

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

CLARIFICATIONS

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

act	always includes associated rules and regulations
analyze	calculate the Capital Cost Allowance (CCA) for brokerage assets, forecast and track financial performance, review taxation
assumptions	impacted by stereotypes, prejudice, biases, conscious or unconscious attitudes, for example
authorities	e.g., management of the brokerage, regulatory body
board	condominium board of directors
business plan	e.g., feasibility study, financial projections, goals
bylaw	bylaws of the condominium
changes	including regulations, bylaws, policies, or requirements (municipal, provincial, federal)
civil liability	
	Civil liability is a legal obligation that requires a party to pay for damages or to follow other court-enforcements
collect	collect, hold, disburse; employ collection procedures as required
communicate	e.g., formal (e.g., meetings), informal (e.g., social event, breaks, kitchen), spoken (e.g., face to face, phone, virtual), written (e.g., email, chat), body language, space and how we use it, facial expressions, appearance, voice, touch, speed, tone, volume
communication breakdowns	failures in the exchange of information, often due to the use of ambiguous and confusing messages
communication systems	e.g., internal/external information flow, messaging and appointment procedures
communication technology	e.g., social media, online collaborative workspaces, communication and payment portals
concerns	e.g., inquiries, requests, complaints, problems
condominium manager	a condominium manager associate, condominium manager associate broker, and condominium manager broker
conduct	includes implementing a robust oversight system that works as intended and is continually updated
continuous improvement	to maintain and enhance one's competence through lifelong learning, reflective practice, and integrating learning in a changing environment
conversion	The process of changing records from one format to another while maintaining the characteristics of the record. (ISO 13008:2012)
corporation	condominium corporation
CPA	Condominium Property Act and Regulations
Customary Authority	A custom can be defined as a widely accepted way of behaving or performing an action. Many professions have customs that are the usual or common ways of performing their services, practices, or procedures. Agents may act in accordance with the customs of the trade without being given express authority by a principal provided those customs are lawful, reasonable, and not expressly prohibited by the principal.
customer	commercial property
disclosure	e.g., receipt of benefits, ownership of service providers, ownership of unit(s) in corporation being managed
disputes	e.g., associated with referral fees, ownership of clients, client solicitation among salespersons
diversity	includes dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies
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
Express Authority	
	involves describing orally or in writing what actions may be taken by an agent on behalf of a principal. Whenever possible, express authority should be provided in writing (i.e. included in a written service agreement).
financial goals	e.g., for common area operating expenses, for reserve fund replacements
financial protection	e.g., workers' compensation insurance for contractors, directors and officers liability coverage
financial reports	annual report, budget and financial statements, condo contributions (fee), reserve fund study, special levies, operating account, trust money and investments, underestimated expenses
format, medium	e.g., formal document, email or instant messaging, phone call, video chat, personal visit, social media post
gap	e.g., obligations, process flaws, conflicts of interest
General Authority	Broad authority granted by the principal that may provide a broad range of services to the principal (e.g. a condominium manager authorized to provide services required to manage all aspects of a property for the condominium corporation).
goals	short- and long-term goals, including contingency plans; may include assisting the Board in establishing these goals
governing documents	e.g., bylaws, rules and regulations of the corporation, the Condominium Property Act
grow-op	An illegal cannabis growing operation. Such illegal businesses usually damage buildings that were not constructed to meet the needs of a hydroponic/greenhouse commercial operation with specific environmental and safety requirements.
guidance	e.g., mentor, peers, supervisor, broker, Board member, RECA
implement	in consultation with and under the direction of the Board, and within legislative constraints
Implied Authority	In general, every agent has implied authority to do anything related to carrying out an express authority. If an agent has been given express authority to carry out an action, then they have the implied authority to undertake any activities needed to accomplish that action. Therefore, an agent must be granted an express authority first in order for them to have implied authority.
improve workflow	through 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
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; make equitable decisions
interim board	Board during development phase; prior to turnover of condominium
IT infrastructure	hardware, software, network resources, and services to support information technology processes. These must comply with regulatory requirements.
maintain	includes regularly reviewing the policy, including as a result of specific events

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manage meetings	arrange, attend, assist with facilitation, address challenging situations at regular, annual general, and/or special Board meetings
manage potential conflict market	includes resolve, accommodate, communicate about, report if appropriate, seek support as needed e.g., establish marketing, public relations, advertising, and promotional plans; evaluate efforts
minimum housing standards	Alberta's Minimum Housing and Health Standards are rules that landlords must follow regarding the maintenance, condition, supplied utilities, use, and occupancy of their rental properties. It establishes minimum conditions that are essential to safe, sanitary, and fit for human habitation. https://open.alberta.ca/publications/minimum-housing-and-health-standards
mitigation strategies	e.g., securing insurance, addressing flood risks, engaging qualified experts, conducting reserve fund studies
monitor	in accordance with provincial legislation, FINTRAC, insurance program
negotiating style	e.g., competing, co-operative, avoiding, compromise, accommodating, facilitating
obligations	includes instructing staff
OH&S	<i>Occupational, Health and Safety Act</i>
OIPC	Office of Information Privacy Commissioner
online content	e.g., text, links, images, video, and tags
others	anyone with whom the manager interacts, including Board members, owners, the public, colleagues, superiors, third parties, employees, contractors, suppliers, project managers.
owners	condominium unit owners
ownership type	e.g., sole proprietorship, partnership, corporation
participate	assist Board in identifying suitable auditor/reviewer, prepare required documents and data, respond to questions during audit/review
personal influence	includes Board members and anyone employed by the brokerage
personnel	e.g., manager, broker designate, administrative staff
perspectives	e.g., based on opinions, cultures, language, preference, ability, age, gender, roles, experiences, beliefs, friends, affinity groups
PIPA	<i>Privacy Information Protection Act</i>
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
Purchase Protection Program	programs in place to protect the purchaser if the condominium is covered by any such program
quality	clean, legible, free of errors, uses correct punctuation and spelling
REA	<i>Real Estate Act</i>
RECA Board	Real Estate Council of Alberta Board of Directors
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
recruit	attract, select, sign agreements, provide orientation
Registrar	RECA's Registrar
regulatory requirements	e.g., registration and renewal, terminations and transfers, team requirements
relevant	including provincial, municipal, and regulatory
resources	e.g., advice from lawyers, accountants, insurance agents, engineers
Risks	e.g., related to the operation of a physical building, the corporation's annual plan
Rules	The Rules made pursuant to the Real Estate Act
Specific Authority	Limited authority granted by the principal that may provide one specific service or a limited range of specific services to the principal (e.g. a condominium manager authorized to enter into a maintenance agreement on behalf of the corporation).
speech	including tone, inflection, enunciation, volume, and speed
standards and requirements	e.g., legal and ethical requirements, brand standards, privacy expectations
service agreement	A service contract between a condominium corporation and a condominium manager brokerage
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
training	e.g., train administrative personnel to monitor trade processing and trust accounts, remuneration, advertising/legislative compliance
use of technology	in accordance with legislation; for client relationship management, job tracking, client interactions, and emergency response
workplace legislation	e.g., employment standards, human rights code, accessibility acts, occupational health, and safety act

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN AND TITLE WEIGHTS AS PERCENTAGE OF TOTAL DOMAINS

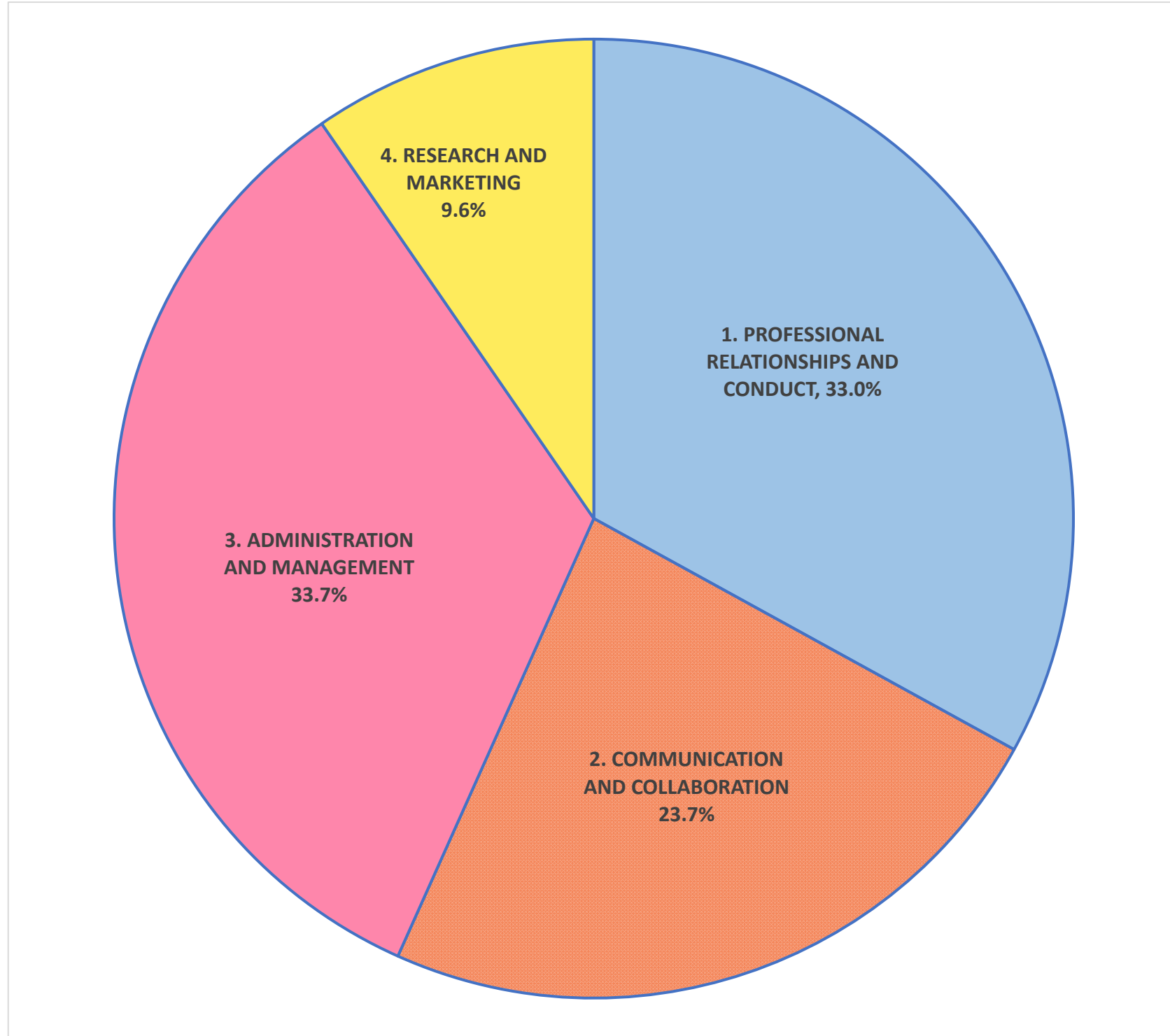
COMPETENCY DOMAIN	DOMAIN WT.	COMPETENCY TITLE		COMPETENCY WT.
1. PROFESSIONAL RELATIONSHIPS AND CONDUCT	33			
		1.1	FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES	15.2
		1.2	COMPLY WITH APPLICABLE LAWS AND REGULATIONS	2.3
		1.3	INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE	6.3
		1.4	MITIGATE RISK	4
		1.5	DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT	2.6
		1.6	MANAGE TIME, PRIORITIES, AND WORK QUALITY	2.6
2. COMMUNICATION AND COLLABORATION	23.7			
		2.1	COMMUNICATE EFFECTIVELY	4.9
		2.2	ADVISE CLIENTS	7
		2.3	USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)	4
		2.4	ESTABLISH MEANINGFUL RELATIONSHIPS	4.8
		2.5	DEMONSTRATE RESPECT FOR DIVERSITY	3
3. ADMINISTRATION AND MANAGEMENT	33.7			
		3.1	MANAGE DOCUMENTS AND CONTRACTS	10.7
		3.2	MANAGE OFFERS AND COUNTER-OFFERS	2
		3.3	NEGOTIATE WITH INTEGRITY	6.7
		3.4	COMPLETE TRANSACTIONS	2
		3.5	PERFORM FINANCIAL PLANNING AND REPORTING	1

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		3.6	OPERATE PROPERTY WITHIN FINANCIAL GUIDELINES	2
		3.7	UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS	3.2
		3.8	OPERATE A PHYSICAL BUILDING	2.9
		3.9	SELECT AND MANAGE TENANTS	3.2
4. RESEARCH AND MARKETING	9.6			
		4.1	COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL	1.7
		4.2	PROMOTE CLIENT'S PROPERTY	4.1
		4.3	DEMONSTRATE BUSINESS SENSE	1.4
		4.4	CONDUCT RESEARCH	2.4
			TOTAL WEIGHT	100

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COMPETENCY DOMAIN	DOMAIN WT.
1. PROFESSIONAL RELATIONSHIPS AND CONDUCT	33
2. COMMUNICATION AND COLLABORATION	23.7
3. ADMINISTRATION AND MANAGEMENT	33.7
4. RESEARCH AND MARKETING	9.6



PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY DOMAIN: 1. PROFESSIONAL RELATIONSHIPS AND CONDUCT

Domain Weight: 33

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL			
1.1 FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2%	1.1.1	Understand the foundations of property management.	1.1.1.1	Assess different types of property ownership.	Evaluate	1.1.1.1.1	Compare and contrast the different types of land estates.	Analyse
						1.1.1.1.2	Outline real property ownership rights and limitations.	Analyse
						1.1.1.1.3	Outline the interests that may be registered against a title.	Analyse
						1.1.1.1.4	Compare and contrast the different types of real property ownership.	Analyse
						1.1.1.1.5	Compare and contrast the types of property ownership available in Alberta.	Evaluate
						1.1.1.1.6	Prioritize the registered interests against a title.	Evaluate
			1.1.1.2	Assess property types as they relate to property management.	Evaluate	1.1.1.2.1	Define "mixed use properties".	Remember
						1.1.1.2.2	Describe examples of mixed use properties.	Understand
						1.1.1.2.3	Describe the different settings or locations in which residential real estate may be found.	Understand
						1.1.1.2.4	Compare and contrast commercial real estate and residential real estate.	Analyse
						1.1.1.2.5	Compare and contrast the different residential property styles.	Analyse
						1.1.1.2.6	Compare and contrast rural real estate (Agri-business) and residential real estate in a rural setting.	Analyse
			1.1.1.3	Assess the foundations of property management.	Evaluate	1.1.1.3.1	Define the term real estate.	Remember
						1.1.1.3.2	Define <u>property</u> .	Remember
						1.1.1.3.3	Define <u>property ownership</u> .	Remember
						1.1.1.3.4	List the industry professionals governed by RECA.	Remember
						1.1.1.3.5	List other professionals that may be involved in a real estate transaction. (professionals not licensed by RECA)	Remember
						1.1.1.3.6	Identify property management industry organizations.	Remember
						1.1.1.3.7	List the various authorization outcomes.	Remember
						1.1.1.3.8	Define property management according to <i>REA</i> .	Remember
					1.1.1.3.9	Identify brokerage hiring options for Property Management Associates.	Remember	
					1.1.1.3.10	Define conduct deserving of sanction.	Remember	
					1.1.1.3.11	List the four main objectives of a practice review.	Remember	
					1.1.1.3.12	Define "substantial connection".	Remember	
					1.1.1.3.13	List elements associated with real property.	Remember	
					1.1.1.3.14	Summarize the history of real estate in Alberta.	Understand	
					1.1.1.3.15	Summarize the purpose of licensing requirements.	Understand	

