describe a property's external factors.	Evaluate
	4.2.2	Perform a <u>visual observation</u> of the property.	4.2.2.1	Outline the visual property observation process.	Analyse	4.2.2.1.1	Summarize visual property observations.	Understand
	4.2.4	Recognize potential issues or problem areas of the property.	4.2.4.1	Assess a property for potential issues or problem areas.	Evaluate	4.2.4.1.1	List the occasions when clients may choose to have a property inspection or environmental assessment.	Remember
						4.2.4.1.2	Define what is meant by an illegal and non-conforming secondary suite and provide an example.	Remember
						4.2.4.1.3	Describe real estate associate due diligence activity best practices related to property defects and past defects (represented as remediated by the seller) when representing sellers.	Understand
						4.2.4.1.4	Describe the due diligence activities real estate professionals should perform in regard to property defects when representing buyers.	Understand
						4.2.4.1.5	Describe the various types of property inspections that are available.	Understand
						4.2.4.1.6	Describe the licensing requirement for home inspectors and the restrictions imposed on home inspectors under the Consumer Protection Act.	Understand

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

<p>DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY</p> <p>Competency Weight: 2.8% (continued)</p>					4.2.4.1.7	Explain how to conduct a search using the online Flood Hazard Map Application.	Understand	
					4.2.4.1.8	Describe real estate associate flood hazard area due diligence best practices when representing sellers.	Understand	
					4.2.4.1.9	Describe real estate associate flood hazard area due diligence best practices when representing buyers.	Understand	
					4.2.4.1.10	Describe the system of municipal land use classifications and districts.	Understand	
					4.2.4.1.11	Describe how municipal land use classifications and districts impact the development and use of residential properties.	Understand	
					4.2.4.1.12	Explain the land use and Building Code requirements for a legal secondary suite	Understand	
					4.2.4.1.13	Describe the different Building Code standards for a legal secondary suite.	Understand	
					4.2.4.1.14	Describe the due diligence activities of real estate professionals when representing sellers relating to properties that have a secondary suite.	Understand	
					4.2.4.1.15	Describe buyer representative due diligence activities related to the purchase of a secondary suite or a property that contains a secondary suite.	Understand	
					4.2.4.1.16	Describe the implications of illegal and non-conforming secondary suites in a purchase or sale.	Understand	
					4.2.4.1.17	Write a property inspection or environmental assessment condition in an offer to purchase.	Apply	
					4.2.4.1.18	Outline property inspection or environmental assessment identified defect resolution options, including advantages and disadvantages, to buyers and sellers.	Analyse	
					4.2.4.1.19	Explain how to verify the land use classification/district for a particular property.	Analyse	
					4.2.4.1.20	Determine if there are any property issues or problem areas.	Evaluate	
	4.2.5	Research history of the property to uncover <u>material facts</u> .	4.2.5.1	Assess the property history for material facts.	Evaluate	4.2.5.1.1	Determine if the property history reveals any <u>material facts</u> .	Evaluate
			4.2.5.2	Assess the role of land titles in the purchase and sale of properties.	Evaluate	4.2.5.2.1	Recognize the legal land description of various types of properties.	Remember
						4.2.5.2.2	Recognize rural property by its legal subdivision.	Remember
						4.2.5.2.3	Describe the role of a land surveyor.	Understand

