

CONDOMINIUM MANAGER BROKER PROGRAM (CMBP) 2025 COMPETENCY EXAM BLUEPRINT

	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	WEIGHT
COMPETENCY 1 COMPLIANCE MANAGEMENT						38%
1.1	Assess broker processes and strategies required to ensure the brokerage conducts business in accordance with legislative obligations and standards of practice.	Evaluate	1.1.1	Explain the qualifications required to become licensed as a condominium manager broker.	Understand	
			1.1.2	Explain how the use of broker delegation can assist brokers in fulfilling their oversight responsibilities.	Understand	
			1.1.3	Describe the proper management and control of records related to licensing and registrations, including the proper use of myRECA.	Understand	
			1.1.4	Explain how brokerage accounting requirements help ensure monies received in trust are disbursed according to the terms of the trust and legislative requirements.	Understand	
			1.1.5	Explain how document management requirements help control and protect personal information in compliance with the <u>REA</u> , the <u>Rules</u> , privacy legislation, and brokerage oversight responsibilities.	Understand	
			1.1.6	Outline condominium manager broker prohibitions.	Understand	
			1.1.7	Determine supervisory processes to ensure brokerage advertisements related to condominium management comply with legislation.	Apply	
			1.1.8	Determine a broker's ethical, moral, and professional obligations in various condominium management contexts.	Apply	
			1.1.9	Determine oversight approaches to ensure adequate broker supervision of licensed and unlicensed brokerage staff.	Apply	
			1.1.10	Outline how RECA's Statement of Self-Regulation guides brokers in fulfilling their obligation to ensure brokerage business complies with all applicable legislation.	Analyse	

			1.1.11	Evaluate actions a broker may take to ensure brokerage business is carried out in accordance with the <u>REA</u> and the <u>Rules</u> .	Analyse	
			1.1.12	Compare the roles and responsibilities of RECA's <u>Executive Director</u> and <u>Registrar</u> .	Analyse	
			1.1.13	Outline a broker's leadership responsibilities in ensuring brokerage activities comply with the <u>REA</u> and the <u>Rules</u> .	Analyse	
			1.1.14	Determine ways brokers can be actively involved in resolving public or licensee complaints in accordance with their oversight responsibilities.	Evaluate	
1.2	Outline how, in a self-regulated environment, a broker's duty to promote adherence to regulatory standards is not limited to brokerage operations.	Analyse	1.2.1	Explain how condominium manager licensing requirements increase value for condominium corporations.	Understand	
			1.2.2	Explain how brokers can stay up to date with changes in regulatory requirements.	Understand	
			1.2.3	Explain how to be a resource to industry colleagues.	Understand	
			1.2.4	Explain ways to mentor new brokers.	Understand	
			1.2.5	Describe how speaking at events and serving on Industry Councils, committees, and <u>boards</u> assist the industry.	Understand	
			1.2.6	Illustrate the value of external education to brokerages, condominium managers, <u>boards</u> , and the public at large.	Apply	
			1.2.7	Outline how ethical decision-making by licensees benefits brokers, consumers, and the industry as a whole.	Analyse	
1.3	Assess the strategies brokerages can follow to ensure <u>condominium managers</u> and unlicensed staff are aware of public protection requirements.	Evaluate	1.3.1	Explain the importance of brokerage education to ensure licensed and unlicensed staff meet public protection requirements.	Analyse	
			1.3.2	Assess best practices brokers may use to educate condominium managers and unlicensed staff on statutory and regulatory obligations.	Evaluate	
1.4	Assess how the brokerage policies and procedures can be kept up to date to ensure the business of the brokerage is carried out in accordance with the <u>REA</u> .	Evaluate	1.4.1	Describe best practices associated with the creation and maintenance of policies and procedures.	Understand	
			1.4.2	Explain why brokerage policies and procedures need to be periodically updated.	Understand	
			1.4.3	Exemplify events requiring a review and update of the policies and procedures.	Analyse	