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COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>				1.1.1.3.16 Summarize the history of property management.	Understand
				1.1.1.3.17 Explain the purposes of the RECA Board.	Understand
				1.1.1.3.18 Describe the composition of the RECA Board.	Understand
				1.1.1.3.19 Describe the RECA Board's powers and responsibilities.	Understand
				1.1.1.3.20 Explain the purpose of the Industry Councils.	Understand
				1.1.1.3.21 Describe how Industry Councils are composed.	Understand
				1.1.1.3.22 Describe the Industry Councils' powers and responsibilities.	Understand
				1.1.1.3.23 Summarize the relationship between brokers and brokerages.	Understand
				1.1.1.3.24 Summarize a broker's leadership role in relation to associates and associate brokers.	Understand
				1.1.1.3.25 Describe the scope of a Real Estate Broker license.	Understand
				1.1.1.3.26 Describe the scope of a Mortgage Broker license.	Understand
				1.1.1.3.27 Describe the scope of a Condominium Management Associate license.	Understand
				1.1.1.3.28 Clarify what is meant by right touch regulation.	Understand
				1.1.1.3.29 Explain the requirement to cooperate with RECA in an investigation.	Understand
				1.1.1.3.30 Describe the production order powers of the Registrar and of investigators appointed by the Registrar.	Understand
				1.1.1.3.31 Describe the powers of the Registrar to issue Administrative Penalties and the process to appeal Administrative Penalties.	Understand
				1.1.1.3.32 Summarize the offences under which people may be prosecuted and the possible sanctions.	Understand
				1.1.1.3.33 Describe orders to cease carrying on business and their appeal processes.	Understand
				1.1.1.3.34 Describe how Hearing and Appeal panels are appointed.	Understand
				1.1.1.3.35 Describe the process associated with the service of documents.	Understand
			1.1.1.3.36 Describe the processes associated with an application for a lifetime ban from being able to become licensed again.	Understand	
			1.1.1.3.37 Describe the publication provisions related to licensing, conduct deserving of sanction, and other enforcement actions or decision.	Understand	
			1.1.1.3.38 Describe RECA's powers associated with the enforcement and collection of fines or costs.	Understand	
			1.1.1.3.39 Describe the purpose and activities of the Alberta Real Estate Foundation.	Understand	

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FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>				1.1.1.3.40 Describe the Minister's powers associated with the conduct of RECA, the <u>RECA Board</u> or an Industry Council.	Understand
				1.1.1.3.41 Describe the immunity provisions that apply to the Minister.	Understand
				1.1.1.3.42 Describe the immunity provisions that apply to an official administrator.	Understand
				1.1.1.3.43 Describe the immunity provisions that apply to RECA.	Understand
				1.1.1.3.44 Describe the immunity provisions that apply to the <u>RECA Board</u> .	Understand
				1.1.1.3.45 Describe the immunity provisions that apply to Industry Councils.	Understand
				1.1.1.3.46 Describe the immunity provisions that apply to individual Industry Council members.	Understand
				1.1.1.3.47 Describe the immunity provisions that apply to a RECA officer or employee.	Understand
				1.1.1.3.48 Summarize the development of real property law in Canada.	Understand
				1.1.1.3.49 Summarize the evolution of real estate regulation in Alberta.	Understand
				1.1.1.3.50 Summarize the role of property management associate education and licensing requirements.	Understand
				1.1.1.3.51 Describe the various classes of property management licences issued by the Registrar.	Understand
				1.1.1.3.52 Describe when licences expire, when they must be renewed, and when they are terminated.	Understand
				1.1.1.3.53 Clarify which licenses are affected by a lifetime licensing ban.	Understand
				1.1.1.3.54 Summarize how brokerages are regulated.	Understand
				1.1.1.3.55 Describe the eligibility and education requirements for individuals.	Understand
				1.1.1.3.56 Describe the conditions under which the Registrar may grant education requirements' exemptions.	Understand
				1.1.1.3.57 Describe the Education Code of Conduct for Learners prospective and licensed property manager obligations during pre-licensing and re-licensing education.	Understand
				1.1.1.3.58 Describe when a Registrar licensing eligibility opinion is not binding.	Understand
				1.1.1.3.59 Describe the duty notify the Registrar of license application related information changes.	Understand
				1.1.1.3.60 Explain the brokerage registration requirement for associates and associate brokers.	Understand
			1.1.1.3.61 Describe the Registrar's powers to place conditions or restrictions on licences.	Understand	

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FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>				1.1.1.3.62 Describe property manager re-licensing education requirements.	Understand
				1.1.1.3.63 Describe the licence application requirements.	Understand
				1.1.1.3.64 Describe prohibitions associated with being registered to multiple brokerages.	Understand
				1.1.1.3.65 Explain when the Registrar can refuse, suspend, or cancel a licence and how these decisions can be appealed.	Understand
				1.1.1.3.66 Explain the conditions or events that property managers must report to the Registrar and the associated time lines.	Understand
				1.1.1.3.67 Use key terms associated with <i>REA</i> .	Apply
				1.1.1.3.68 Outline how common law in Canada impacts real estate.	Analyse
				1.1.1.3.69 Outline RECA's role in Alberta's real estate industry.	Analyse
				1.1.1.3.70 Outline RECA authorization requirements (license and registration).	Analyse
				1.1.1.3.71 Outline the RECA property management authorization process for individuals.	Analyse
				1.1.1.3.72 Outline the process to obtain a certified criminal record check.	Analyse
				1.1.1.3.73 Outline the property manager authorization status confirmation procedure.	Analyse
				1.1.1.3.74 Outline the process to change a license or brokerage.	Analyse
				1.1.1.3.75 Outline the responsibilities <i>REA</i> imposes on clients, customers, and consumers.	Analyse
				1.1.1.3.76 Outline the responsibilities <i>REA</i> imposes on property management associates.	Analyse
				1.1.1.3.77 Compare and contrast the role and responsibilities of the Executive Director and the Registrar.	Analyse
				1.1.1.3.78 Outline the exemptions to licensing provisions under <i>REA</i> .	Analyse
				1.1.1.3.79 Outline the fines associated with conducting business that requires a licence without a licence.	Analyse
				1.1.1.3.80 Outline the complaint process related to conduct deserving of sanction.	Analyse
				1.1.1.3.81 Outline the relationship between self-regulation, investigation, and disciplinary action.	Analyse
			1.1.1.3.82 Outline RECA's Trust Assurance and Practice Review Program.	Analyse	
			1.1.1.3.83 Outline RECA's Professional of Conduct Review Program.	Analyse	
			1.1.1.3.84 Outline the structure of RECA's disciplinary proceedings.	Analyse	

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FULLFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>				1.1.1.3.85 Outline the investigation process related to conduct deserving of sanction.	Analyse
				1.1.1.3.86 Outline the decision making process related to conduct deserving of sanction.	Analyse
				1.1.1.3.87 Outline the appeals process related to conduct deserving of sanction.	Analyse
				1.1.1.3.88 Outline the Registrar's powers to conduct periodic inspections.	Analyse
				1.1.1.3.89 Outline the Registrar's powers to issue receiving orders.	Analyse
				1.1.1.3.90 Outline the Registrar's powers to freeze assets.	Analyse
				1.1.1.3.91 Compare and contrast potential Professional Conduct Review outcomes.	Analyse
				1.1.1.3.92 Outline RECA's consumer related function.	Analyse
				1.1.1.3.93 Outline the structure of the residential real estate trade in Alberta (brokerage system).	Analyse
				1.1.1.3.94 Outline the role of a property management associate.	Analyse
				1.1.1.3.95 Outline the scope of practice that a property management license grants.	Analyse
				1.1.1.3.96 Outline the attitudes and abilities required to practice property management.	Analyse
				1.1.1.3.97 Outline the Registrar's powers to place conditions or restrictions on licences.	Analyse
				1.1.1.3.98 Outline the conditions under which the Registrar may refuse, suspend, or cancel a license.	Analyse
				1.1.1.3.99 Outline the Registrar decision appeals process relating to license refusal, suspension, or cancellation.	Analyse
				1.1.1.3.100 Outline the principles of trust and confidence in a property management setting.	Analyse
				1.1.1.3.101 Distinguish the circumstances that make individuals ineligible to become licensed.	Analyse
				1.1.1.3.102 Outline how prospective property managers may request the Registrar's opinion regarding their licensing eligibility.	Analyse
			1.1.1.3.103 Outline the benefits of seeking the Registrar's licensing eligibility opinion.	Analyse	
			1.1.1.3.104 Compare and contrast commercial property management and residential property management.	Analyse	
			1.1.1.3.105 Compare and contrast the different business models property managers may use to provide services to <u>clients</u> .	Evaluate	
			1.1.1.3.106 Justify the need for property management education.	Evaluate	
			1.1.1.3.107 Justify the need for property management licensing.	Evaluate	

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FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% (continued)				1.1.1.3.108 Assess Registrar decisions to refuse, suspend, or cancel a license.	Evaluate
		1.1.1.4	Compare and contrast property management and condominium management.	Evaluate 1.1.1.4.1 Differentiate condominium management services from property management services.	Analyse
		1.1.1.5	Assess the basic economics as it relates to residential real estate.	Evaluate 1.1.1.5.1 Outline the economic indicators that affect the real estate market.	Analyse
				1.1.1.5.2 Outline the economic characteristics of the real estate market.	Analyse
				1.1.1.5.3 Outline the stages of a real estate market cycle.	Analyse
				1.1.1.5.4 Compare and contrast the different types of real estate markets.	Analyse
				1.1.1.5.5 Outline the market indicators that impact supply and demand.	Analyse
				1.1.1.5.6 Assess the relationship between economic movements/shifts and real estate supply and demand.	Evaluate
		1.1.1.6	Assess condominium property ownership and its management as it relates to a property manager.	Evaluate 1.1.1.6.1 Define "condominium corporation".	Remember
				1.1.1.6.2 Define "condominium".	Remember
				1.1.1.6.3 Define "condominium unit".	Remember
				1.1.1.6.4 Define "common property".	Remember
				1.1.1.6.5 Define "exclusive use".	Remember
				1.1.1.6.6 Define "monthly contributions".	Remember
				1.1.1.6.7 List the responsibilities of unit owners.	Remember
				1.1.1.6.8 List the duties of a condominium corporation.	Remember
				1.1.1.6.9 List the various condominium meetings that may be held.	Remember
				1.1.1.6.10 Explain how condominium unit ownership operates.	Understand
				1.1.1.6.11 Describe the benefits of condominium ownership.	Understand
				1.1.1.6.12 Describe potential issues related to condominium ownership.	Understand
			1.1.1.6.13 Describe real estate arrangements that may be understood as condominiums.	Understand	
			1.1.1.6.14 Summarize the <i>CPA</i> .	Understand	
			1.1.1.6.15 Summarize the Condominium Property Regulation.	Understand	
			1.1.1.6.16 Explain the purpose of special assessments.	Understand	
			1.1.1.6.17 Describe common duties performed by condominium managers.	Understand	
			1.1.1.6.18 Calculate fees based on unit factor.	Apply	
			1.1.1.6.19 Compare and contrast types of communal living (condominium, cooperative, and community association developments).	Analyse	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA			SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% (continued)						1.1.1.6.20 Compare and contrast potential uses for condominiums.	Analyse
						1.1.1.6.21 Compare and contrast the various condominium styles.	Analyse
						1.1.1.6.22 Outline the role and responsibilities of the <u>Board of Directors</u> .	Analyse
						1.1.1.6.23 Outline a condominium corporation's decision-making process.	Analyse
						1.1.1.6.24 Compare and contrast condominium management options.	Analyse
						1.1.1.6.25 Outline unit <u>owner</u> obligations when renting/leasing a unit located within a condominium management complex.	Analyse
						1.1.1.6.26 Outline condominium unit tenant obligations.	Analyse
						1.1.1.6.27 Outline how monthly contributions are calculated.	Analyse
						1.1.1.6.28 Outline the two trust accounts required under the legislation.	Analyse
						1.1.1.6.29 Outline the reserve fund plan creation process.	Analyse
			1.1.1.7	Outline how <u>REA</u> and the <u>Rules</u> are created, ammended, and impact property managers.	Analyse	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 Explain how Industry Councils makes rules governing property manager conduct.	Understand
						1.1.1.7.4 Describe the limitations imposed on Industry Councils associated with the creation of the <u>Rules</u> .	Understand
						1.1.1.7.5 Explain the purposes of RECA as stated in <u>REA</u> .	Understand
						1.1.1.7.6 Describe the benefits of the resources developed by RECA.	Understand
						1.1.1.7.7 Outline the process required to ammend <u>REA</u> .	Analyse
						1.1.1.7.8 Outline the relationship between <u>REA</u> and property manager business.	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 Outline how to locate and access RECA resources.	Analyse
			1.1.1.9	Outline property manager responsibilities when there is a change of service providers from one brokerage to another.	Analyse	1.1.1.8.1 Explain requirements respecting transitioning a client to a new property manager.	Understand
						1.1.1.8.2 Outline the documents the original property manager must provide to the new property manager.	Analyse
					1.1.1.8.3 Outline return of client property (including funds) requirements as they relate to transitioning a client to a new property manager.	Analyse	

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FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% (continued)						1.1.1.8.4 Outline the elements of a <u>owner's/landlord's</u> responsibilities of which a property manager must be aware.	Analyse
	1.1.2	Explain licensee and client obligations in an agency relationship.	1.1.2.1	Assess property management associate and client obligations in an agency relationship.	Evaluate	1.1.2.1.1 Define the term agency relationship as it relates to property management.	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 property manager obligation regarding the timing, provision, and explanation of the Consumer Relationships Guide.	Understand
						1.1.2.1.8 Describe property manager obligations that surpass termination of the agency relationship.	Understand
						1.1.2.1.9 Describe the conditions that make a principal liable to remunerate a property manager acting as their representative.	Understand
						1.1.2.1.10 Differentiate between a property manager, client, and customer.	Analyse
						1.1.2.1.11 Compare and contrast a representation and non-representation relationship.	Analyse
						1.1.2.1.12 Compare and contrast the duties owed to clients in a representation relationship and to non-clients in non-representation relationships.	Analyse
						1.1.2.1.13 Outline the impact of consumers understanding the role of property managers.	Analyse
						1.1.2.1.14 Outline potential consequences of acting outside of the established relationship requirements.	Analyse
						1.1.2.1.15 Outline how to prevent an unintended client relationship.	Analyse
						1.1.2.1.16 Outline the ways by which an agency relationship may be terminated.	Analyse
					1.1.2.1.17 Outline the conditions that require a principal to remunerate a property manager acting as their representative.	Analyse	

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COMPETENCY TITLE	PERFORMANCE CRITERIA			SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>						1.1.2.1.18 Outline the general obligations that a property manager owes a client. - exercise care and skill - act honestly - negotiate favourable terms - maintain confidentiality - disclose information - act in person - obey lawful instructions - perform mandate	Analyse
						1.1.2.1.19 Outline the fiduciary duties that a property manager owes a client. - utmost loyalty - avoid conflicts of interest - disclose conflicts of interest - not make secret profits - handle confidential information properly - to account	Analyse
						1.1.2.1.20 Outline written disclosure requirements.	Analyse
						1.1.2.1.21 Outline a property manager's duty to act consistently in accordance with representation relationships.	Analyse
						1.1.2.1.22 Outline a property manager's duty to document representation relationships in writing.	Analyse
						1.1.2.1.23 Outline how different property management service models impact agency responsibilities.	Analyse
						1.1.2.1.24 Determine if an individual is a customer in diverse contexts.	Evaluate
						1.1.2.1.25 Determine when the various types of representation authority are appropriate in property management.	Evaluate
						1.1.2.1.26 Determine appropriate actions based on the fiduciary duties in diverse situations.	Evaluate
						1.1.2.1.27 Determine appropriate actions based on the general obligations in diverse situations.	Evaluate
						1.1.2.1.28 Determine client obligations related to indemnification in a representation relationship in diverse real estate scenarios.	Evaluate
						1.1.2.1.29 Determine client obligations related to remuneration in a representation relationship in diverse real estate scenarios .	Evaluate
					1.1.2.1.30 Determine client obligations related to disclosure in a representation relationship in diverse real estate scenarios.	Evaluate	

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FULLFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>	1.1.3	Perform non-representation relationship licensee obligations.	1.1.3.1 Assess property manager and client obligations in a non-representation relationship.	Evaluate	1.1.3.1.1	Outline the services property managers may provide customers.	Analyse
					1.1.3.1.2	Outline a property manager's obligations in a customer relationship.	Analyse
					1.1.3.1.3	Outline how to tailor written disclosures for customers.	Analyse
					1.1.3.1.4	Determine services that property managers are prohibited from providing to customers.	Evaluate
						Determine customer confidentiality requirements in diverse contexts.	Evaluate
	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 industry professional responsibilities and prohibitions.	Evaluate	1.1.4.1.2	Define trade records.	Remember
					1.1.4.1.3	Explain the meaning of misrepresentation and how it might occur in practice.	Analyse
					1.1.4.1.4	Outline potential issues related to referring a person to another service provider or third party industry.	Analyse
					1.1.4.1.5	Outline the tasks unauthorized assistants may or may not perform.	Analyse
					1.1.4.1.6	Outline the conditions or events that property managers must report to the Registrar and the associated time lines.	Analyse
					1.1.4.1.7	Outline the responsibilities imposed by the Rules on all licensees.	Analyse
					1.1.4.1.8	Outline the prohibitions imposed by the Rules on all licensees.	Analyse
					1.1.4.1.9	Compare and contrast incentives and inducements.	Analyse
					1.1.4.1.10	Outline the conditions under which a property manager would explain incentives.	Analyse
					1.1.4.1.11	Outline the conditions under which a property manager would explain inducements.	Analyse
					1.1.4.1.12	Outline property manager client information protection responsibilities under the Rules.	Analyse
					1.1.4.1.13	Outline the property manager obligation to submit all trade records to the brokerage in accordance with brokerage policies and procedures.	Analyse
				1.1.4.1.14	Outline the property management brokerage record keeping legislative requirements.	Analyse	