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY Competency Weight: 2.8% <i>(continued)</i>						4.2.5.2.4	Explain the difference between legal and municipal addresses.	Understand
						4.2.5.2.5	Explain the role and benefits of a Real Property Report.	Understand
						4.2.5.2.6	Describe the purpose of municipal compliance.	Understand
						4.2.5.2.7	Explain the role and benefits of title insurance.	Understand
						4.2.5.2.8	Compare and contrast the types of registrations that may be filed on a land title.	Analyse
						4.2.5.2.9	Explain the potential impact of a landtitle and registration on fiduciary duties to clients.	Analyse
						4.2.5.2.10	Explain the potential impact of a landtitle and registration on the sale and purchase of a property.	Analyse
						4.2.5.2.11	Explain the potential impact of a landtitle and registration on commissions for selling a property.	Analyse
						4.2.5.2.12	Explain the potential impact of a landtitle and registration on the legality of a transaction.	Analyse
			4.2.5.3	Assess <i>Municipal Government Act</i> on residential real estate		4.2.5.3.1	Define illegal and non-conforming use and provide an example of each.	Remember
						4.2.5.3.2	Describe the system of land use districts and classifications.	Understand
						4.2.5.3.3	Explain when a development permit or building permit is required.	Understand
						4.2.5.3.4	Explain how to verify the land use district and classification of any particular property.	Understand
						4.2.5.3.5	Explain the difference between assessed value and current market value.	Understand
						4.2.5.3.6	Describe how a municipality arrives at an individual property tax amount.	Understand
					4.2.5.3.7	Outline the property assessment process.	Analyse	
4.3 PERFORM COMPARATIVE MARKET ANALYSIS Competency Weight: 6.2%	4.3.1	Research <u>relevant properties</u> .	4.3.1.1	Determine relevant properties to research.	Evaluate	4.3.1.1.1	Compare and contrast relevant property research.	Analyse
	4.3.2	Verify property and market information.	4.3.2.1	Check property and market information against relevant documents and information sources.	Evaluate	4.3.2.1.1	Outline property and market information verification best practices.	Analyse
						4.3.2.1.2	Outline a licensee's due diligence obligation to communicate market changes to their clients.	Analyse
	4.3.3	Select relevant <u>units</u> of comparison.	4.3.3.1	Assess units of comparison for relevance.	Evaluate	4.3.3.1.1	Justify selected units of comparison.	Evaluate
	4.3.4	Analyse properties using relevant <u>elements of comparison</u> .	4.3.4.1	Assess relevance of property elements of comparison.	Evaluate	4.3.4.1.1	Compare and contrast properties using relevant elements of comparison.	Analyse