			1.4.4	Assess why brokerage policies and procedures are essential for oversight, risk management, and safeguarding personal and confidential information.	Evaluate	
1.5	Assess why policies and procedures need to be accessible to condominium managers and unlicensed staff.	Evaluate	1.5.1	Describe ways to make brokerage policies and procedures available to condominium managers and unlicensed staff.	Understand	
			1.5.2	Evaluate strategies to ensure the staff understand and reference the brokerage policies and procedures.	Evaluate	
1.6	Defend the crucial role of policies and procedures in protecting personal and confidential information.	Evaluate	1.6.1	Identify processes brokerages must follow to ensure condominium corporation confidentiality under agency law.	Remember	
			1.6.2	Describe efforts to protect confidential information when following brokerage policies and procedures.	Understand	
			1.6.3	Describe brokerage obligations under <u>PIPA</u> to develop a privacy policy and to have a privacy officer.	Understand	
			1.6.4	Describe why a broker must ensure the brokerage policies and procedures manual is consistent with the brokerage's privacy policy.	Understand	
			1.6.5	Identify brokerage policies and procedures for the collection, storage, use, and disclosure of personal information in compliance with <u>PIPA</u> and <u>agency law</u> .	Understand	
			1.6.6	Determine the implications of documenting <u>board</u> privacy policies and procedures in writing.	Apply	
			1.6.7	Differentiate the processes a brokerage must adhere to in the event of a breach of personal information under <u>PIPA</u> versus confidential information under <u>agency law</u> .	Analyse	
			1.6.8	Assess how <u>PIPA's</u> privacy principles affect the business practices of condominium management licensees.	Evaluate	
1.7	Assess the processes and procedures brokers may use to ensure disclosure obligations are met and conflicts of interest are resolved.	Evaluate	1.7.1	Explain why the brokerage policies and procedures manual should have robust requirements related to the disclosure and resolution of conflicts of interest.	Understand	
			1.7.2	Determine supervision processes to help ensure disclosure obligations have been met and conflicts of interest have been resolved.	Apply	

			1.7.3	Assess why a broker should have an awareness of a licensee's personal or business activities that could lead to a conflict of interest.	Evaluate	
1.8	Examine the processes and procedures brokers may use to ensure <u>service agreements</u> and contracts are legally binding.	Evaluate	1.8.1	Identify broker supervisory actions to ensure <u>service agreements</u> and contracts are legally binding.	Understand	
			1.8.2	Determine the consequences of having non-binding <u>service agreements</u> and contracts.	Apply	
1.9	Assess the broker and brokerage responsibilities related to conduct proceedings, inspections and other enforcement processes.	Evaluate	1.9.1	Outline broker and brokerage obligations related to conduct proceedings, inspections, and other enforcement processes under the <u>REA</u> and <u>Rules</u> .	Analyse	
			1.9.2	Outline how the broker's participation in conduct proceedings, inspections, and other enforcement processes can reduce risk to broker, brokerage, and condominium managers.	Analyse	
			1.9.3	Assess the consequences associated with not fulfilling the broker and brokerage obligations related to conduct proceedings, inspections, and other enforcement processes.	Evaluate	
1.10	Assess the broker and brokerage responsibilities related to record management and retention.	Evaluate	1.10.1	Describe the broker's obligation to ensure all staff involved with records receive training on record retention policies.	Understand	
			1.10.2	Explain what constitutes employment records.	Understand	
			1.10.3	Explain the brokerage obligation to keep employment records.	Understand	
			1.10.4	Assess how a brokerage policies and procedures manual can assist with record management and retention requirements.	Evaluate	
			1.10.5	Assess the consequences of not meeting record management and retention requirements.	Evaluate	
			1.10.6	Assess record retention options brokers may use to adhere to record management and retention requirements.	Evaluate	

COMPETENCY 2 PERSONNEL MANAGEMENT						25%
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2.1	Describe strategies a condominium manager broker can use to support staff in achieving brokerage goals and meeting regulatory requirements.	Understand	2.1.1	Describe the role of the brokerage policy and procedures manual in supporting a clear understanding of roles and responsibilities.	Understand	
		Understand	2.1.2	Describe ways brokers can monitor training and encourage licensed and unlicensed staff to seek ongoing training.	Understand	
2.2	Examine how recruitment is vital to brokerage business strategy and legislative compliance.	Analyse	2.2.1	Describe how a job analysis supports appropriate hiring decisions.	Understand	