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FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>						1.1.4.1.15 Outline the conditions under which a property manager may retain client information or copies of client documents.	Analyse
						1.1.4.1.16 Outline property manager referral related responsibilities.	Analyse
						1.1.4.1.17 Differentiate property management associate responsibilities and permissible unlicensed assistant responsibilities.	Analyse
						1.1.4.1.18 Outline the principle of client best interest in a real estate setting.	Analyse
						1.1.4.1.19 Outline property manager obligations related to receiving or accepting offers, counter offers, and waivers.	Analyse
						1.1.4.1.20 Determine when it is required to notify RECA regarding a change of information.	Evaluate
			1.1.5.2	Assess service agreement responsibilities and requirements.	Evaluate	1.1.5.2.1 Describe solicitation, acceptance, and receipt of money property manager requirements.	Understand
						1.1.5.2.2 Describe the prohibition preventing charging and suing for fees if the persons provided services requiring a license without a license.	Understand
						1.1.5.2.3 Describe property manager trust account and trust monies administration related duties.	Understand
						1.1.5.2.4 Interpret how to comply with service agreement requirements under the <u>Rules</u> .	Apply
						1.1.5.2.5 Complete a property management service agreement.	Apply
						1.1.5.2.6 Outline the property manager brokerage service agreement responsibilities.	Analyse
						1.1.5.2.7 Outline property management service agreement content requirements.	Analyse
						1.1.5.2.8 Outline the benefits of having a written service agreement.	Analyse
						1.1.5.2.9 Assess service agreements for consistency with the intended agency responsibilities and service model.	Evaluate
						1.1.5.2.10 Determine how to amend the service agreement after it is signed.	Evaluate
			1.1.5.3	Assess the obligations, responsibilities, and limitations imposed by the Act and Rules.	Evaluate	1.1.5.3.1 Outline property management brokerage responsibilities and obligations.	Analyse
						1.1.5.3.2 Outline a property manager associate's obligations to their brokerage.	Analyse
						1.1.5.3.3 Outline property management brokerage prohibitions.	Analyse
						1.1.5.3.4 Outline property management obligations, responsibilities, and limitations imposed by the Act and the Rules.	Analyse

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FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>				1.1.5.3.5 Compare and contrast property management associate and property management broker duties and responsibilities.	Analyse	
		1.1.5.4	Assess Brokerage Responsibilities and Prohibitions.	Analyse	1.1.5.4.1 Describe an associate's responsibility to assist with brokerage responsibilities.	Understand
					Summarize real estate brokerage trust account obligations related to negative trust account balances.	Understand
					1.1.5.4.2 Summarize real estate brokerage trust account obligations related to trust fund shortages.	Understand
					1.1.5.4.3 Summarize real estate brokerage trust account obligations related to funding requirements.	Understand
					1.1.5.4.4 Summarize real estate brokerage trust account obligations related to trust shortages.	Understand
					1.1.5.4.5 Summarize real estate brokerage trust account obligations related to Registrar notification requirements.	Understand
					1.1.5.4.6 Describe the requirement to provide annual accounting reports to the <u>Registrar</u> .	Understand
					1.1.5.4.7 Describe property management brokerage obligations and restrictions related to comingling trust funds and paying expenses/fees from brokerage trust account(s).	Understand
					1.1.5.4.8 Employ brokerage record keeping and conversion compliance.	Apply
					1.1.5.4.9 Outline property management brokerage trust account obligations.	Analyse
					1.1.5.4.10 Explain property management brokerage trust account record keeping requirements.	Analyse
					1.1.5.4.11 Outline the periodic and financial reporting brokerages are required to provide <u>owners/landlords</u> .	Analyse
					1.1.5.4.12 Determine electronic deposit and trust fund transfer related requirements.	Evaluate
		1.1.5.5	Work within the scope of brokerage's policies and procedures.	Apply	1.1.5.5.1 Explain the importance of following the brokerage's policies and procedures.	Understand
					1.1.5.5.2 Describe the reasons brokerage set policies and procedures.	Understand
					1.1.5.5.3 Outline types of brokerage policies and procedures.	Analyse
		1.1.5.6	Assess property manager liability.	Evaluate	1.1.5.6.1 Explain how errors and omissions insurance reduces risk.	Understand
					1.1.5.6.2 Explain the purpose of the Real Estate Assurance Fund.	Understand
					1.1.5.6.3 Explain how and when a property manager becomes personally liable to a third party.	Analyse
				1.1.5.6.4 Outline the effect of Tort law on a property manager's activities.	Analyse	

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FULLFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% (continued)						1.1.5.6.5 Compare and contrast negligence, recklessness, and intent.	Analyse
						1.1.5.6.6 Outline the various errors and omissions coverage to address civil liability in property management.	Analyse
						1.1.5.6.7 Outline the purpose of errors and omissions insurance.	Analyse
						1.1.5.6.8 Outline <u>minimum housing standards</u> .	Analyse
						1.1.5.6.9 Determine acceptable responses related to <u>minimum housing standards</u> issues.	Analyse
						1.1.5.6.10 Determine a property manager's civil and regulatory liability in diverse situations.	Evaluate
	1.1.6	Perform obligations to meet required duty of care.	1.1.6.1	Assess licensee practice for duty of care obligations.	Evaluate	1.1.6.1.1 Outline duty of care owed to <u>owners/landlords</u> (the principal).	Analyse
						1.1.6.1.2 Outline duty of care owed to tenants.	Analyse
						1.1.6.1.3 Outline the standard of care to which real estate professionals are held.	Analyse
						1.1.6.1.4 Outline real estate associate best practices for meeting the standard of care.	Analyse
	1.1.7	Adhere to lawful instructions and directions from the <u>owner/landlord</u> .	1.1.7.1	Assess the legality of <u>owner/landlord</u> instructions.	Evaluate	1.1.7.1.1 Explain the process by which <u>owners/landlords</u> may provide lawful instructions to property managers.	Analyse
						1.1.7.1.2 Determine whether the <u>owner/landlord</u> has followed a lawful process for providing instructions.	Evaluate
						1.1.7.1.3 Determine options available to property managers to deal with unlawful <u>owner/landlord</u> instructions.	Evaluate
						1.1.7.1.4 Outline potential consequences of a property manager failing to follow lawful instructions.	Analyse
	1.1.8	Keep client information confidential, disclosing only with client's informed written direction or as required by law.	1.1.8.1	Assess situations for potential client confidentiality issues.	Evaluate	1.1.8.1.1 Describe the laws that require property managers to provide confidential property information to be disclosed without consent.	Understand
						1.1.8.1.2 Outline the benefits of documenting client confidential information disclosure consent.	Analyse
						1.1.8.1.3 Describe the process to obtain the <u>owner/landlord's</u> informed consent for the disclosure of confidential information.	Analyse
						1.1.8.1.4 Determine the conditions under which a property manager may disclose confidential client information.	Evaluate
						1.1.8.1.5 Determine the appropriate confidential client information disclosure process in diverse scenarios.	Evaluate
	1.1.9	Safeguard and account for property entrusted by client or customers.	1.1.9.1	Assess property manager practices for client/customer property safeguarding compliance.	Evaluate	1.1.9.1.1 Compare and contrast client property and customer property.	Analyse
					1.1.9.1.2 Outline client/customer property safeguarding and accounting legislation.	Analyse	

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FULLFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>				1.1.9.1.3	Outline new property manager property safeguarding responsibilities when transitioning from another management company.	Analyse		
				1.1.9.1.4	Outline supplier and contractor document and chattle related property safeguarding responsibilities.	Analyse		
				1.1.9.1.5	Outline safeguarding responsibilities for utility rooms and other common property areas.	Analyse		
				1.1.9.1.6	Outline tenant properproperty safeguarding requirements in abandonment, eviction, and seizure situations.	Analyse		
	1.1.10	Respond to real and potential conflicts of interest as required by law.	1.1.10.1	Assess practice for known and potential conflicts of interest and legislative compliance.	Evaluate	1.1.10.1.1	Clarify what is meant by a conflict of interest.	Understand
						1.1.10.1.2	Describe potential client-brokerage conflicts.	Understand
						1.1.10.1.3	Outline conflict of interest related legislation.	Analyse
						1.1.10.1.4	Outline the conflict of interest management process.	Analyse
						1.1.10.1.5	Outline conflict of interest prevention strategies and practices.	Analyse
						1.1.10.1.6	Outline a property manager's responsibilities regarding perceived or actual conflicts of interests.	Analyse
						1.1.10.1.7	Determine potential conflict of interest best practices.	Evaluate
						1.1.10.1.8	Determine the potential consequences of a licensee entering into a conflict of interest with a client's consent.	Evaluate
						1.1.10.1.9	Determine service agreement related disclosure obligations.	Evaluate
						1.1.10.1.10	Determine conflicts of interest according to <i>REA</i> .	Evaluate
						1.1.10.1.11	Determine conflict of interest situations that require brokerage notification.	Evaluate
							Determine conflict of interest resolution options.	Evaluate
						1.1.10.1.12	Determine possible resolutions to competing client conflicts of interest.	Evaluate
						1.1.10.1.13	Determine potential resolutions to client-brokerage conflicts.	Evaluate
	1.1.11	Accept responsibility for actions.	1.1.11.1	Outline the role and responsibilities of a property manager under self-regulation.	Analyse	1.1.11.1.1	Outline how RECA's statement of self regulation applies to a property manager.	Analyse
						1.1.11.1.2	Compare and contrast the role of the different property management licence categories (broker, associate broker, and associate).	Analyse
					1.1.11.1.3	Compare and contrast the general responsibilities of the property management brokerage, broker, associate broker, and associate.	Analyse	
1.1.12	Refer clients to outside professionals.	1.1.12.1	Assess situations for the need to seek the services of other professionals.	Evaluate	1.1.12.1.1	Determine when situations require the services of other professionals.	Evaluate	

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FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>	1.1.13	Manage <u>disclosure</u> obligations.	1.1.13.1	Assess legislated disclosure obligations that impact property management.	Evaluate	1.1.13.1.1	Describe who determines what is relevant and the process that property managers must follow to determine what is relevant to their client.	Understand	
						1.1.13.1.2	Distinguish conflicts of interest in third-party contract negotiations.	Analyse	
						1.1.13.1.3	Outline the legislated disclosure obligations that may impact an associate's residential real estate practice.	Analyse	
						1.1.13.1.4	Outline disclosure time requirements and processes.	Analyse	
						1.1.13.1.5	Outline the process property managers must follow when a client directs them to withhold information the client is legally required to disclose.	Analyse	
						1.1.13.1.6	Outline appropriate disclosure processes and procedures to ensure accurate completion.	Analyse	
						1.1.13.1.7	Determine conflict of interest resolution options.	Evaluate	
						1.1.13.1.8	Determine what, when, and how to disclose information in keeping with the information disclosure obligation.	Evaluate	
						1.1.13.1.9	Determine permissible property manager responses to optional information disclosure requests without client authorization.	Evaluate	
						1.1.13.1.10	Determine documentation best practices for decisions, directions, communications, and recommendations.	Evaluate	
						1.1.13.1.11	Determine acceptable disclosure time lines.	Evaluate	
				1.1.13.2	Justify confidential information disclosure in accordance with the <u>Rules</u> in diverse contexts.	Evaluate	1.1.13.2.1	Outline confidential information disclosure requirements under the <u>Rules</u> .	Analyse
							1.1.13.2.2	Outline the information disclosure process under the <u>Rules</u> .	Analyse
							1.1.13.2.3	Determine when and how you may disclose confidential information in accordance with the <u>Rules</u> .	Evaluate
	1.1.14	Act honestly and professionally.	1.1.14.1	Assess situations for public protection and ethical professional best practices.	Evaluate	1.1.14.1.1	Determine how to act honestly and professionally in diverse property management situations that may impact public protection.	Evaluate	
	1.1.15	Exercise care and skill in performing assigned duties.	1.1.15.1	Determine skill and care requirements of diverse assigned duties.	Evaluate	1.1.15.1.1	Compare and contrast the skill and care required to perform assigned duties.	Evaluate	
	1.1.16	Stay informed of <u>essential information</u> that affects market conditions.	1.1.16.1	Assess information for impact on market conditions.	Evaluate	1.1.16.1.1	Outline how property managers may stay informed of market relevant information.	Analyse	
					1.1.16.1.2	Determine the relevance of information and events on market conditions.	Evaluate		
1.1.17	Advertise properties in accordance with legislative obligations and standards of practice.	1.1.17.1	Assess situations for property advertising related legislative obligations and standards of practice.	Evaluate	1.1.17.1.1	Determine how to advertise properties in compliance with applicable legislative obligations and standards of practice.	Evaluate		

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FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES Competency Weight: 15.2% <i>(continued)</i>	1.1.18	Handle deposits, explanations, terms of trust, trustee, processing, and disposition.	1.1.18.1	Assess <i>REA</i> mandated responsibilities for property managers, brokerages, and others.	Evaluate	1.1.18.1.1	Outline Deposit requirements under the Regulations and the Rules.	Analyse
						1.1.18.1.2	Describe the common elements of term of trust terms and how they impact clients.	Analyse
						1.1.18.1.3	Outline the role of a trustee holding deposits.	Analyse
						1.1.18.1.4	Outline a property manager's role in trust deposit disputes.	Analyse
						1.1.18.1.5	Determine the impact of trust terms on clients.	Evaluate
						1.1.18.1.6	Determine the conditions under which a property manager should seek legal advice in trust deposit disputes.	Evaluate
1.2 COMPLY WITH APPLICABLE LAWS AND REGULATIONS Competency Weight: 2.3%	1.2.1	Promote awareness of legislative requirements.	1.2.1.1	Recommend appropriate actions to inform and advise the client.	Evaluate	1.2.1.1.1	Compare and contrast how improper conduct and court remedies apply to <u>owners/landlords</u> and tenants.	Analyse
						1.2.1.1.2	Compare and contrast how improper conduct and court remedies apply to property managers and brokerages.	Analyse
						1.2.1.1.3	Compare and contrast <u>conduct deserving of sanction and civil liability</u> .	Analyse
							Outline best practices for documenting instruction, information, and advice provided to clients.	Analyse
			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	Explain the role and powers of Alberta's Office of Information and Privacy Commissioner (OIPC).	Understand
						1.2.1.2.2	Explain privacy law and personal information related policies and processes that a property manager must implement.	Understand
						1.2.1.2.3	Describe OIPC's privacy complaint process.	Understand
						1.2.1.2.4	Summarize PIPA's personal information collection, use, and disclosure exemptions.	Understand
						1.2.1.2.5	Describe personal information surveillance system related concerns.	Understand
						1.2.1.2.6	Explain the objectives and application of the PIPA.	Analyse
						1.2.1.2.7	Outline the different types of consent under PIPA.	Analyse
						1.2.1.2.8	Compare and contrast personal information, privacy, and confidential information.	Analyse
						1.2.1.2.9	Outline the circumstances in which provincial and federal privacy legislation applies.	Analyse
						1.2.1.2.10	Outline the most common privacy principles upon which privacy legislation is based.	Analyse