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

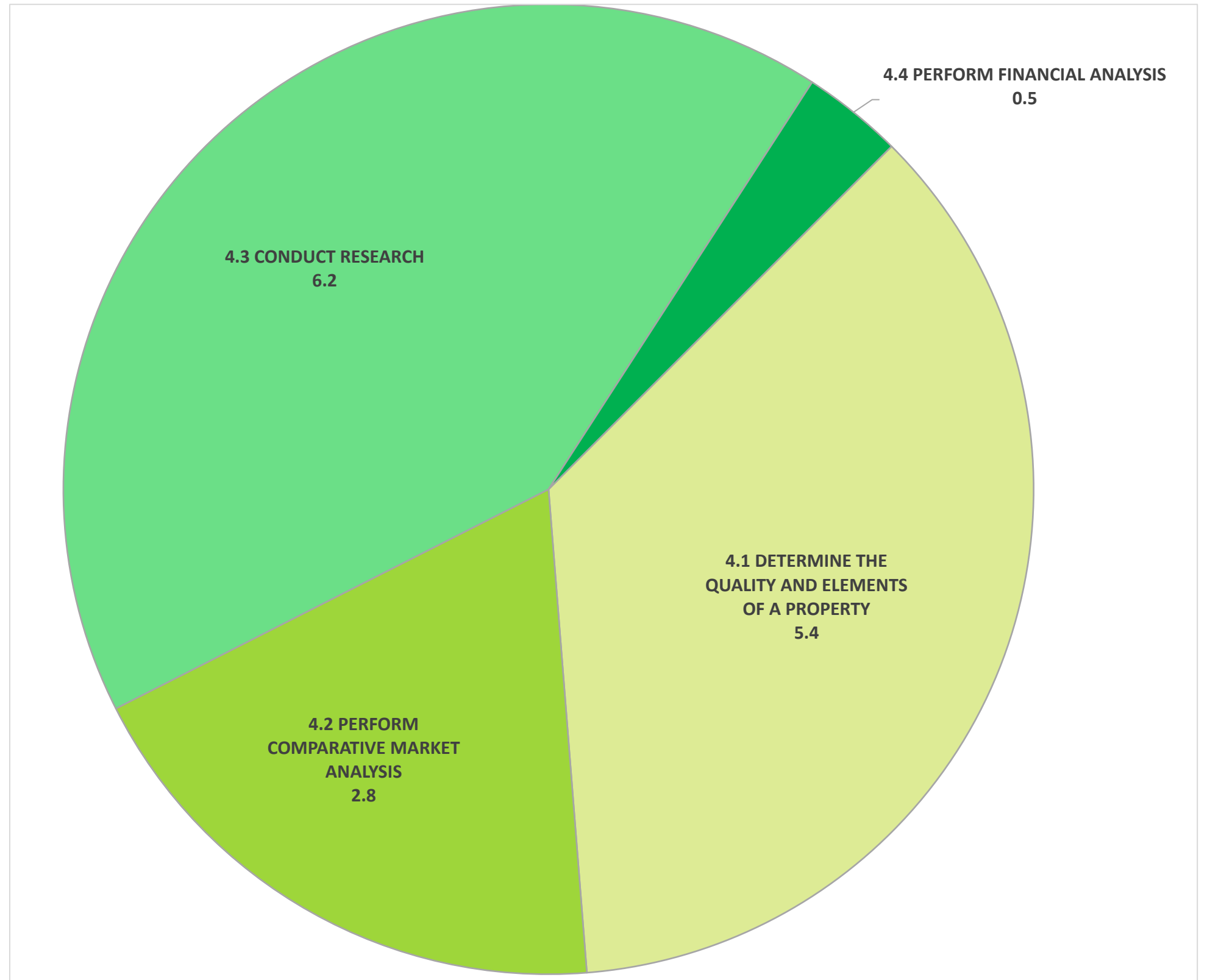
PERFORM COMPARATIVE MARKET ANALYSIS Competency Weight: 6.2% <i>(continued)</i>					4.3.4.1.2	Compare and contrast a property assessment, an appraisal, and a comparative market analysis.	Analyse	
					4.3.4.1.3	Outline real estate licensee requirements that ensure their comparative market analysis is not mistaken for a real estate appraisal.	Analyse	
					4.3.4.1.4	Outline real estate associate best practices for presenting a comparative market analysis that fosters client understanding.	Analyse	
	4.3.5	Specify criteria for highest and best-use analysis.	4.3.5.1	Determine highest and best use analysis criteria.	Evaluate	4.3.5.1.1	Use selected highest and best use analysis criteria.	Apply
						4.3.5.1.2	Justify highest and best use analysis criteria.	Evaluate
	4.3.6	Reconcile value indications and adjust for differences.	4.3.6.1	Determine how to reconcile value indications and adjust for differences.	Evaluate	4.3.6.1.1	Demonstrate the ability to reconcile value indications and adjust for differences.	Apply
	4.3.7	Estimate market value of the property.	4.3.7.1	Produce a comparative market analysis showing the estimated market value of a property.	Create	4.3.7.1.1	Summarize the assumptions underlying the concept of market value.	Understand
						4.3.7.1.2	Explain why the principles of value are important to property valuation.	Understand
						4.3.7.1.3	Explain the principle of supply and demand.	Understand
						4.3.7.1.4	Explain the Principle of highest and best use.	Understand
						4.3.7.1.5	Summarize the principle of substitution.	Understand
						4.3.7.1.6	Explain the principle of conformity.	Understand
						4.3.7.1.7	Exemplify the principles of progression and regression.	Understand
						4.3.7.1.8	Compare an estimated market value of a property.	Analyse
						4.3.7.1.9	Outline the principles of value for residential real estate properties.	Analyse
						4.3.7.1.10	Outline the licensee due diligence process for advising a selling client regarding a property's asking price.	Analyse
						4.3.7.1.11	Outline the licensee due diligence process for advising a buying client regarding a property's potential purchase price.	Analyse
						4.3.7.1.12	Outline the characteristics that make a commodity valuable.	Analyse
						4.3.7.1.13	Compare and contrast the different concepts of value.	Analyse
						4.3.7.1.14	Compare and contrast cost, asking price, market price, and market value.	Analyse
					4.3.7.1.14	Outline the impact of supply and demand on real estate values.	Analyse	
					4.3.7.1.15	Outline the relationship between the principle of highest and best use and land use.	Analyse	