			2.2.2	Describe hiring best practices.	Understand	
			2.2.3	Describe the licence registration processes brokerages must follow to register condominium managers.	Understand	
			2.2.4	Outline the processes brokers may follow to determine recruitment needs.	Analyse	
			2.2.5	Differentiate between employee and independent contractor status.	Analyse	
			2.2.6	Compare the advantages and disadvantages of hiring employees and independent contractors.	Analyse	
2.3	Outline the <u>workplace legislation</u> that applies to brokerages.	Analyse	2.3.1	Describe the purpose of the Employment Standards Code and Regulation.	Understand	
			2.3.2	Describe key provisions regarding hours of work, general holidays, holiday pay, vacations, vacation pay, job protected leaves, and averaging arrangements in the Employment Standards Code and Regulation.	Understand	
			2.3.3	Describe brokerage obligations regarding payment of wages, earnings, and payroll deductions under the Employment Standards Code and Regulation.	Understand	
			2.3.4	Outline brokerage obligations regarding termination of employment and group termination under the Employment Standards Code and Regulation.	Analyse	
			2.3.5	Compare and contrast brokerage obligations to employees and independent contractors.	Analyse	
2.4	Assess the obligations imposed on brokerages by the <u>OHS Act</u> .	Evaluate	2.4.1	Express the purpose of the <u>OHS Act</u> .	Understand	
			2.4.2	Explain how health and safety relates to the activities of condominium managers and the brokerage workplace.	Understand	
			2.4.3	Describe how brokerage policies and procedures can assist with <u>OHS Act</u> compliance.	Understand	
			2.4.4	Describe how working alone requirements in the <u>OHS Act</u> affect brokerage policies for condominium managers and unlicensed staff.	Analyse	
			2.4.5	Outline the requirements of the brokerage in forming a joint worksite health and safety committee and/or a health and safety representative.	Analyse	
			2.4.6	Assess strategies brokers may employ to educate staff on <u>OHS Act</u> requirements.	Evaluate	

2.5	Assess the obligations imposed on brokerages by the <i>Alberta Human Rights Act</i> .	Evaluate	2.5.1	Identify the protected grounds listed in the <i>Alberta Human Rights Act</i> .	Understand	
			2.5.2	Outline how the <i>Alberta Human Rights Act</i> impacts condominium management services and the brokerage workplace.	Analyse	
			2.5.3	Assess brokerage obligations to protect against discrimination based on the protected grounds listed in the <i>Alberta Human Rights Act</i> .	Evaluate	
			2.5.4	Outline best practices for a respectful workplace free from discrimination.	Evaluate	
			2.5.5	Assess the obligations of brokerages when discrimination or harassment is alleged or is deemed to have taken place.	Evaluate	
2.6	Assess how <u>communication systems</u> , process, and procedures impact brokerage operations.	Evaluate	2.6.1	Assess how <u>communication systems</u> and processes can reduce or manage risk and facilitate adherence to brokerage regulatory obligations.	Evaluate	
			2.6.2	Assess how the brokerage policies and procedures manual can support <u>communication systems</u> .	Evaluate	
			2.6.3	Assess how brokerage policies and procedures regarding communication help achieve brokerage goals.	Evaluate	
2.7	Assess how onboarding can help achieve brokerage goals and regulatory requirements.	Evaluate	2.7.1	Describe how new employee orientation and training help ensure brokerages meet regulatory requirements, reduce risk, and achieve financial and operational objectives.	Understand	
			2.7.2	Describe the role of the brokerage policy and procedures manual in onboarding new staff.	Understand	
			2.7.3	Describe how ongoing staff training helps a brokerage meet regulatory requirements.	Understand	
			2.7.4	Assess the benefits of a brokerage implementing a compliance training program.	Evaluate	
2.8	Assess how dispute resolution and disciplinary processes can help reduce risk and meet regulatory requirements.	Evaluate	2.8.1	Identify potential causes of disputes between condominium managers and their clients and customers.	Remember	
			2.8.2	List actions that deter dispute resolution between condominium managers and their clients and customers.	Remember	
			2.8.3	List options available to <u>boards</u> and consumers for resolving complaints with condominium management licensees.	Remember	