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL		
COMPLY WITH APPLICABLE LAWS AND REGULATIONS Competency Weight: 2.3% <i>(continued)</i>				1.2.1.2.11	Outline what is meant by "obtaining consent".	Analyse	
				1.2.1.2.12	Outline the role of brokerage policies and procedures in handling client information.	Analyse	
				1.2.1.2.13	Outline the most common information barriers that brokerages use to protect client information.	Analyse	
				1.2.1.2.14	Outline a property manager's client information protection related responsibilities.	Analyse	
				1.2.1.2.15	Outline the importance of securely storing personal information.	Analyse	
				1.2.1.2.16	Outline personal information retention and disposal requirements.	Analyse	
				1.2.1.2.17	Outline the methods brokerages use to ensure privacy legislation compliance (privacy policies, including cybersecurity plans, and Privacy Officers).	Analyse	
				1.2.1.2.18	Compare and contrast how privacy law pertains to the protection of personal information of tenants, <u>owners</u> , occupants, guests, employees, and others.	Evaluate	
				1.2.1.2.19	Determine when to obtain legal advice regarding property management privacy law and personal information protection requirements.	Evaluate	
				1.2.1.2.20	Determine how to respond to privacy concerns related to access requests.	Evaluate	
			1.2.1.3	Determine the responsibilities the <u>RTA</u> imposes on <u>owners</u>, landlords, tenants, and others.	1.2.1.3.1	Define key terms in the <u>RTA</u> .	Remember
					1.2.1.3.2	Describe the powers of the Minister and penalties associated with <u>RTA</u> offences.	Understand
					1.2.1.3.3	Outline the <u>RTA</u> written tenancy agreement requirements.	Analyse
					1.2.1.3.4	Outline the <u>RTA</u> fixed term tenancy requirements.	Analyse
					1.2.1.3.5	Outline the <u>RTA</u> periodic tenancy requirements.	Analyse
					1.2.1.3.6	Outline a landlord's obligations under the <u>RTA</u> .	Analyse
					1.2.1.3.7	Outline a tenant's obligations under the <u>RTA</u> .	Analyse
					1.2.1.3.8	Outline <u>RTA</u> security deposit and additional fees/charges requirements.	Analyse
					1.2.1.3.9	Outline <u>RTA</u> rent increase requirements.	Analyse
					1.2.1.3.10	Outline <u>RTA</u> inspection report requirements.	Analyse
			1.2.1.3.11		Outline <u>RTA</u> locks and security devices requirements.	Analyse	
			1.2.1.3.12		Outline <u>RTA</u> tenancy termination requirements.	Analyse	
			1.2.1.3.13		Outline <u>RTA</u> notice to vacate requirements.	Analyse	
			1.2.1.3.14		Outline <u>RTA</u> abandoned goods requirements.	Analyse	
			1.2.1.3.15		Compare and contrast a sublease and an assignment.	Analyse	
			1.2.1.3.16		Outline <u>RTA</u> sublease and assignment requirements.	Analyse	
			1.2.1.3.17		Determine the situations in which the <u>RTA</u> applies.	Evaluate	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL	
COMPLY WITH APPLICABLE LAWS AND REGULATIONS Competency Weight: 2.3% (continued)	1.2.3	Identify contexts that give rise to legal issues, in conjunction with legal counsel.	1.2.3.1	Assess contracts and conditions required by an <u>owner/landlord</u> to delegate a contract or contract negotiation to a property manager.	Evaluate	1.2.3.1.1	Describe the strategies property managers should follow to ensure compliance with the Anti-Spam Legislation	Remember
						1.2.3.1.2	Define "anti-competitive business practices".	Remember
						1.2.3.1.3	Define telemarketing.	Remember
						1.2.3.1.4	Describe how Canada's Anti-Spam Legislation impacts property managers.	Understand
							Describe the importance of the Statute of Frauds in real estate.	Understand
						1.2.3.1.5	Explain the purpose of the Alberta <i>Environmental Protection and Enhancement Act</i>	Understand
						1.2.3.1.6	Educate the client on OH&S legislation governing the property manager.	Apply
						1.2.3.1.7	Educate the client on how to comply with human rights legislation.	Apply
						1.2.3.1.8	Provide examples of Property Manager anti-competitive conduct.	Apply
						1.2.3.1.9	Outline the impact of the "criminal interest rate, fraud, and secret commission" sections of the Criminal Code of Canada on property management licensee activities.	Analyse
						1.2.3.1.10	Outline the relationship between the Competition Act and brokerages.	Analyse
						1.2.3.1.11	Outline the relationship between the Competition Act and property managers.	Analyse
							Outline criteria to determine if an advertisement is false or misleading.	Analyse
						1.2.3.1.12	Outline key internet and social media advertising considerations.	Analyse
						1.2.3.1.13	Outline common telemarketing use considerations.	Analyse
						1.2.3.1.14	Outline the relationship between tort law and property management activities.	Analyse
						1.2.3.1.15	Determine human rights legislation compliance as it relates to property manager responsibilities.	Evaluate
							Determine occupational health and safety legislation compliance as it relates to property manager responsibilities.	Evaluate
					1.2.3.1.16	Determine if situations involve anti-competitive business practices.	Evaluate	
					1.2.3.1.17	Determine how the principles of contract law apply to property management contracts.	Evaluate	
					1.2.3.1.18	Describe resources that licensees may provide contractors with to support health and safety legislation compliance.	Understand	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL
1.3 INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE Competency Weight: 6.3%	1.3.1	Follow relevant codes of ethics, codes of conduct, and standards of practice.	1.3.1.1 Assess situations for <u>property manager</u> prohibitions.	Evaluate	1.3.1.1.1	Describe self-regulation as it applies to property management under <u>REA</u> .	Understand
					1.3.1.1.2	Determine appropriate actions that a <u>property manager</u> may take in situations that present prohibitions.	Evaluate
					1.3.1.1.3	Summarize <u>property manager</u> prohibitions under <u>REA</u> and the <u>Rules</u> .	Understand
					1.3.1.1.4	Summarize <u>property manager</u> responsibilities under <u>REA</u> and the <u>Rules</u> .	Understand
			1.3.2.2 Determine how to behave professionally in diverse contexts.	Evaluate	1.3.2.2.1	Use a decision-making model to assist with ethical dilemmas.	Apply
					1.3.2.2.2	Outline factors that impact ethics and professional conduct.	Analyse
					1.3.2.2.3	Outline how to protect and promote public confidence in the industry.	Analyse
					1.3.2.2.4	Explain the relationship between investigations, disciplinary actions, and self-regulation.	Analyse
					1.3.2.2.5	Determine how to act with integrity in diverse situations.	Evaluate
	1.3.2	Work within <u>scope of practice</u> of registration category.	1.3.2.1 Assess situations for <u>property manager</u> scope of practice.	Evaluate	1.3.2.1.1	Demonstrate the steps property managers may take when faced with expertise limitations.	Apply
					1.3.2.1.2	Describe steps property managers may take to stay within property management licence boundaries.	Analyse
					1.3.2.1.3	Distinguish the consequences property managers may face when acting outside of the boundaries of their expertise.	Analyse
					1.3.2.1.4	Determine how to act within a property manager's scope of practice.	Evaluate
					1.3.2.1.5	Outline allowed Commercial Real Estate Associate and Residential Real Estate Associate leasing related activities. (May represent the landlord to lease the property and may represent tenants during the leasing process.)	Analyse
	1.3.3	Interact with others in a professional manner.	1.3.3.1 Assess interactions for professionalism.	Evaluate	1.3.3.1.1	Compare and contrast situations that require a property manager to interact professionally with others.	Evaluate
	1.3.4	Seek <u>guidance</u> and <u>resources</u> or decline to act when a matter is beyond own competence or scope.	1.3.4.1 Assess situations, documents, and information for scope and competence requirements.	Evaluate	1.3.4.1.1	Describe a property manager's obligation to communicate with their broker when an issue is beyond their competence.	Understand
					1.3.4.1.2	Determine if issues beyond a property manager's competence may be adequately addressed within the brokerage.	Analyse

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL			
INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE Competency Weight: 6.3% <i>(continued)</i>				1.3.4.1.3	Determine if a situation is within your scope of practice.	Evaluate		
				1.3.4.1.4	Determine the expertise required for specific situations, documents, or information.	Evaluate		
	1.3.5	Engage only in honest and legal activities or conduct.	1.3.5.1	Execute property management duties and responsibilities in an honest, legal, and transparent manner.	Apply	1.3.5.1.1	Deconstruct the essential role of property managers acting honestly and legally within self-regulation.	Analyse
	1.3.6	Report unethical, unsafe, illegal, or incompetent practices to the appropriate <u>authorities</u> .	1.3.6.1	Assess the relationship between professional behaviour, agency responsibility, and legislative responsibilities associated with reporting unethical, unsafe, illegal, or incompetent practices.	Evaluate	1.3.6.1.1	Outline the responsibilities under the <u>Rules</u> to report unethical, unsafe, illegal, or incompetent practices to the brokerage, RECA, and other authorities.	Analyse
	1.3.7	Practice in a manner that sustains public trust in the profession and enhances consumer protection.	1.3.7.1	Assess how to incorporate property management practice principles that sustain trust and safeguard the <u>public</u>.	Evaluate	1.3.7.1.1	Determine how to integrate property management practice principles that sustain trust and safeguard the <u>public</u> into professional practice.	Evaluate
	1.3.8	Maintain own personal health and wellbeing	1.3.8.1	Assess health and safety requirements, resources, and risks.	Evaluate	1.3.8.1.1	Summarize avenues of encouragement, advice, and mentoring.	Understand
					1.3.8.1.2	Describe how brokers may assist with personal health and wellbeing.	Understand	
					1.3.8.1.3	Outline mental health related resources and legislation.	Analyse	
					1.3.8.1.4	Determine how to practice in a manner that maintains personal health and wellbeing.	Evaluate	
1.4 MITIGATE RISK Competency Weight: 4%	1.4.1	Recognize <u>risks</u> based on circumstances.	1.4.1.1	Assess circumstances for risks.	Evaluate	1.4.1.1.1	Define risk.	Remember
						1.4.1.1.2	Identify the risks that are likely to be present for various types of property.	Remember
						1.4.1.1.3	Explain the principle of vicarious liability.	Understand
						1.4.1.1.4	Clarify what workplace safety includes.	Understand
						1.4.1.1.5	Determine the need for security personnel.	Evaluate
			1.4.1.2	Assess the <u>owner's/landlord's liability</u>.	Evaluate	1.4.1.2.1	Explain the purpose of the <i>Occupiers Liability Act</i> .	Understand
						1.4.1.2.2	Explain the effect of the <i>Occupiers Liability Act</i> on common law.	Understand
						1.4.1.2.3	Outline how <u>owners/landlords</u> and property managers might incur liability under the <i>Occupiers Liability Act</i> .	Analyse
	1.4.2	Act to mitigate risks.	1.4.2.1	Outline a brokerage's risk management policy.	Analyse	1.4.2.1.1	Describe how brokerage policies and procedures serve to manage risk.	Understand
						1.4.2.1.2	Outline how property managers can reduce risk.	Analyse
		1.4.2.2	Inform <u>owner/landlord</u> of potential and known risks, including <u>mitigation strategies</u>.	Evaluate	1.4.2.2.1	Recognize risks based on circumstances.	Remember	
					1.4.2.2.2	Explain safety precautions to <u>owners/landlords</u> .	Understand	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	
MITIGATE RISK Competency Weight: 4% (continued)					1.4.2.2.3 Assist the <u>owner</u> /landlord with the development of an occupational health and safety management plan for the <u>property</u> .	Apply	
					1.4.2.2.4 Use safety protocols and tools.	Apply	
					1.4.2.2.5 Educate <u>owners</u> /landlords on safety precautions.	Apply	
					1.4.2.2.6 Outline alternatives to reduce or mitigate recognized circumstance related risks.	Analyse	
					1.4.2.2.7 Outline alternatives for informing the brokerage of potential circumstance related risks.	Analyse	
					1.4.2.2.8 Explain landlord/manager strategies for transferring risk/liability to tenants and third party contractors.	Analyse	
					1.4.2.2.9 Outline property manager processes for ensuring tenant insurance certificates are up to date.	Analyse	
					1.4.2.2.10 Explain hazardous material management and record keeping requirements and best practices.	Analyse	
					1.4.2.2.11 Explain why landlords require tenants to provide certificates of insurance to mitigate risk.	Analyse	
					1.4.2.2.12 Assess how to reduce or mitigate recognized risks based on circumstances.	Evaluate	
					1.4.2.2.13 Recommend how to reduce or mitigate recognized risks based on circumstances to the <u>owner</u> /landlord.	Evaluate	
					1.4.2.2.14 Identify and inform the <u>owner</u> /landlord of potential property contamination or hazards.	Evaluate	
					1.4.2.2.15 Recommend property contamination or hazards testing options to the <u>owner</u> /landlord.	Evaluate	
					1.4.2.2.16 Assess health and safety risks.	Evaluate	
					1.4.2.2.17 Determine when it is appropriate to recommend that an <u>owner</u> /landlord obtain the services of safety professionals or specialists.	Evaluate	
					1.4.2.2.18 Determine how to assist the <u>owner</u> /landlord with implementing professional safety recommendations.	Evaluate	
					1.4.2.2.19 Compare and contrast risk responsibilities between tenant occupied space and common property.	Evaluate	
			1.4.2.3	Design a plan to reduce health and safety risks.	Create	1.4.2.3.1 Facilitate <u>owner</u> /landlord review of property risk assessment plans.	Analyse
						1.4.2.3.2 Determine risk assessment plan adherence and remediation.	Analyse
						1.4.2.3.3 Determine how to manage <u>owner</u> /landlord, <u>tenant</u> , and community risk related concerns.	Analyse
						1.4.2.3.4 Prepare an emergency procedures manual.	Create
			1.4.2.4	Assess insurance issues.	Evaluate	1.4.2.4 List the common types of insurance which property managers should know.	Remember
					1.4.2.5 Define "recipicol insurance program".	Remember	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL			
MITIGATE RISK Competency Weight: 4% (continued)				1.4.2.6	Outline the importance of the Real Estate Insurance Exchange for real estate professionals.	Analyse		
				1.4.2.7	Outline how insurance premiums are determined.	Analyse		
						Outline REIX coverage exclusions.	Analyse	
					1.4.2.8	Outline ways property managers could potentially compromise their REIX coverage.	Analyse	
					1.4.2.9	Outline common risk reduction practices.	Analyse	
					1.4.2.10	Determine when insurance premiums are due.	Evaluate	
	1.4.3	Use safety <u>protocols and tools</u> in context.	1.4.3.1	Determine appropriate safety <u>protocols and tools</u>.	Evaluate	1.4.3.1.1	Use safety protocols and tools appropriately.	Apply
						1.4.3.1.2	Outline real estate professional safety precaution best practices.	Analyse
						1.4.3.1.3	Determine which safety protocols and tools are advisable in diverse situations.	Evaluate
						1.4.3.1.4	Outline the importance of situational awareness.	Analyse
						1.4.3.1.5	Outline common personal safety best practices for property managers.	Analyse
	1.4.4	Encourage <u>owner/landlord</u> to hire qualified contractors.	1.4.4.1	Determine contractor related needs and responsibilities.	Evaluate	1.4.4.1.1	Outline unbiased and qualified contractor hiring practices.	Analyse
						1.4.4.1.2	Outline potential OH&S contractor related issues.	Analyse
						1.4.4.1.3	Outline the WCB coverage contractors require in diverse contexts.	Analyse
						1.4.4.1.4	Determine the impact of the two types of property management contracts on a property manager's contractor related responsibilities.	Evaluate