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

PERFORM COMPARATIVE MARKET ANALYSIS Competency Weight: 6.2% <i>(continued)</i>						4.3.7.1.16	Outline the impact of the principle of substitution on real estate buyers.	Analyse
						4.3.7.1.17	Outline the impact of the principle of conformity on property values.	Analyse
						4.3.7.1.18	Outline the remaining Principles of Value.	Analyse
							Compare and contrast the types of professionals who may provide property valuations.	Analyse
						4.3.7.1.19	Outline reasons real estate professionals may provide property valuations.	Analyse
						4.3.7.1.20	Outline cautions for real estate professionals when providing property valuations.	Analyse
						4.3.7.1.21	Outline the real estate professional written disclosures required in property valuation reports.	Analyse
						4.3.7.1.22	Outline the limitations of real estate professionals providing property valuations.	Analyse
						4.3.7.1.23	Determine the financial position.	Evaluate
						4.3.7.1.24	Determine the available financing.	Evaluate
						4.3.7.1.25	Generate the estimated market value of a property.	Create
			4.3.7.2	Assess the appraisal process.	Evaluate	4.3.7.2.1	Explain the reasons real estate appraisers follow an established appraisal process.	Understand
						4.3.7.2.2	Outline the main steps in a typical appraisal process.	Analyse
						4.3.7.2.3	Outline the three approaches that may be used in appraisal.	Analyse
4.4 PERFORM FINANCIAL ANALYSIS								
Competency Weight: 0.5%								
<i>For investment properties:</i> (residential and commercial)								
4.4.1	Review costs, zoning, and demand.	4.4.1.1	Assess property costs, land use, and demand.	Evaluate	4.4.1.1.1	Determine property costs, land use, and demand.	Evaluate	
<i>For leased properties:</i> (residential and commercial)								
4.4.2	Understand the value of the tenant covenant and how it affects the property value.	4.4.2.1	Assess the value of the tenant covenant and how it affects the property value.	Evaluate	4.4.1.1.1	Determine the impact of tenant covenant on property value.	Evaluate	

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4. RESEARCH AND ANALYSIS	
4.1 DETERMINE THE QUALITY AND ELEMENTS OF A PROPERTY	5.4
4.2 PERFORM COMPARATIVE MARKET ANALYSIS	2.8
4.3 CONDUCT RESEARCH	6.2
4.4 PERFORM FINANCIAL ANALYSIS	0.5



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COMPETENCY DOMAIN: 5. NEGOTIATING AND CLOSING

Domain Weight 25.6

COMPETENCY TITLE		PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	
5.1 MANAGE DOCUMENTS AND CONTRACTS Competency Weight: 10.2%	5.1.1	Make <u>intended use</u> of various types of <u>real estate documents</u> and forms.	5.1.1.1	Assess contracts and related conditions.	Evaluate	5.1.1.1.1	Describe common types of dispute resolution contract clauses.	Understand	
						5.1.1.1.2	Explain privity of contract.	Understand	
							5.1.1.1.3	Describe the processes licensees may employ to review contracts between the client and the buyer.	Understand
							5.1.1.1.4	Describe ways to terminate a contract.	Understand
							5.1.1.1.5	Describe licensee obligations to clients when negotiating or entering into service contracts on behalf of the brokerage.	Understand
							5.1.1.1.6	Compare and contrast diverse contracts that a licensee may enter into on behalf of a client.	Analyse
							5.1.1.1.7	Outline the essentials of a binding contract.	Analyse
							5.1.1.1.8	Explain the relationship between privity of contract and a party's right to assign rights under a contract.	Analyse
							5.1.1.1.9	Compare and contrast void, voidable, and unenforceable contracts.	Analyse
							5.1.1.1.10	Determine the use of conditions precedent as they relate to fraudulent and dishonest acts.	Evaluate
	5.1.2	Incorporate clauses using language that is clear, accurate, concise, and legally correct.	5.1.2.1	Plan documents and clauses required to manage a purchase or sale.	Create	5.1.2.1.1	Compare and contrast the different types of residential real estate documents and their purpose.	Analyse	
							5.1.2.1.2	Determine the sources of residential real estate documents.	Evaluate
							5.1.2.1.3	Create a purchase contract.	Create
							5.1.2.1.4	Create a counter-offer to a purchase contract.	Create
	5.1.3	Adapt client forms reflecting parties' contractual agreements.	5.1.3.1	Assess client form adaptations and contractual agreements.	Evaluate	5.1.3.1.1	Determine contract adaptations based on client objectives.	Evaluate	
							5.1.3.1.2	Check that forms would result in a legally binding contract if accepted.	Evaluate
	5.1.4	Complete amendments, notices of fulfillment of conditions, and waivers.	5.1.4.1	Assess amendments, notices of fulfillment of conditions, and waivers.	Evaluate	5.1.4.1.1	Use amendments, notices of fulfillment of conditions, and waivers correctly and effectively.	Apply	
							5.1.4.1.2	Provide amendments, notices of fulfillment of conditions, and waivers according to the contract notification requirements.	Apply
	5.1.5	Structure content effectively.	5.1.5.1	Plan effectively structured documents and contracts.	Create	5.1.5.1.1	Determine document and contract structure.	Evaluate	
							5.1.5.1.2	Produce effectively structured documents and contracts.	Create