			2.8.4	List the benefits of using the Voluntary Broker Resolution Process to deal with disputes.	Remember	
			2.8.5	Describe the role of education when dealing with inappropriate behaviour by a condominium manager or an unlicensed assistant.	Understand	
			2.8.6	Outline the circumstances under which a broker is responsible for the conduct of a condominium manager.	Analyse	
			2.8.7	Outline the inquiry and investigation process that brokers must follow to assess whether the actions of the condominium manager constitute conduct deserving of sanction and/or civil liability.	Analyse	
			2.8.8	Outline how the principles of natural justice impact brokerage inquiry and investigation processes.	Analyse	
			2.8.9	Outline the decision process to be followed when determining remedial and/or disciplinary action.	Analyse	
			2.8.10	Outline the circumstances when brokers are required to report conduct deserving of sanction to the <u>Registrar</u> .	Analyse	
			2.8.11	Determine the difference between "conduct deserving of sanction" and "civil liability" when dealing with inappropriate condominium manager behaviour.	Evaluate	
2.9	Assess how equitable personnel policies and procedures reduce risk and lead to a more fair workplace.	Evaluate	2.9.1	Describe the risks of inequitable personnel policies and procedures.	Understand	
			2.9.2	Outline how equitable personnel policies and procedures reduce risk and lead to a non-discriminatory workplace.	Analyse	
			2.9.3	Outline personnel policies and procedures best practices.	Analyse	
			2.9.4	Assess the risks associated with not adhering to brokerage personnel policies and procedures.	Evaluate	
2.10	Examine how a succession plan can prevent leadership vacuums and operational disruptions.	Analyse	2.10.1	Describe how a well-designed succession plan fosters operational stability.	Understand	
			2.10.2	Outline elements of an effective succession plan.	Analyse	
			2.10.3	Outline why succession plans need to be committed to writing and regularly reviewed.	Analyse	

2.11	Examine how staff satisfaction and engagement support increased productivity and decreased operational and regulatory risk.	Analyse	2.11.1	Outline how staff satisfaction and engagement impact a brokerage's productivity and risk management.	Analyse	
			2.11.2	Outline processes brokerages may consider to foster engagement and satisfaction.	Analyse	
2.12	Describe how expectation management processes can help reduce harassment of condominium managers, unlicensed staff, and the brokerage.	Understand	2.12.1	Explain how unreasonable client expectations affect the morale and liability of condominium managers, unlicensed staff, and the brokerage.	Understand	
			2.12.2	Describe how brokerage <u>service agreements</u> and policies and procedures can prevent unreasonable expectations.	Understand	
			2.12.3	Describe various strategies to deal with harassment.	Understand	

COMPETENCY 3 FINANCIAL MANAGEMENT

10%

3.1	Describe the benefits of monitoring <u>service agreements</u> .	Understand	3.1.1	Explain how monitoring <u>service agreements</u> reduces risk and increases goodwill and profitability.	Understand	
3.2	Assess obligations associated with the set up and administration of brokerage trust accounts.	Evaluate	3.2.1	List the forms used to provide trust account reports to RECA.	Remember	
			3.2.2	Explain the role of a trustor, trustee, and a trust beneficiary in the establishment of a trust.	Understand	
			3.2.3	Identify when trust accounts are required under the <u>CPA</u> .	Understand	
			3.2.4	Explain what is meant by a breach of trust and the subsequent consequences to brokerage trust accounts.	Understand	
			3.2.5	Describe the various types of trust accounts.	Understand	
			3.2.6	Describe brokerage obligations and restrictions related to comingling trust funds and the payment of brokerage expenses from a brokerage trust account.	Understand	
			3.2.7	Describe the legislative requirement to report trust account openings and closings to RECA.	Understand	
			3.2.8	Explain how brokers can add, edit, and close a brokerage trust account using myRECA.	Understand	
			3.2.9	Describe a condominium manager broker's corporation investment management obligations.	Understand	
			3.2.10	Describe how monies held in trust may be used.	Understand	
			3.2.11	Describe the requirements under which a brokerage may accept and disburse condominium corporation funds collected through electronic and non-electronic deposits.	Understand	