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

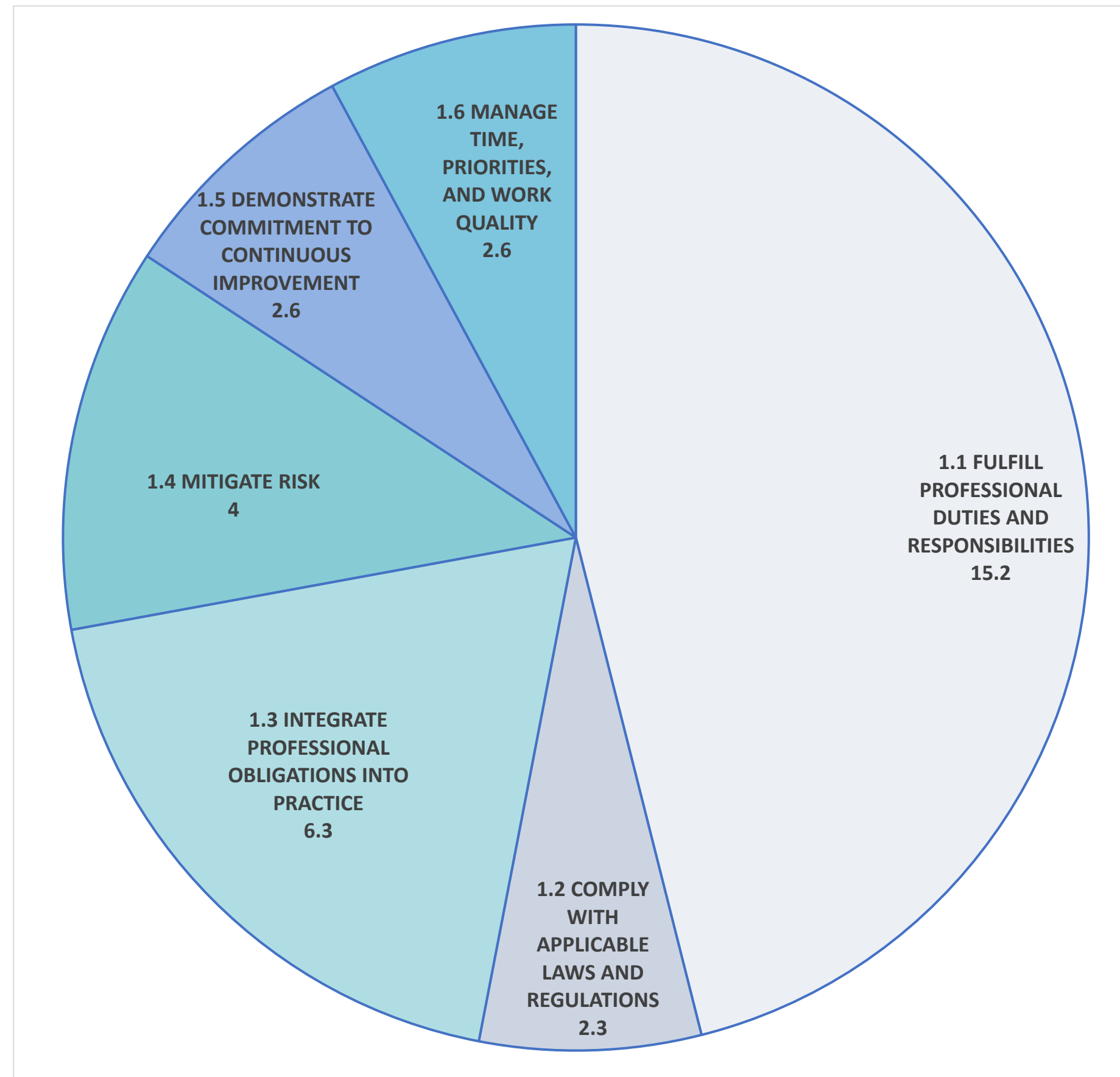
COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	
1.5 DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT Competency Weight: 2.6%	1.5.1	Stay informed of regulatory and practice requirement changes.	1.5.1.1	Explain how to stay up to date with regulatory and practice requirements.	Understand	1.5.1.1.1	Describe resources and opportunities available to property managers to stay informed of regulatory and practice requirement changes.	Understand
	1.5.2	Seek opportunities to improve through various forms of evaluation.	1.5.2.1	Demonstrate commitment to continuous learning.	Apply	1.5.2.1.1	Seek opportunities to improve through various forms of evaluation.	Apply
	1.5.3	Formulate specific, measurable, relevant, and realistic learning goals.	1.5.3.1	Assess specific, measurable, relevant, and realistic learning goals for how effectively they support continuous improvement.	Evaluate	1.5.3.1.1	Determine specific, measurable, and realistic professional development goals.	Evaluate
	1.5.4	Implement <u>strategies</u> to achieve learning goals.	1.5.4.1	Assess how strategy implementation promotes learning goal achievement.	Evaluate	1.5.4.1.1	Determine case specific appropriate strategies to promote learning goals.	Evaluate
	1.5.5	Integrate new knowledge and skills into practice.	1.5.5.1	Demonstrate a commitment to continuous learning and professional development.	Apply	1.5.5.1.1	Describe how integrating knowledge and skills into practice leads to continuous improvement.	Understand
	1.5.6	Support improvements to existing systems and procedures.	1.5.6.1	Outline how client and brokerage system evaluation should inform and support improvements.	Analyse	1.5.6.1.1	Describe how to evaluate client and brokerage systems for the purpose of supporting improvements.	Understand
	1.5.7	Uphold regulatory requirements for continued education.	1.5.7.1	Assess the implication of real estate trends on professional practice and continuing education.	Evaluate	1.5.7.1.1	Outline factors that affect property management trends.	Analyse
						1.5.7.1.2	Determine the impact of trends on property management practice and educational needs.	Evaluate

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME		SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL
1.6 MANAGE TIME, PRIORITIES, AND WORK QUALITY Competency Weight: 2.6%	1.6.1	Recognize challenges based on data and feedback.	1.6.1.1	Assess data and feedback for potential knowledge and skill areas for improvement.	Evaluate	1.6.1.1.1	Demonstrate personal growth in knowledge and skills.	Apply
	1.6.2	Apply requisite brokerage standards of performance.	1.6.2.1	Describe how brokerage models impact time management, priorities, and work quality.	Understand	1.6.2.1.1	Identify a brokerage's time management models.	Remember
						1.6.2.1.2	Identify techniques on how to set priorities within brokerage models.	Remember
						1.6.2.1.3	Describe some time management models that are in use.	Understand
	1.6.3	Seek opportunities to <u>improve workflow</u> .	1.6.3.1	Assess how workflow process impacts time management, priority setting and work quality.	Evaluate	1.6.3.1.1	Describe brokerage processes that support communication, efficiency, and quality assurance.	Understand
						1.6.3.1.2	Describe time management techniques.	Understand
						1.6.3.1.3	Determine workplace software that supports efficiency.	Analyse
						1.6.3.1.4	Determine tasks that may be delegated.	Analyse
	1.6.4	Prepare for situations that are complex or prone to error.	1.6.4.1	Assess how preparation can assist with complex situations or situation prone to error.	Evaluate	1.6.4.1.1	Judge situations based on complexity, time requirements, and potential for error.	Evaluate
	1.6.5	Outline realistic <u>goals</u> .	1.6.5.1	Assess resources, limitations, and needs for impact on goal setting.	Evaluate	1.6.5.1.1	Describe long term and short term goal setting methods.	Understand
						1.6.5.1.2	Determine time management goals.	Evaluate
							Determine priority assessment goals.	Evaluate
							Determine work quality goals.	Evaluate
						1.6.5.1.3	Outline the importance of realistic time management, priority assessment, and work quality goals.	Analyse
	1.6.6	Focus on completing tasks that align with goals.	1.6.6.1	Assess situations for potential property manager distractions that interfere with goal achievement.	Evaluate	1.6.6.1.1	Outline strategies to stay focused on long term and short term goals.	Analyse
	1.6.7	Maintain flexibility in setting priorities.	1.6.7.1	Describe circumstances that may require flexible priority setting.	Understand	1.6.7.1.1	Describe common property management situations that may impact priority planning.	Understand
						1.6.7.1.2	Describe change management methods.	Understand
						1.6.7.1.3	Describe property management related workflows.	Understand

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

1. PROFESSIONAL RELATIONSHIPS AND CONDUCT	
COMPETENCY TITLE	COMPETENCY WT.
1.1 FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES	15.2
1.2 COMPLY WITH APPLICABLE LAWS AND REGULATIONS	2.3
1.3 INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE	6.3
1.4 MITIGATE RISK	4
1.5 DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT	2.6
1.6 MANAGE TIME, PRIORITIES, AND WORK QUALITY	2.6



PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
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COMPETENCY DOMAIN: 2. COMMUNICATION AND COLLABORATION

Domain Weight: 23.7

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: 4.9%	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 property management 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 property management purposes.	Evaluate	2.1.3.1.1	Use appropriate communication techniques and methods in set property management situations.	Apply
	2.1.4	Use precise language and terminology that is consistent with legislation.	2.1.4.1	Compare and contrast commonly used property management terminology with the terms used in the associated legislation.	Evaluate	2.1.4.1.1	Outline strategies that property managers may employ to ensure clear and precise communication.	Understand
						2.1.4.1.2	Outline strategies that property managers may employ to promote the use and understanding of legislatively consistent language.	Analyse
	2.1.5	Supply information that is accurate, concise, and complete.	2.1.5.1	Outline processes that ensure information is accurate, concise, and complete.	Evaluate	2.1.5.1.1	Determine appropriate processes that ensure information is accurate, concise, and complete.	Apply
	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 the intended audience determines language requirements.	Understand
						2.1.7.1.2	Justify communication logic when dealing with complaints or adversarial situations.	Understand
						2.1.7.1.3	Describe communication logic when dealing with compliants.	Understand
						2.1.7.1.4	Determine appropriate communication styles for diverse audiences.	Analyse
	2.1.8	Check for understanding.	2.1.8.1	Assess active listening principles.	Evaluate	2.1.8.1.1	Outline active listening techniques.	Understand
					2.1.8.1.2	Determine how to use active listening techniques.	Evaluate	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL
COMMUNICATE EFFECTIVELY Competency Weight: 4.9% (continued)	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 the most common reasons why communication breaks down.	Understand
					2.1.9.1.2	Outline communication techniques that may be used in confrontations or communication breakdowns.	Understand
					2.1.9.1.3	Deconstruct common reactions that individuals may have to conflicts and disputes.	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	Describe the information a property manager might use to obtain the <u>owner/landlord</u> approval to engage an interpreter.	Understand
					2.1.10.1.2	Describe the types of situations where a property manager might advise an <u>owner/landlord</u> to consider the systematic translation of communication.	Understand
					2.1.10.1.3	Determine situations that require an interpreter.	Analyse
2.2 ADVISE CLIENTS Competency Weight: 7%	2.2.1	Support the client's development of goals, plans, and strategies.	2.2.1.1 Determine which information may support a client's goal, plan, and strategy development.	Evaluate	2.2.1.1.1	Explain the foundations of effective decision making.	Understand
					2.2.1.1.2	Explain the importance of establishing a calendar with strategic dates to promote good property management.	Understand
					2.2.1.1.3	Explain finance related facts, information, and options to the client.	Understand
					2.2.1.1.4	Explain property insurance coverage facts, information, and options to the client.	Understand
					2.2.1.1.5	Explain facts, information, and options to the client to facilitate decision-making.	Understand
					2.2.1.1.6	Explain the impact of failing to comply with human rights and occupational health and safety obligations to the <u>owner/landlord</u> .	Understand
					2.2.1.1.7	Provide advice to the client on strategic plan issues.	Apply
					2.2.1.1.8	Provide advice to the client while being aware of and disclosing conflicts of interests.	Apply
					2.2.1.1.9	Provide potential service provider related advice.	Apply
					2.2.1.1.10	Advise, in conjunction with expert legal advice, on the client entering into service provider contracts.	Apply
					2.2.1.1.11	Educate clients on human rights tenant selection compliance.	Apply
					2.2.1.1.12	Assess decision making best practices related to client goal development, planning, and strategies.	Analyse

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL			
ADVISE CLIENTS Competency Weight: 7% (continued)				2.2.1.1.13	Outline how property managers can best explain the difference between capital expenditures and operational issues to clients.	Analyse		
				2.2.1.1.14	Outline strategies property managers may employ to ensure the client focuses on strategic issues.	Analyse		
				2.2.1.1.15	Outline the importance of strategic planning to good property management.	Analyse		
				2.2.1.1.16	Outline the process for advising clients on the potential consequences of ignoring sound property management practices and decision making processes.	Analyse		
				2.2.1.1.17	Advise clients regarding tenant rights and responsibilities during the client's decision making process.	Analyse		
				2.2.1.1.18	Provide advice to the <u>owner</u> /landlord about the requirements of legislation that applies to them, tenants, and the property.	Analyse		
				2.2.1.1.19	Determine how to incorporate research findings in the client's decision making process.	Analyse		
				2.2.1.1.20	Determine which lease clauses may advance a clients' objectives.	Evaluate		
				2.2.1.1.21	Determine the impact of diverse residential condominium lease clauses such as: - Pet restrictions - Age restrictions - Move in/out requirements - Tenant undertaking requirements	Evaluate		
				2.2.1.1.22	Recommend available legal dispute related breach of contract remedies to the client, with the assistance of legal counsel.	Evaluate		
			2.2.1.2	Outline how a <u>client</u> should implement good property management practices and comply with legislative requirements.	Analyse	2.2.1.2.1	Determine the practices that a property manager may employ to ensure the client focuses on good property management practices and legislative requirements.	Analyse
					2.2.1.2.2	Outline the process a property manager may follow to advise the client of the consequences of failing to comply with legislative requirements.	Analyse	
	2.2.2	Seek support from specialists when matters are beyond the scope of the <u>property manager</u> .	2.2.2.1	Outline research goals.	Analyse	2.2.2.1.1	Provide the client with research about qualified experts that the client may choose to engage.	Apply

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL	
ADVISE CLIENTS Competency Weight: 7% (continued)	2.2.3	Explain decision options with their advantages and disadvantages.	2.2.3.1	Assess situations for alternatives that must be presented to the client.	Evaluate	2.2.3.1.1	Describe how to provide findings, including gap analysis, to the client.	Understand
						2.2.3.1.2	Compare and contrast advantages and disadvantages of various lease types to clients.	Analyse
						2.2.3.1.3	Outline the impact of common lease clauses on leasability and use of the premises to clients.	Analyse
						2.2.3.1.4	Compare and contrast available remedies to an innocent party when there is a breach of contract.	Analyse
						2.2.3.1.5	Determine the advantages and disadvantages of diverse incentive and inducement options for clients.	Evaluate
	2.2.4	Inform <u>owner</u> /landlord of issues or material facts that may impact the property.	2.2.4.1	Assess issues and information for impact on the property.	Evaluate	2.2.4.1.1	Describe how to notify the <u>owner</u> /landlord immediately of significant contractual disputes, cost over runs, or time delays.	Understand
						2.2.4.1.2	Explain third-party contract negotiation conflicts of interest to the <u>owner</u> /landlord.	Evaluate
						2.2.4.1.3	Determine when it is necessary to notify the <u>owner</u> /landlord immediately regarding property damage and other circumstances that may negatively impact the <u>owner</u> /landlord.	Evaluate
						2.2.4.1.4	Determine when it is necessary to notify the <u>owner</u> /landlord of a failure to comply with applicable legislation.	Evaluate
	2.2.5	Prioritize and promptly address client concerns.	2.2.5.1	Assess client concerns for urgency and potential resolution.	Evaluate	2.2.5.1.1	Determine how to uncover client concerns.	Evaluate
						2.2.5.1.2	Prioritize diverse client concerns based on context.	Evaluate
						2.2.5.1.3	Determine the best option for addressing client concerns in diverse contexts.	Evaluate
			2.2.5.2	Determine how to demonstrate professionalism.	Evaluate	2.2.5.2.1	Explain how operating from a customer service mindset demonstrates professionalism.	Analyse
						2.2.5.2.2	Determine how to address client concerns objectively and courteously.	Evaluate
							Determine how to respond professionally in diverse real estate contexts.	Evaluate
			2.2.5.3	Assess strategies and expectations.	Evaluate	2.2.5.3.1	Describe strategies that to manage the <u>owner's</u> /landlord's expectations.	Understand
	2.2.6	Assist <u>owner</u> /landlord with rule-making.	2.2.6.1	Outline how to create, amend, and communicate the <u>owner's</u>/landlord's rules.	Analyse	2.2.6.1.1	Describe how to assist the <u>owner</u> /landlord with the decision making process related to creating or amending rules.	Understand
						2.2.6.1.2	Determine how to best advise an <u>owner</u> /landlord on creating and amending rules.	Evaluate
					2.2.6.1.3	Determine best practices for communicating with tenants when there is a new or amended rule.	Evaluate	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME		SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL
ADVISE CLIENTS Competency Weight: 7% <i>(continued)</i>	2.2.7	Inform clients of progress, changes, and problems that affect them.	2.2.7.1	Assess issues and information for client impact.	Evaluate	2.2.7.1.1	Determine the potential impact of information on a client.	Evaluate
						2.2.7.1.2	Determine client expectations.	Evaluate
						2.2.7.1.3	Determine strategies to manage client expectations.	Evaluate
	2.2.8	Document decisions, conversations, actions, and advice.	2.2.8.1	Determine best practices for documenting decisions, conversations, actions, and advice.	Evaluate	2.2.8.1.1	Describe what information should be recorded when documenting decisions, conversations, actions, and advice.	Remember
						2.2.8.1.2	Outline the legislative and regulatory documentation and record keeping requirements that apply to property managers.	Analyse
						2.2.8.1.3	Compare and contrast documentation best practices and requirements applicable to individual practice, conversations, actions, and advice.	Evaluate
	2.2.9	Identify products or services that correspond to client profiles.	2.2.9.1	Assess products and services for clients.	Evaluate	2.2.9.1.1	Outline property manager best practices for assessing products and services.	Analyse
						2.2.9.1.2	Outline property manager best practices to establish client profiles.	Analyse
					2.2.9.1.3	Determine the best products and services for clients based on diverse profiles.	Evaluate	
2.3 USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT) Competency Weight: 4%	2.3.1	Select <u>communication technology</u> 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	Make appropriate <u>use of technology</u> .	2.3.2.1	Assess available communication tools and software.	Evaluate	2.3.2.1.1	Use relevant brokerage software and resources.	Apply
	2.3.3	Distribute relevant <u>online content</u> in compliance with <u>standards and requirements</u> .	2.3.3.1	Assess online content for standards and regulatory compliance.	Evaluate	2.3.3.1.1	Follow brokerage direction for online content.	Apply
						2.3.3.1.2	Follow the <u>owner's/landlord's</u> directions provided it is consistent with brokerage policy and meets all applicable regulatory requirements.	Apply
						2.3.3.1.3	Determine how to distribute online content in compliance with applicable standards and requirements.	Evaluate
	2.3.4	Ensure all communications are clearly represented and truthful.	2.3.4.1	Assess clarity and veracity of communications.	Evaluate	2.3.4.1.1	Determine communication best practices for clarity and veracity.	Evaluate