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

MANAGE DOCUMENTS AND CONTRACTS Competency Weight: 10.2% <i>(continued)</i>	5.1.6	Confirm documents reflect their intended use.	5.1.6.1	Check documents reflect their intended use.	Evaluate	5.1.6.1.1	Revise documents as needed to reflect their intended use.	Apply
						5.1.6.1.2	Determine if any changes are required to ensure documents reflect their intended use.	Evaluate
	5.1.7	Review documents for accuracy, clarity, and compliance.	5.1.7.1	Assess documents for accuracy, clarity, and compliance.	Evaluate	5.1.7.1.1	Outline established document review techniques that foster accuracy and clarity.	Analyse
	5.1.8	Explain legal obligations under contract.	5.1.8.1	Assess legal obligations under contract.	Evaluate	5.1.8.1.1	Ensure the parties understand the legal obligations under the contract.	Evaluate
						5.1.8.1.2	Ensure parties understand they may have agreements reviewed by legal counsel.	Evaluate
	5.1.9	Ensure agreements are legally binding.	5.1.9.1	Review agreements to ensure that they are legally binding.	Evaluate	5.1.9.1.1	Ensure agreements are: - executed before the acceptance date - signed by all relevant parties - initialed by all relevant parties	Evaluate
			5.1.9.2	Facilitate the listing of the Sellers property.		5.1.9.2.1	Identify the information that may be included in a listing presentation for prospective sellers.	Remember
						5.1.9.2.2	List the key activities that are typically involved in the marketing of the seller's property.	Remember
						5.1.9.2.3	Describe the items that should be discussed during the presentation to prospective sellers.	Understand
						5.1.9.2.4	Explain the importance of discussing the remuneration process with the buyer.	Understand
						5.1.9.2.5	Describe the importance of marketing and showing activity related to the seller's property.	Understand
					5.1.9.2.6	Outline the process of entering into seller service agreement.	Analyse	
5.2 EXPLAIN FINANCIAL IMPLICATIONS (commercial) Competency Weight: 1.9%	5.2.1	Calculate the financial implications of the transaction.	5.2.1.1	Assess transactions for financial implications.	Evaluate	5.2.1.1.1	Calculate the financial implications of the transaction.	Apply
	5.2.2	Apply methodologies related to <u>real estate taxation</u> .	5.2.2.1	Assess which real estate tax related methodologies apply to the transaction.	Evaluate	5.2.2.1.1	Use real estate taxation methodologies appropriately.	Apply
	5.2.3	Interpret financial statements.	5.2.3.1	Assess financial statements.	Evaluate	5.2.3.1.1	Interpret financial statements.	Evaluate
	5.2.4	Communicate the details of the deal to the client.	5.2.4.1	Outline the details of a deal.	Analyse	5.2.4.1.1	Explain details of a deal to a client with clarifications as needed.	Analyse
	5.2.5	Present all offers and counter-offers according to protocols.	5.2.5.1	Assess offers and counter-offers.	Evaluate	5.2.5.1.1	Present offers and counter-offers in compliance with applicable protocols, legislation, and best practices.	Apply