			3.2.12	Describe brokerage trust account record keeping requirements.	Understand	
			3.2.13	Explain brokerage requirements for unclaimed trust funds.	Understand	
			3.2.14	Outline the periodic and financial reporting requirements brokerages have to RECA.	Analyse	
			3.2.15	Outline how to amend and terminate a trust.	Analyse	
			3.2.16	Describe brokerage management obligations when investing condominium corporation funds.	Analyse	
			3.2.17	Outline how to set up a condominium management trust account at a financial institution.	Analyse	
			3.2.18	Outline how to deal with a trust account shortage.	Analyse	
			3.2.19	Outline how brokerage policies play a role in ensuring all trust account requirements are met.	Analyse	
			3.2.20	Explain the purpose of trust account reconciliation.	Evaluate	
			3.2.21	Evaluate a trust account reconciliation for accuracy and completeness.	Evaluate	
3.3	Assess financial statements.	Evaluate	3.3.1	Explain the purpose of balance sheets, income statements, and cash flow statements.	Understand	
			3.3.2	Evaluate how balance, income, and cash flow statements relate to a brokerage's performance and financial health.	Evaluate	
3.4	Examine accounting services provided by the brokerage.	Analyse	3.4.1	Describe the importance of reviewing the brokerage trust accounts to reduce civil and regulatory risk.	Understand	
			3.4.2	Outline how brokers may review the accounting services provided by the brokerage.	Analyse	
3.5	Assess how internal accounting controls result in more accurate financial reports, reduced loss, and reduced regulatory liability.	Evaluate	3.5.1	Outline the internal controls required by the <u>Rules</u> related to brokerage trust accounts.	Analyse	
			3.5.2	Outline the brokerage budget process.	Analyse	
			3.5.3	Outline how accounting systems impact and facilitate the financial and regulatory operations of a brokerage.	Analyse	
			3.5.4	Assess how internal accounting controls relate to brokerage accounting systems.	Evaluate	
			3.5.5	Assess and compare paper or spreadsheet accounting systems with software accounting packages from the perspective of internal accounting controls.	Evaluate	

			3.5.6	Assess the most commonly used internal accounting controls related to deposit books, cheques and/or electronic banking, invoicing, cash receipts, disbursement journals, payroll journals, general journal, general ledger, and trial balances.	Evaluate	
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COMPETENCY 4 RISK MANAGEMENT						15%
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4.1	Assess the relationship between <u>IT infrastructure</u> and brokerage risk when providing condominium management services.	Understand	4.1.1	Describe the consequences of <u>IT infrastructure</u> that is unsecure, improperly licensed, or out of date.	Understand	
4.2	Evaluate how to assess and mitigate risk.	Evaluate	4.2.1	Explain a strategy that creates a culture of risk management within a brokerage.	Understand	
			4.2.2	Describe the processes commonly used to identify all types of brokerage risk.	Understand	
			4.2.3	Describe how to undertake risk assessments by analysing and ranking risk.	Understand	
			4.2.4	Describe how to create and implement a risk management plan within brokerage policies and procedures.	Understand	
			4.2.5	Describe when risk management plans need to be updated.	Understand	
			4.2.6	Outline why risk management plans need to be continuously monitored.	Analyse	
			4.2.7	Assess how to reduce or mitigate recognized risks.	Evaluate	
4.3	Assess insurance coverage options as part of the brokerages risk management plan.	Evaluate	4.3.1	Identify insurance requirements for condominium management brokerages to mitigate risk.	Understand	
			4.3.2	Assess the brokerage risk associated from only meeting the insurance requirements outlined under the <u>Rules</u> .	Evaluate	
4.4	Assess the relationship between cybersecurity policies and brokerage risk when providing condominium management services.	Evaluate	4.4.1	Describe how a cybersecurity plan correlates with the brokerages policies and procedures.	Understand	
			4.4.2	Describe when a brokerage has an obligation to report a personal information breach to the Office of the Information Privacy Commissioner.	Understand	
			4.4.3	Outline the facets of an IT policy and cybersecurity plan including mobile devices, use of encryption technology, password policies, and network access.	Analyse	
			4.4.4	Outline the benefits and timing of risk assessment audits.	Analyse	