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL			
USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT) Competency Weight: 4% (continued)	2.3.5	Act professionally in an increasingly digital environment.	2.3.5.1	Assess the impact of social media on professionalism	Evaluate	2.3.5.1.1	Describe social media practices that may be interpreted as unprofessional.	Understand
						2.3.5.1.2	Explain the requirement, under the Rules, for <u>property managers</u> to not bring disrepute to the industry when using social media outside of property management activities.	Understand
						2.3.5.1.3	Outline property manager practices, policies, and procedures that support professional behaviour 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 property management relevance.	Evaluate	2.3.6.1.1	Determine best practices to stay current with practice related technology.	Evaluate
	2.3.7	Understand basic information technology <u>IT infrastructure</u> .	2.3.7.1	Assess the role of <u>IT infrastructure</u> in property management.	Evaluate	2.3.7.1.1	Describe basic information technology <u>IT infrastructure</u> related to property management.	Understand
	2.3.8	Use general office <u>productivity and collaboration applications</u> effectively.	2.3.8.1	Explain the effect of general office <u>productivity and collaboration applications</u> on improved communications and increased productivity.	Analyse	2.3.8.1.1	Outline general office <u>productivity and collaboration applications</u> used by <u>owners/landlords</u> and brokerages.	Analyse
2.3.9	Comply with brokerage, regulatory, and legal requirements regarding privacy, anti-spam, data security, and personal use.	2.3.9.1	Assess practice for privacy, anti-spam, data security, and personal use related brokerage, regulatory, and legal compliance.	Evaluate	2.3.9.1.1	Determine how to comply with brokerage privacy, anti-spam, data security, and personal use requirements.	Evaluate	
2.4 ESTABLISH MEANINGFUL RELATIONSHIPS Competency Weight: 4.8%	2.4.1	Cultivate respectful working relationships with <u>others</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 licensees 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 how showing empathy toward the others' perspectives promotes constructive relationships and the improved concern resolutions.	Evaluate	2.4.4.1.1	Describe how to demonstrate empathy towards the perspective of others.	Understand
						2.4.4.1.2	Determine how to best demonstrate empathy in diverse contexts.	Evaluate
	2.4.5	<u>Manage conflict</u> effectively.	2.4.5.1	Assess conflict resolution strategies in a property management context.	Evaluate	2.4.5.1.1	Describe recommended steps to address common decision-making body dysfunctions.	Understand

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

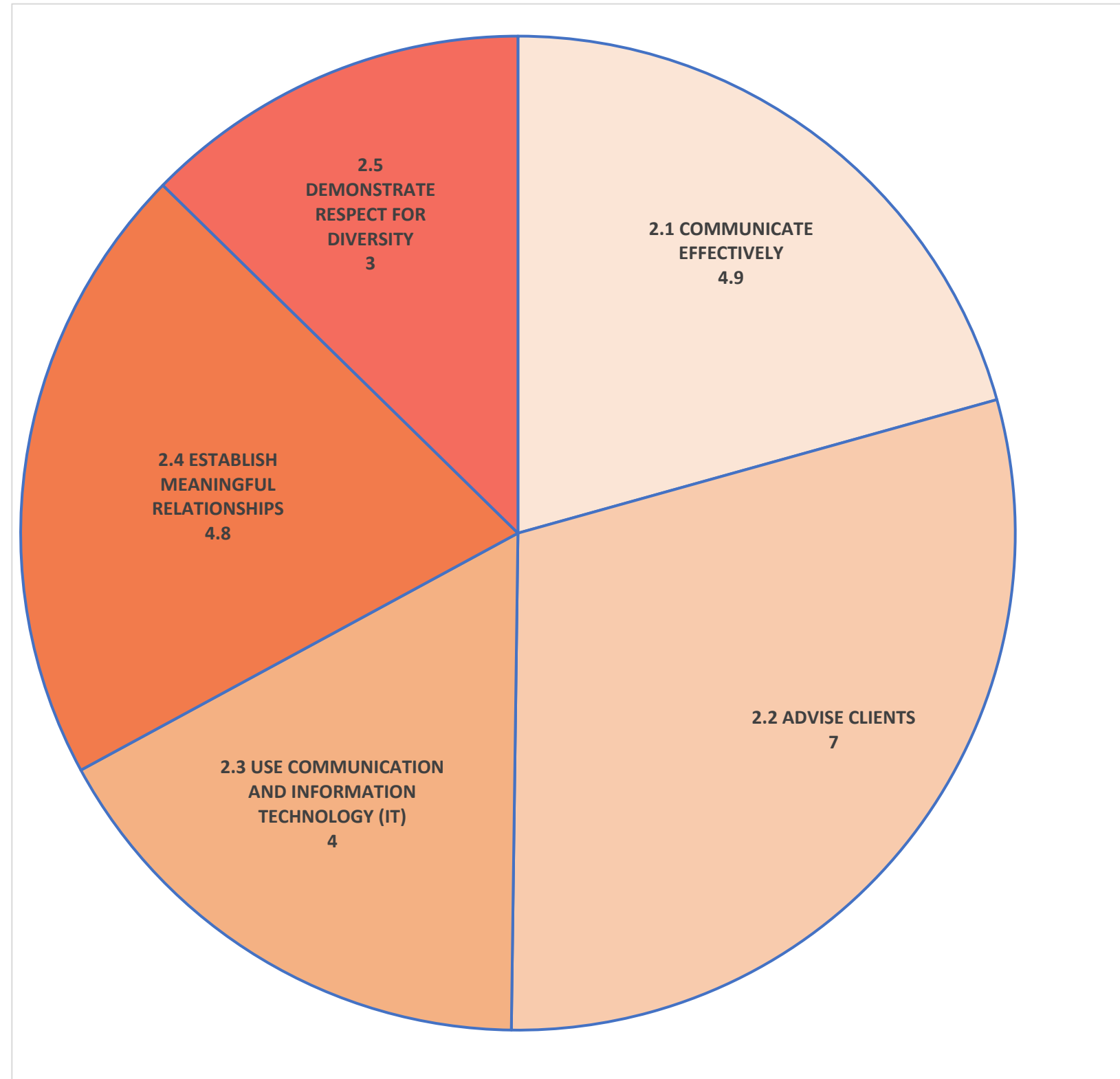
COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL		
ESTABLISH MEANINGFUL RELATIONSHIPS Competency Weight: 4.8% <i>(continued)</i>				2.4.5.1.2 Describe conflict resolution processes <u>property managers</u> may employ.	Understand		
				2.4.5.1.3 Outline common property management areas of conflict.	Analyse		
				Outline conflict prevention techniques or processes available to property managers when dealing with <u>owners/landlords</u> , tenants, colleagues, employees, or service providers.	Analyse		
				2.4.5.1.4 Outline conflict resolution processes available to property managers when dealing with <u>owners/landlords</u> , tenants, colleagues, employees, or service providers.	Analyse		
				2.4.5.1.5 Outline the benefits of brokers using the VBRP to deal with disputes.	Analyse		
				2.4.5.1.6 Differentiate between conflict with tenants and tenant default, including the impact on 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 <u>property managers</u> may use to request and provide constructive feedback.	Analyse
	2.4.7	Support the maintenance of a harmonious community.	2.4.7.1	Assess how a harmonious community helps <u>owners/landlords</u> comply with applicable legislation, meet their goals, increase property values and satisfaction, and enhance property managers' business.	Evaluate	2.4.7.1.1 Describe the strategies a <u>property manager</u> may employ to foster a harmonious community.	Understand
2.4.8	Maintain a third-party network to assist client referrals to third parties.	2.4.8.1	Assess the role of property managers as liaisons between the client and other parties.	Evaluate	2.4.8.1 Outline the various activities property managers are expected to perform when liaising between the client and other parties.	Analyse	
2.5 DEMONSTRATE RESPECT FOR DIVERSITY Competency Weight: 3%	2.5.1	Challenge <u>assumptions</u> about self and others.	2.5.1.1	Determine the necessity of property managers challenging 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	Determine how learning about others' ideas and opinions fosters respect for diversity.	Evaluate	2.5.2.1.1 Outline strategies to learn about others' opinions and ideas.	Analyse
						2.5.2.1.2 Compare and contrast ideas and opinions.	Analyse
	2.5.3	Exhibit <u>inclusive behaviour</u> .	2.5.3.1	Assess the ways property managers 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

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME		SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
DEMONSTRATE RESPECT FOR DIVERSITY Competency Weight: 3% (continued)	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	Determine how to demonstrate respect and inclusiveness in diverse property management contexts.	Evaluate
	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 discrimination.	2.5.6.1	Assess the various 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

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

2. COMMUNICATION AND COLLABORATION	
COMPETENCY TITLE	COMPETENCY WT.
2.1 COMMUNICATE EFFECTIVELY	4.9
2.2 ADVISE CLIENTS	7
2.3 USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)	4
2.4 ESTABLISH MEANINGFUL RELATIONSHIPS	4.8
2.5 DEMONSTRATE RESPECT FOR DIVERSITY	3



PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL		
COMPETENCY DOMAIN: 3. ADMINISTRATION AND MANAGEMENT					Domain Weight: 33.7		
COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL		
3.1 MANAGE DOCUMENTS AND CONTRACTS Competency Weight: 10.7%	3.1.1	Make <u>intended use</u> of various types of property management documents and forms.	3.1.1.1	Assess contracts and related conditions.	Evaluate		
					3.1.1.1.1	Define the term contract.	Remember
					3.1.1.1.2	List the types of contracting parties that may be involved with a real estate transaction.	Remember
					3.1.1.1.3	Explain privity of contract.	Understand
					3.1.1.1.4	Summarize property manager review processes for leases/contracts between an owner/landlord and a tenant/service provider.	Understand
					3.1.1.1.5	Explain ways to terminate or discharge a contract.	Understand
					3.1.1.1.6	Describe property manager agency obligations to clients when negotiating or entering into service contracts on behalf of the client.	Understand
					3.1.1.1.7	Describe licensee obligations to clients when negotiating or entering into service contracts on behalf of the brokerage.	Understand
					3.1.1.1.8	Exemplify capacity of the parties to a contract.	Understand
					3.1.1.1.9	Educate clients regarding required and recommended documentation.	Apply
					3.1.1.1.10	Outline the essentials of a binding contract.	Analyse
					3.1.1.1.11	Explain the relationship between privity of contract and a party's right to assign rights under a contract.	Analyse
					3.1.1.1.12	Compare and contrast void, voidable, and unenforceable contracts.	Analyse
					3.1.1.1.13	Compare and contrast the different contract categories.	Analyse
					3.1.1.1.14	Outline the remedies for breach of contract.	Analyse
					3.1.1.1.15	Outline the contract-related documents that may form part of a contract.	Analyse
					3.1.1.1.16	Outline use of electronic contracts and signature requirements.	Analyse
					3.1.1.1.17	Explain the most common lease elements.	Analyse
					3.1.1.1.18	Determine the leases and contracts that a <u>property manager</u> may enter into on behalf of a client.	Evaluate
				3.1.1.1.19	Determine applicable best practices to use when working with diverse contracts.	Evaluate	
				3.1.1.1.20	Determine the impact of the property type (residential, retail, office, industrial, etc.) on the lease.	Evaluate	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL	
MANAGE DOCUMENTS AND CONTRACTS Competency Weight: 10.7% (continued)	3.1.2	Clarify terms and conditions.	3.1.1.2	Assess documents and communication for terms that may require clarification.	Evaluate	3.1.1.2.1	Explain the use of conditions precedents as they relate to fraudulent and dishonest acts.	Understand
						3.1.1.2.2	Describe the kind of clauses contracts can contain.	Understand
						3.1.1.2.3	Describe the value of including dispute resolution processes in service agreements to resolve disputes between the <u>owner/landlord</u> and the brokerage.	Understand
						3.1.1.2.4	Differentiate between contract conditions and contract terms.	Analyse
						3.1.1.2.5	Check that the client understands all relevant terms and conditions.	Evaluate
	3.1.3	Incorporate clauses using language that is clear, accurate, concise, and legally correct.	3.1.2.1	Plan documents required to manage a property.	Create	3.1.2.1.1	Explain the information that must be contained in the property management agreement.	Understand
						3.1.2.1.2	Explain information that should be contained in the property management agreement.	Understand
						3.1.2.1.3	Describe what information should be included in a residential tenancy agreement.	Understand
						3.1.2.1.4	Describe how to prepare documentation related to recruiting, selecting, and managing property management personnel.	Understand
						3.1.2.1.5	Prepare offers to lease and counter offer to lease documents.	Apply
						3.1.2.1.6	Compare and contrast potential commercial lease agreement clauses, including differences by property type (industrial, retail, office) and multi-tenant/single tenant.	Analyse
						3.1.2.1.7	Compare and contrast the different types of property-related documents and their purpose.	Evaluate
						3.1.2.1.8	Write notices to tenants as required under the <i>RTA</i> .	Create
	3.1.3	Adapt forms reflecting parties' contractual agreements.	3.1.3.1	Assess client form adaptations and contractual agreements.	Evaluate	3.1.3.1.1	Compare and contrast contract adaptations with client objectives.	Evaluate
						3.1.3.1.2	Check that forms would result in a legally binding contract if accepted.	Evaluate
	3.1.5	Structure content effectively.	3.1.5.1	Plan effectively structured documents and contracts.	Create	3.1.5.1.1	Determine document and contract structure.	Evaluate
						3.1.5.1.2	Produce effectively structured documents and contracts.	Create
	3.1.6	Confirm documents reflect their intended use.	3.1.6.1	Check documents reflect their intended use.	Evaluate	3.1.6.1.1	Revise documents as needed to reflect their intended use.	Apply
						3.1.6.1.2	Determine if any changes are required to ensure documents reflect their intended use.	Evaluate