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

5.3 MANAGE OFFERS AND COUNTER-OFFERS Competency Weight: 2.2%	5.3.1	Ensure parties understand the promise to purchase, including their rights and obligations.	5.3.1.1	Assess offers and counter-offers.	Evaluate	5.3.1.1.1	Deconstruct offers and counter-offers for the client, including potential benefits and issues.	Analyse
						5.3.1.1.2	Determine how to best present the offer or counter-offer details to your client.	Evaluate
	5.3.2	Protect confidentiality of offers if confidentiality agreement has been established or is required by law.	5.3.2.1	Assess confidentiality requirements for offers in compliance with agreements and all applicable laws.	Evaluate	5.3.2.1.1	Communicate the details of the offer to the client.	Apply
						5.3.2.1.2	Determine confidentiality requirements in diverse contexts.	Evaluate
	5.3.3	Protect client by explaining issues related to the transaction.	5.3.3.1	Assess transactions for potential issues that would harm your client.	Evaluate	5.3.3.1.1	Educate the client about the transaction and any related issues.	Apply
	5.3.4	Act within the rules and parameters set forth in your regulatory guidelines.	5.3.4.1	Assess compliance requirements when managing offers and counter-offers.	Evaluate	5.3.4.1.1	Determine how to practice in compliance with all applicable rules, parameters, and legislation when managing offers and counter-offers.	Evaluate
5.4 NEGOTIATE WITH INTEGRITY Competency Weight: 8.8%	5.4.1	Inform client of negotiation options and associated advantages and disadvantages.	5.4.1.1	Assess a client's negotiation options and associated advantages and disadvantages.	Evaluate	5.4.1.1.1	Inform clients of their negotiation options and related advantages and disadvantages.	Apply
						5.4.1.1.2	Determine a client's negotiation options, advantages, and disadvantages in diverse contexts.	Evaluate
	5.4.2	Conduct negotiations as directed by the client.	5.4.2.1	Assess how to best conduct negotiations as directed by the client.	Evaluate	5.4.2.1.1	Outline licensee strategies and best practices that ensure they conduct negotiations as directed by the client.	Analyse
						5.4.2.1.2	Determine the best actions that adhere to client negotiation related directions in diverse contexts.	Evaluate
	5.4.3	Facilitate best possible terms for client.	5.4.3.1	Assess how the real estate associate's duty to act in the best interests of the client applies to the negotiation process.	Evaluate	5.4.3.1.1	Describe the need for licensees to seek brokerage direction regarding what constitutes the best possible terms for the client.	Understand
						5.4.3.1.2	Determine how to effectively prepare for a negotiation.	Evaluate
	5.4.4	Provide clients with options, advantages, and disadvantages on how to deal with multiple offers as sellers or buyers	5.4.4.1	Determine a client's options, advantages, and disadvantages related to multiple offers as buyers or sellers.	Evaluate	5.4.4.1.1	Determine a client's options, advantages, and disadvantages related to a multiple offer situation.	Evaluate
						5.4.4.1.2	Determine how to best communicate multiple offer related options, advantages, and disadvantages to a client in diverse contexts.	Evaluate
	5.4.5	Explore others' objectives, goals, and desired outcomes.	5.4.5.1	Assess how understanding the objectives, goals, and desired outcomes of other parties can lead to better outcomes for all parties.	Evaluate	5.4.5.1.1	Describe the ways a real estate associate may uncover the objectives, goals, and desired outcomes of other parties.	Understand
						5.4.5.1.2	Determine others' objectives, goals, and desired outcomes.	Evaluate