			4.4.5	Outline processes brokerages may use to test security measures.	Analyse	
			4.4.6	Outline the need for a brokerage to create an incident response team to deal with cybersecurity attacks and privacy and confidentiality breaches.	Analyse	
			4.4.7	Assess strategies to enhance staff awareness of IT policies and their capacity to prevent and mitigate cyberattacks.	Evaluate	
			4.4.8	Assess how cybersecurity insurance mitigates brokerage cybersecurity risk.	Evaluate	

COMPETENCY 5 LEADERSHIP AND GOVERNANCE						12%
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5.1	Describe the licensing requirements for condominium manager brokerages.	Understand	5.1.1	Describe the licensing and licence renewal requirements for condominium manager brokerages.	Understand	
5.2	Examine how operational <u>plans</u> , policies and procedures provide leadership to the brokerage, increased profitability, and reduced civil and regulatory risks.	Analyse	5.2.1	Describe the consequences associated with the absence of an operational <u>plan</u> , policies, and procedures from a leadership perspective.	Understand	
			5.2.2	Describe processes that brokerages may employ to ensure policies and procedures are updated regularly.	Analyse	
5.3	Connect the impact of legislation to brokerage marketing practices.	Analyse	5.3.1	Describe the impact of Canada's Anti-Spam Legislation and Canada's <i>Telecommunications Act</i> do not call list on brokerage marketing activities.	Understand	
			5.3.2	Outline how the brokerage's advertising must be truthful and verifiable.	Analyse	

TOTAL 100%

Approved on: [June 25, 2024](#)
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CLARIFICATIONS

The clarifications below relate only to specific underlined terms within the document and are not intended as general definitions.

Term	Clarification
agency law	Refers to the representation relationship between an agent and a principal; establishes fiduciary obligations of condominium manager licensees when acting as agents on behalf of clients
board	A board of directors of the condominium corporation
communication systems	Includes how information moves within and outside the corporation, such as messaging tools, scheduling systems, social media, online collaboration platforms, and payment portals
<i>CPA</i>	<i>Condominium Property Act</i> and Regulations
Executive Director	The chief executive officer (CEO) of the Real Estate Council of Alberta
governing documents	Documents listed in section 44 of the <i>CPA</i> and section 20.52 of the <i>CPR</i>
IT infrastructure	The hardware, software, network resources, and services to support information technology processes
<i>OHS Act</i>	<i>Occupational, Health and Safety Act</i>
<i>PIPA</i>	<i>Privacy Information Protection Act</i>
<i>REA</i>	<i>Real Estate Act, Regulation and Rules</i>
Registrar	The Registrar of the Real Estate Council of Alberta
Rules	The Rules made pursuant to the Real Estate Act
service agreement	Service contract between a condominium corporation and a condominium manager brokerage

REVISED BLOOM'S TAXONOMY	
Bloom's Level	Learners will be able to:
1 REMEMBER	Recall facts or basic concepts.
2 UNDERSTAND	Explain ideas or concepts in a descriptive or factual manner.
3 APPLY	Use information in a new situation.
4 ANALYSE	See connections among ideas, concepts, or parts of whole.
5 EVALUATE	Justify a stand or make a definitive decision based on informed judgement.
6 CREATE	Produce a new or original work.

Adapted from: Anderson, L.W. (Ed.), Krathwohol, D.R. (Ed.), Airasian, P.W., Cruikshank, K.A., Mayer, R.E., Pintrich, P.R., Raths, J., & Wittrock, M.C. (2001). *A Taxonomy for Learning, Teaching, and Assessing: A revision of Bloom's Taxonomy of Educational Objectives (complete edition)*. New York: Longman.