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL	
MANAGE DOCUMENTS AND CONTRACTS Competency Weight: 10.7% <i>(continued)</i>	3.1.7	Review documents for accuracy, clarity, and compliance.	3.1.7.1 Assess documents for accuracy, clarity, and compliance.	Evaluate	3.1.7.1.1	Determine document review best practices that foster accuracy and clarity.	Evaluate	
	3.1.8	Explain legal obligations under contract.	3.1.8.1 Assess legal obligations under contract.	Evaluate	3.1.8.1.1	Ensure the parties understand the legal obligations under the contract.	Evaluate	
						3.1.8.1.2	Ensure the parties know they have the opportunity to have agreements reviewed by legal counsel.	Evaluate
	3.1.9	Ensure agreements are legally binding.	3.1.9.1 Ensure agreements are legally binding.	Evaluate	3.1.9.1.1	Ensure agreements are: - Executed before the acceptance date (where applicable) - Signed by all relevant parties - Initialled by all relevant parties	Evaluate	
	3.1.10	Retain documents according to legislative requirements.	3.1.10.1 Determine how the REA, RTA, and other applicable legislation apply to diverse documentation.	Evaluate	3.1.10.1.1	Explain the importance of document stewardship.	Understand	
						3.1.10.1.2	Determine REA, RTA, and other applicable legislation compliant document stewardship processes.	Evaluate
	3.1.11	Provide access to documents as appropriate.	3.1.11.1 Outline the reasons property management documents may be accessed in a property management setting.	Analyse	3.1.11.1.1	Describe how to comply with responsibilities to owners/landlords and tenants.	Understand	
3.2 MANAGE OFFERS AND COUNTER-OFFERS Competency Weight: 2%	3.2.1	Ensure parties understand the lease, including their rights and obligations.	3.2.1.1 Assess offers and counter-offers.	Evaluate	3.2.1.1.1	Deconstruct offers and counter-offers for the client, including potential benefits and issues.	Analyse	
						3.2.1.1.2	Determine how to best present the offer or counter-offer details to the client.	Evaluate
	3.2.2	Protect confidentiality of offers if confidentiality agreement has been established or is required by law.	3.2.2.1 Assess confidentiality requirements for offers in compliance with agreements and all applicable laws.	Evaluate	3.2.2.1.1	Communicate the details of the offer to the client.	Apply	
						3.2.2.1.2	Determine confidentiality requirements in diverse contexts.	Evaluate
	3.2.3	Protect client by explaining issues related to the transaction.	3.2.3.1 Assess transactions for potential issues that would harm the client.	Evaluate	3.2.3.1.1	Educate the client about the transaction and any related issues.	Apply	
	3.2.4	Act within the rules and parameters set forth in regulatory guidelines.	3.2.4.1 Assess compliance requirements when managing offers and counter-offers.	Evaluate	3.2.4.1.1	Determine how to practice in compliance with all applicable rules, parameters, and legislation when managing offers and counter-offers.	Evaluate	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

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3.3 NEGOTIATE WITH INTEGRITY Competency Weight: 6.7%	3.3.1	Inform client of negotiation options and associated advantages and disadvantages.	3.3.1.1 Assess a client's negotiation options and associated advantages and disadvantages.	Evaluate	3.3.1.1.1	Inform clients of their negotiation options and related advantages and disadvantages.	Apply
					3.3.1.1.2	Educate clients on the impact of market conditions on the negotiation process.	Apply
					3.3.1.1.3	Provide lease negotiation advice to clients (as required).	Apply
					3.3.1.1.4	Determine a client's negotiation options, advantages, and disadvantages in diverse contexts.	Evaluate
	3.3.2	Conduct negotiations as directed by the client.	3.3.2.1 Assess how to best conduct negotiations as directed by the client.	Evaluate	3.3.2.1.1	Outline property manager strategies and best practices that ensure negotiations are conducted as directed by the client.	Analyse
					3.3.2.1.2	Determine the best actions that adhere to client negotiation related directions in diverse contexts.	Evaluate
	3.3.3	Facilitate best possible terms for the client.	3.3.3.1 Assess how the property manager's duty to act in the best interests of the client applies to the negotiation process.	Evaluate	3.3.3.1.1	Describe the need for property managers to seek <u>brokerage</u> direction regarding what constitutes the best possible terms for the client.	Understand
					3.3.3.1.2	Assess how to effectively prepare for a negotiation.	Analyse
	3.3.4	Explore others' objectives, goals and desired outcomes.	3.3.4.1 Assess how understanding the objectives, goals, and desired outcomes of other parties can lead to better outcomes for all parties.	Evaluate	3.3.4.1.1	Describe the ways a property manager may uncover the objectives, goals and desired outcomes of other parties.	Understand
					3.3.4.1.2	Determine others' objectives, goals and desired outcomes.	Evaluate
			3.3.4.2 Differentiate negotiation strategies and dispute resolution techniques.	Evaluate	3.3.4.2.1	Describe behavioural principles and strategies for effective negotiation.	Understand
					3.3.4.2.2	Compare and contrast distributive and integrative approaches to negotiations.	Analyse
					3.3.4.2.3	Assess effectiveness of a negotiation using multiple criteria.	Evaluate
					3.3.4.2.4	Assess response to another negotiator's questionable tactics used.	Evaluate
			3.3.4.3 Determine how to employ integrity while negotiating.	Evaluate	3.3.4.3.1	Describe negotiation techniques that lack integrity.	Understand
					3.3.4.3.2	Explain the obligation to negotiate service contracts with integrity.	Understand
					3.3.4.3.3	Compare and contrast integrity and transparency.	Analyse
					3.3.4.3.4	Determine how to manage negotiations based on best information available.	Evaluate
	3.3.5	Promote mutual understanding of different points of view.	3.3.5.1 Determine how to best promote mutual understanding in diverse contexts.	Evaluate	3.3.5.1.1	Outline strategies and best practices that foster acceptance of diverse points of view in different contexts.	Analyse

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NEGOTIATE WITH INTEGRITY Competency Weight: 6.7% <i>(continued)</i>	3.3.6	Negotiate based on factual observations and information.	3.3.6.1	Assess how to best negotiate based on facts on behalf of the client.	Evaluate	3.3.6.1.1	Educate the client on the advantages and disadvantages of different potential negotiation strategies and dispute resolution techniques.	Apply
						3.3.6.1.2	Determine the value of information and how it affects a client's best interest when negotiating.	Evaluate
						3.3.6.1.3	Determine appropriate negotiation strategies and dispute resolution techniques for diverse contexts.	Evaluate
						3.3.6.1.4	Determine the the negotiation strategies and dispute resolution techniques that the client is comfortable approving.	Evaluate
	3.3.7	Encourage realistic compromises during negotiations.	3.3.7.1	Assess how offering realistic compromises leads to better negotiated outcomes.	Apply	3.3.7.1.1	Determine negotiation options and realistic compromises.	Evaluate
	3.3.8	Maintain objectivity when confronted with interpersonal conflicts.	3.3.8.1	Assess how a lack of objectivity can lead to poor outcomes.	Analyse	3.3.8.1.1	Respond objectively to interpersonal conflicts.	Apply
	3.3.9	Use suitable <u>negotiating style</u> .	3.3.9.1	Assess negotiation strategies and dispute resolution techniques.	Evaluate	3.3.9.1.1	Integrate behavioural principles and strategies for effective negotiations.	Analyse
						3.3.9.1.2	Assess the effectiveness of a negotiation using multiple criteria.	Evaluate
3.3.10	Represent clients during negotiations and all interactions with other parties.	3.3.10.1	Assess situations for client representation requirements.	Evaluate	3.3.10.1.1	Determine appropriate actions and documents to represent clients during negotiations and interactions with other parties.	Evaluate	
3.4 COMPLETE TRANSACTIONS Competency Weight: 2%	3.4.1	Use appropriate techniques to complete transactions (lease, services).	3.4.1.1	Determine appropriate techniques that increase the probability of completing a transaction.	Evaluate	3.4.1.1.1	Determine the best techniques to complete transactions in diverse contexts.	Evaluate
	3.4.2	Manage factors that may prevent the completion of a transaction.	3.4.2.1	Determine factors that may prevent transaction completion.	Evaluate	3.4.2.1.1	Determine how to prevent and manage factors that may interfere with transaction completion.	Evaluate
	3.4.3	Assist with the removal or satisfaction of condition precedents.	3.4.3.1	Assess condition precedents.	Evaluate	3.4.3.1.1	Determine how to facilitate removal or satisfaction of condition precedents.	Evaluate
	3.4.4	Maintain communication with parties until buyer has tenant possession.	3.4.4.1	Assess how to maintain optimal communication with the relevant parties until a tenant has taken possession.	Evaluate	3.4.4.1	Determine how to communicate in diverse contexts.	Evaluate

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3.5 PERFORM FINANCIAL PLANNING AND REPORTING Competency Weight: 1%	3.5.1	Prepare operating and capital budgets for <u>owner</u> /landlord analysis.	3.5.1.1	Outline budget contents, components, and budget details to an owner/landlord.	Analyse	3.5.1.1.1	Explain the purpose of budgeting.	Understand	
						3.5.1.1.2	Describe different types of budgets.	Understand	
							3.5.1.1.3	Summarize budget development best practices.	Understand
							3.5.1.1.4	Explain operating costs and the maintenance and replacement of property components.	Understand
							3.5.1.1.5	Explain the link between operating budget and operating fund.	Understand
							3.5.1.1.6	Describe how activities are recorded in the operating fund.	Understand
							3.5.1.1.7	Describe how a municipality arrives at an individual property tax amount.	Understand
							3.5.1.1.8	Explain property tax assessment grounds for appeal.	Understand
							3.5.1.1.9	Summarize the most common property tax appeal steps.	Understand
							3.5.1.1.10	Prepare a monthly operating statement.	Apply
							3.5.1.1.11	Compare and contrast alternative options for capital expenditures (renovation, modernization, conversion, redevelopment).	Analyse
		3.5.2	Present or interpret financial statements.	3.5.2.1	Outline accounting basics, specifically, fund accounting.	Analyse	3.5.2.1.1	List the types of financial statements that may be produced.	Remember
							3.5.2.1.2	Explain the various generally accepted accounting principles.	Understand
							3.5.2.1.3	Describe journalizing, posting, and trial balancing.	Understand
							3.5.2.1.4	Explain the purpose of establishing a property management brokerage trust account.	Understand
							3.5.2.1.5	Summarize principles of fund accounting.	Understand
							3.5.2.1.6	Describe financial statement variances communication best practices.	Understand
							3.5.2.1.7	Summarize collection of rents best practices.	Understand
								Take appropriate action when tenants are in default as a result on nonpayment of rent.	Apply
							3.5.2.1.8	Differentiate a balance sheet from an operating statement.	Analyse
							3.5.2.1.9	Outline <i>REA</i> trust account requirements.	Analyse
							3.5.2.1.10	Outline the relationship between Notes and Financial Statements.	Analyse
							3.5.2.1.11	Compare and contrast audited and unaudited financial statements.	Analyse
						3.5.2.1.12	Compare and contrast rent payment default remedies available to property managers.	Analyse	

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3.6 OPERATE PROPERTY WITHIN FINANCIAL GUIDELINES Competency Weight: 2%	3.6.1	Monitor the property's financial status against budget and goals.	3.6.1.1	Assess the importance of financial monitoring to ensure the <u>owner/landlord</u> meets their financial goals.	Evaluate	3.6.1.1.1	Provide periodic financial reports as requested by the <u>owner/landlord</u> .	Apply
						3.6.1.1.2	Outline the various strategies property managers may employ to undertake financial monitoring.	Analyse
	3.6.2	Implement efficient and cost-effective solutions.	3.6.2.1	Assess how cost effective solutions help the <u>owner/landlord</u> meet their financial goals.	Evaluate	3.6.2.1.1	Outline the types of cost effective solutions property managers may employ to assist <u>owners/landlords</u> in meeting their financial goals.	Analyse
			3.6.2.2	Assess annual operating budget contents and components.	Analyse	3.6.2.2.1	Outline annual operating budget contents and components to an <u>owner/landlord</u> .	Analyse
						3.6.2.2.2	Outline the budgeting process for major repairs and/or replacements.	Analyse
	3.6.3	Ensure financial transactions are independent of <u>personal influence</u> .	3.6.3.1	Assess the circumstances under which the property manager's personal influence may taint the perception of the transaction.	Analyse	3.6.3.1.1	Outline circumstances under which a property manager's personal influence may benefit or harm corporation financial transactions.	Analyse
						3.6.3.1.2	Outline the required property manager process for ensuring the <u>owner/landlord</u> is aware of their potential influence and approves the transaction.	Analyse
3.7 UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS Competency Weight: 3.2%	3.7.1	Communicate regarding real property physical aspects.	3.7.1.1	Compare and contrast physical aspects of real property.	Evaluate	3.7.1.1.1	Summarize building codes and building standards most commonly impacting property management settings.	Understand
						3.7.1.1.2	Explain common defects in building design and construction.	Analyse
						3.7.1.1.3	Outline common property issues and challenges as they relate to property managers.	Analyse
						3.7.1.1.4	Outline best practice solutions to common property issues and challenges as related to property managers.	Analyse
			3.7.1.2	Offer information on defects, flaws and drawbacks of property to client.	Evaluate	3.7.1.2.1	Present clients with accurate information and alternatives related to defects, flaws, and drawbacks.	Apply
						3.7.1.2.2	Recommend professionals to landlord clients for advice on the extent of defects/flaws.	Apply
	3.7.2	Ensure documents and tasks related to the physical aspects of the <u>owner's/landlord's</u> real property are in order and up to date.	3.7.2.1	Assess the impact of real property maintenance on the <u>owner/landlord</u>.	Analyse	3.7.2.1.1	Identify the major factors that affect energy conservation.	Remember
						3.7.2.1.2	Identify areas of a building where energy efficiency is required and feasible.	Remember
						3.7.2.1.3	Identify workplace hazardous materials and products.	Remember
						3.7.2.1.4	Explain the short term impact of common building design and construction defects on the physical operation of building.	Understand

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UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS Competency Weight: 3.2% (continued)						3.7.2.1.5 Summarize features that define green/sustainable real estate and the benefits for multi-family, residential, and the diverse commercial property types.	Understand
						3.7.2.1.6 Describe the contents of an energy conservation program.	Understand
						3.7.2.1.7 Describe what should be evaluated during a building audit.	Understand
						3.7.2.1.8 Understand and practice the principles of environmental protection.	Understand
						3.7.2.1.9 Understand the handling, use and disposal of hazardous materials.	Understand
						3.7.2.1.10 Use industry building codes and building standards language.	Apply
						3.7.2.1.11 Compare and contrast residential and commercial building construction materials and methods.	Analyse
						3.7.2.1.12 Compare and contrast common residential building problems.	Analyse
						3.7.2.1.13 Compare and contrast the ways heat may flow throughout a building.	Analyse
						3.7.2.1.14 Outline a worker education program for handling and disposing of hazardous materials.	Analyse
						3.7.2.1.15 Outline unit repair related requirements for which an owner/landlord is responsible.	Analyse
						3.7.2.1.16 Outline urgent repair related requirements for which an owner/landlord is responsible.	Analyse
						3.7.2.1.17 Recommend potential remedies for common residential dwelling building problems.	Evaluate
						3.7.2.1.18 Assess common commercial building problems.	Evaluate
						3.7.2.1.19 Recommend potential remedies for common commercial building problems.	Evaluate
						3.7.2.1.20 Determine municipal or public authority right of entry requirements.	Evaluate
			3.7.2.2	Outline building maintenance and operating procedures.	Analyse	3.7.2.2.1 Identify building controls, maintenance, and energy conservation.	Remember
						3.7.2.2.2 Describe different types of maintenance and associated duties with the various building components.	Understand
						3.7.2.2.3 Describe the types of professionals <u>property managers</u> will need to engage to undertake the maintenance.	Understand
						3.7.2.2.4 Describe how to carry out building maintenance.	Understand
						3.7.2.2.5 Describe how to perform a Building Condition Assessments or audit as directed by the <u>owner/landlord</u> .	Understand

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UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS Competency Weight: 3.2% (continued)				3.7.2.2.6	Explain how to schedule accounting, maintenance, and repairs controls as per <u>owner/landlord</u> instruction.	Understand		
				3.7.2.2.7	Explain the importance of detailed maintenance records as appropriate.	Understand		
				3.7.2.2.8	Outline how to implement and carry out or contract out preventive and corrective maintenance programs.	Analyse		
				3.7.2.2.9	Outline preparation of an operating procedures manual where applicable (ex: HVAC systems, elevator, pool, etc).	Analyse		
	3.7.3	Understand the elements, systems, and components that affect physical building operations.	3.7.3.1	Assess the physical building operation of different types of buildings.	Evaluate	3.7.3.1.1	Recognize the different types of low-slope and steep-slope roofs.	Remember
						3.7.3.1.2	Identify the components of a building roof drainage system.	Remember
						3.7.3.1.3	Identify the types of ceiling finishes.	Remember
						3.7.3.1.4	Recognize common fireplace styles.	Remember
						3.7.3.1.5	Identify the different condominium ownership storage arrangements.	Remember
						3.7.3.1.6	Describe the most common types of foundations.	Understand
						3.7.3.1.7	Explain how to recognize the different foundation materials.	Understand
						3.7.3.1.8	Explain the function of exterior walls.	Understand
						3.7.3.1.9	Describe the types of exterior wall finishes.	Understand
						3.7.3.1.10	Explain the types of window styles and feature windows found in residential construction.	Understand
						3.7.3.1.11	Explain the types of exterior doors that are part of the building envelope.	Understand
						3.7.3.1.12	Explain residential and commercial property service systems.	Understand
						3.7.3.1.13	Explain the components of an HVAC system.	Understand
						3.7.3.1.14	Explain the functions of interior walls.	Understand
						3.7.3.1.15	Describe the types of interior wall finishes.	Understand
						3.7.3.1.16	Describe the different flooring types.	Understand
					3.7.3.1.17	Describe the common types of parking arrangements.	Understand	
					3.7.3.1.18	Explain different building systems.	Analyse	
					3.7.3.1.19	Differentiate between load-bearing and non-load bearing walls.	Analyse	
					3.7.3.1.20	Compare and contrast the different types of roofing materials that may be used.	Analyse	