REAL ESTATE ASSOCIATE COMPETENCY PROFILE

NEGOTIATE WITH INTEGRITY Competency Weight: 8.8% (continued)			5.4.5.2	Differentiate negotiation strategies and dispute resolution techniques.	Evaluate	5.4.5.2.1	Describe behavioural principles and strategies for effective negotiation.	Understand	
						5.4.5.2.2	Compare and contrast distributive and integrative approaches to negotiations.	Analyse	
						5.4.5.2.3	Assess effectiveness of a negotiation using multiple criteria.	Evaluate	
						5.4.5.2.4	Assess response to another negotiator's questionable tactics used.	Evaluate	
				5.4.5.3	Determine how to employ integrity while negotiating.	Evaluate	5.4.5.3.1	Describe negotiation techniques that lack integrity.	Understand
						5.4.5.3.2	Compare and contrast integrity and transparency.	Analyse	
						5.4.5.3.3	Determine how to manage negotiations based on best information available.	Evaluate	
	5.4.6	Promote mutual understanding of different points of view.	5.4.6.1	Determine how to best promote mutual understanding in diverse contexts.	Evaluate	5.4.6.1.1	Outline strategies and best practices that foster acceptance of diverse points of view in different contexts.	Analyse	
	5.4.7	Negotiate based on factual observations and information.	5.4.7.1	Assess how to best negotiate based on facts on behalf of the client.	Evaluate	5.4.7.1.1	Clarify client approved negotiation strategies and dispute resolution techniques.	Understand	
						5.4.7.1.2	Educate the client on the advantages and disadvantages of different potential negotiation strategies and dispute resolution techniques.	Apply	
						5.4.7.1.3	Determine the value of information and how it affects a client's best interest when negotiating.	Evaluate	
						5.4.7.1.4	Determine appropriate negotiation strategies and dispute resolution techniques for diverse contexts.	Evaluate	
	5.4.8	Encourage realistic compromises during negotiations.	5.4.8.1	Assess how offering realistic compromises leads to better negotiated outcomes.	Evaluate	5.4.8.1.1	Determine negotiation options and realistic compromises.	Evaluate	
	5.4.9	Maintain objectivity when confronted with interpersonal conflicts.	5.4.9.1	Explain how a lack of objectivity can lead to poor outcomes.	Analyse	5.4.9.1.1	Respond objectively to interpersonal conflicts.	Apply	
	5.4.10	Use suitable <u>negotiating style</u> .	5.4.10.1	Assess negotiation strategies and dispute resolution techniques.	Evaluate	5.4.10.1.1	Integrate behavioural principles and strategies for effective negotiations.	Analyse	
						5.4.10.1.2	Compare and contrast negotiation options in a simultaneous multiple offer situation to a seller client (including advantages and disadvantages of each offer).	Analyse	
					5.4.10.1.3	Compare and contrast negotiation options in a simultaneous multiple offer situation to a buyer client (including advantages and disadvantages of each offer).	Analyse		
					5.4.10.1.4	Determine the effectiveness of a negotiation using multiple criteria.	Evaluate		

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5.5 COMPLETE THE TRANSACTION Comptency Weight: 2.5%	5.5.1	Use appropriate techniques to complete the sale.	5.5.1.1	Determine appropriate techniques that increase the probability of closing a sale.	Evaluate	5.5.1.1.1	Determine the best techniques to complete a sale in diverse contexts.	Evaluate
	5.5.2	Obtain required closing documents.	5.5.2.1	Assess documents required to close a transaction in diverse contexts.	Evaluate	5.5.2.1.1	Determine the documents required to close a transaction in diverse contexts.	Evaluate
						5.5.2.1.2	Outline how to obtain the required closing documents.	Analyse
	5.5.3	Manage factors that may prevent the completion of a transaction.	5.5.3.1	Determine factors that may prevent transaction completion.	Evaluate	5.5.3.1.1	Determine how to prevent and manage factors that may interfere with transaction completion.	Evaluate
	5.5.4	Assist with the removal or satisfaction of condition precedents.	5.5.4.1	Assess condition precedents.	Evaluate	5.5.4.1.1	Determine how to facilitate removal or satisfaction of condition precedents.	Evaluate
	5.5.5	Maintain communication with parties until buyer has taken possession.	5.5.5.1	Assess how to maintain optimal communication with the relevant parties until a buyer has taken possession.	Evaluate	5.5.5.1.1	Determine how to communicate in diverse contexts.	Evaluate

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5. NEGOTIATING AND CLOSING	
5.1 MANAGE DOCUMENTS AND CONTRACTS	10.2
5.2 EXPLAIN FINANCIAL IMPLICATIONS (commercial)	1.9
5.3 MANAGE OFFERS AND COUNTER-OFFERS	2.2
5.4 NEGOTIATE WITH INTEGRITY	8.8
5.5 COMPLETE THE TRANSACTION	2.5