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UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS Competency Weight: 3.2% <i>(continued)</i>	3.7.4	Understand construction, permits, and related products, practices, and services.	3.7.4.1	Assess construction, permits, and related documents for information.	Evaluate	3.7.4.1.1	Describe the most common types of permits related to building construction.	Understand
						3.7.4.1.2	Describe various building design concepts used in buildings.	Understand
						3.7.4.1.3	Describe traditional and sustainable construction products, practices, and services.	Understand
						3.7.4.1.4	Describe the most common construction methods used.	Understand
						3.7.4.1.6	Outline provincial legislation that governs buildings and the environment in Alberta.	Analyse
						3.7.4.1.7	Outline federal legislation that governs buildings and the environment in Canada.	Analyse
						3.7.4.1.8	Outline the conditions under which a Building Permit is required for property renovations.	Analyse
						3.7.4.1.9	Outline the different building construction systems.	Analyse
						3.7.4.1.9	Outline when a development permit or building permit is required.	Analyse
	3.7.5	Recognize potential property issues or problem areas.	3.7.5.1	Assess a property for potential issues or problem areas.	Evaluate	3.7.5.1.1	List characteristics that indicate a property may have been used as a <u>grow-op</u> .	Remember
						3.7.5.1.2	List characteristics that indicate a property may have been used as a drug lab.	Remember
						3.7.5.1.3	Describe the various types of property inspections.	Understand
						3.7.5.1.4	Describe the contexts in which clients may have a property inspection or environmental assessment.	Understand
						3.7.5.1.5	Explain why a property manager should not be involved with illegal or non-conforming secondary suites.	Understand
						3.7.5.1.6	Describe the most common types of building and environmental evaluation.	Understand
						3.7.5.1.7	Describe different types of property defects.	Understand
						3.7.5.1.8	Outline home inspector licensing requirements and restrictions under the Consumer Protection Act.	Analyse
						3.7.5.1.9	Outline the municipal land use classification system and districts.	Analyse
						3.7.5.1.10	Outline the impact of municipal land use classification systems and districts on property development and use.	Analyse
						3.7.5.1.11	Outline legal secondary suite Land Use and Building Code requirements.	Analyse
						3.7.5.1.12	Outline the legal secondary suite Building Code standards.	Analyse
						3.7.5.1.13	Outline how to verify a property's land use classification/district and the impact on tenant use.	Analyse
						3.7.5.1.14	Determine if there are any property issues or problem areas.	Evaluate
					3.7.5.1.15	Determine if a property is an illegal or non-conforming secondary suite in diverse contexts.	Evaluate	

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3.8 OPERATE A PHYSICAL BUILDING Competency Weight: 2.9%	3.8.1	Obtain quotes from potential service providers.	3.8.1.1 Outline property management quote, RFP, and RFQ processes.	Analyse	3.8.1.1.1	Outline the various ways property managers may obtain quotes from potential service providers.	Analyse
					3.8.1.1.2	Explain the property manager's duty to consult with the owner/landlord and to follow the the owner/landlord directed processes.	Analyse
	3.8.2	Arrange property maintenance and project management.	3.8.2.1 Describe purchasing of goods and services by a property manager for the property.	Understand	3.8.2.1.1	Describe the process of hiring a contractor.	Understand
	3.8.3	Interact with trades and service providers according to owner/landlord direction.	3.8.3.1 Determine sound trade and service provider relationship practices in diverse contexts.	Evaluate	3.8.3.1.1	Explain the importance of monitoring work and verifying warranties.	Understand
					3.8.3.1.2	Outline the contractor hiring process.	Analyse
					3.8.3.1.3	Outline how to verify a contractor's qualifications.	Analyse
					3.8.3.1.4	Select reliable contractors that meet owner/landlord requirements.	Analyse
					3.8.3.1.5	Determine if a contractor is qualified.	Evaluate
	3.8.4	Capture documentation on projects or repairs.	3.8.4.1 Assemble documentation records for projects and repairs.	Create	3.8.4.1.1	Explain the importance of maintenance records.	Understand
					3.8.4.1.2	Create project decisions and records.	Create
	3.8.5	Stay informed of changes that affect physical building operations.	3.8.5.1 Assess the effect of changes on physical building operations.	Evaluate	3.8.5.1.1	Explain who is responsible for coordinating the Health and Safety Committee.	Understand
					3.8.5.1.2	Examine new sustainable products, practices, and services using sound foundational physical building operational knowledge.	Analyse
					3.8.5.1.3	Assess new sustainable products, practices, and services based on reputable authorities such as BOMA BEST or LEEDS.	Analyse
					3.8.5.1.4	Assess the impact of changes to provincial and federal legislation that governs buildings and the environment in Alberta.	Analyse
				3.8.5.1.5	Assess the impact of occupational health and safety changes on physical building operations.	Analyse	
				3.8.5.1.6	Compare and contrast the effect of industry changes on the physical building operation of different building systems.	Evaluate	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

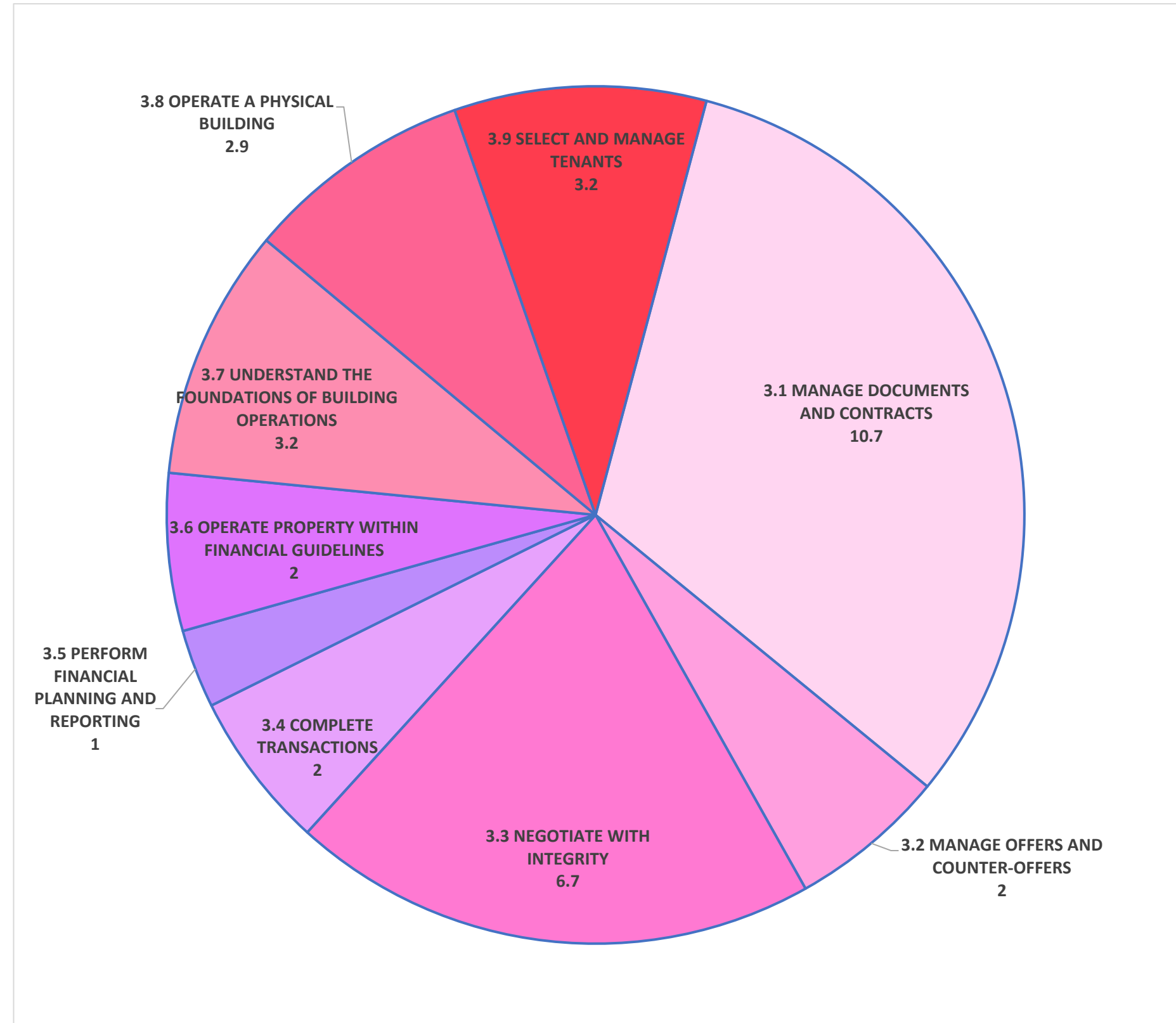
COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL	
OPERATE A PHYSICAL BUILDING Competency Weight: 2.9% <i>(continued)</i>	3.8.6	Recommend the use of sound building operation policies, procedures, and controls.	3.8.6.1	Determine a client's existing and required building operation policies, procedures, and controls.	Evaluate	3.8.6.1.1	Educate clients on the need for inventory and related controls for other chatel.	Apply
						3.8.6.1.2	Promote the benefits of establishing and following purchasing policies and procedures to a client.	Evaluate
			3.8.6.2	Assess situations related to the acquisition of goods and services by a property manager for the owner/landlord.	Evaluate	3.8.6.2.1	Outline legitimate reasons to dispute an invoice.	Analyse
						3.8.6.2.2	Explain the importance of contract management.	Analyse
						3.8.6.2.3	Outline negotiation and conflict resolution strategies to resolve invoice disputes.	Analyse
						3.8.6.2.4	Determine the potential impact of building liens on contractor disputes.	Evaluate
3.9 SELECT AND MANAGE TENANTS Competency Weight: 3.2%	3.9.1	Provide tenant selection information, recommendations, and management services to clients.	3.9.1.1	Assess tenant selection information and services for client needs, priorities, and preferences.	Evaluate	3.9.1.1.1	Explain the differences between Tenant at Will, Fix Term, Periodic Tenancies, and Tenancy Sufferance and the circumstances when these should be used.	Understand
						3.9.1.1.2	Describe how to set up a progressive enforcement policy for an owner/landlord.	Understand
						3.9.1.1.3	Describe progressive enforcement.	Understand
						3.9.1.1.4	Assess tenant demographics.	Analyse
						3.9.1.1.5	Outline tenant selection factors for residential premises (e.g., credit check, confirmation of employment, pet ownership, etc.) and commercial properties (strength of tenant covenant).	Analyse
						3.9.1.1.6	Outline tenant motivation factors.	Analyse
						3.9.1.1.7	Outline how to create a tenant database.	Analyse
						3.9.1.1.8	Outline tenant responsibilities.	Analyse
						3.9.1.1.9	Outline owner/landlord rules implementation and application processes and procedures.	Analyse
						3.9.1.1.10	Outline the remedies available to an owner/landlord if a tenant fails to meet their responsibilities.	Analyse
						3.9.1.1.11	Outline the remedies available to tenants if fellow tenants fail to meet their responsibilities.	Analyse
						3.9.1.1.12	Outline how to set up a tenant compliance education program.	Analyse
						3.9.1.1.13	Determine required progressive enforcement documentation.	Analyse
						3.9.1.1.14	Recommend tenants to clients based on tenant selection factors.	Evaluate
						3.9.1.1.15	Advise the owner/landlord regarding a progressive enforcement policy.	Evaluate

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	
SELECT AND MANAGE TENANTS Competency Weight: 3.2% (continued)				3.9.1.1.16 Assess progressive enforcement implementation practices.	Evaluate	
		3.9.1.2	Explain how property managers can assist owners/landlords with rule enforcement.	Analyse 3.9.4.2.1 Describe the property manager's role in rule enforcement.	Understand	
				3.9.4.2.2 Advise the client on the need to follow a progressive enforcement policy.	Understand	
				3.9.4.2.3 Advise the client on principles of natural justice and progressive enforcement as they apply to tenants.	Apply	
				3.9.4.2.4 Provide advice to the client related the required documentation for the progressive enforcement policy.	Apply	
	3.9.2	Promptly address tenant concerns.	3.9.2.1	Assess when <u>concerns</u> should be addressed.	Evaluate 3.9.2.1.1 Educate the <u>owner</u> /landlord on how to consider concerns in relation to the strategic plan and priorities.	Apply
					3.9.2.1.2 Determine priority of concerns and options for addressing concerns.	Analyse
			3.9.5.2	Demonstrate professionalism.	Apply 3.9.5.2.1 Explain how to implement <u>owner</u> /landlord solution directions, even if the property manager disagrees with the owner's/landlord's decisions.	Understand
					3.9.5.2.2 Explain when dispute resolution process do not apply in a commercial or residential lease.	Understand
					3.9.5.2.3 Address <u>tenant</u> concerns objectively and courteously.	Apply

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

3. ADMINISTRATION AND MANAGEMENT	
COMPETENCY TITLE	COMPETENCY WT.
3.1 MANAGE DOCUMENTS AND CONTRACTS	10.7
3.2 MANAGE OFFERS AND COUNTER-OFFERS	2
3.3 NEGOTIATE WITH INTEGRITY	6.7
3.4 COMPLETE TRANSACTIONS	2
3.5 PERFORM FINANCIAL PLANNING AND REPORTING	1
3.6 OPERATE PROPERTY WITHIN FINANCIAL GUIDELINES	2
3.7 UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS	3.2
3.8 OPERATE A PHYSICAL BUILDING	2.9
3.9 SELECT AND MANAGE TENANTS	3.2



PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
COMPETENCY DOMAIN: 4. RESEARCH AND MARKETING					Domain Weight: 9.6
COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL
4.1 COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL Competency Weight: 1.7%	4.1.1 Select <u>key</u> marketing <u>messages</u> .	4.1.1.1 Justify key marketing message choices.	Evaluate	4.1.1.1.1 Outline property elements to consider when determining comparables.	Analyse
				4.1.1.1.2 Determine key marketing messages.	Evaluate
				4.1.1.1.3 Determine the most appropriate information and presentation of comparables for property owners in different contexts including: -single family homes -multi-family homes -condominiums -acquisition/disposition -rental properties -commercial (office, retail, industrial) -residential	Evaluate
	4.1.2 Act with due care, providing accurate information considered sufficient, meaningful, and clear to the ordinary person.	4.1.2.1 Assess the accuracy, meaning, clarity, and thoroughness of practice and marketing material.	Evaluate	4.1.2.1.1 Determine how to ensure marketing materials demonstrate due care, accuracy, clarity, and thoroughness.	Evaluate
	4.1.3 Select material types and designs, including visual and graphic elements.	4.1.3.1 Assess marketing materials, design, and graphic elements.	Evaluate	4.1.3.1.1 Justify marketing material, design, and graphic element choices.	Evaluate
	4.1.4 Develop specific marketing materials or outsource as appropriate.	4.1.4.1 Determine marketing outsourcing requirements.	Evaluate	4.1.4.1.1 Compare and contrast marketing skills and marketing needs.	Analyse
				4.1.4.1.2 Determine marketing needs that require outsourcing.	Evaluate
4.1.5 Verify that marketing materials comply with <u>prescribed rules</u> and <u>accepted conventions</u> .	4.1.5.1 Assess marketing materials for regulatory compliance and convention adherence.	Evaluate	4.1.5.1.1 Determine if marketing materials meet regulatory compliance and adhere to conventions.	Evaluate	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL	
4.2 PROMOTE CLIENT'S PROPERTY Competency Weight: 4.1%	4.2.1	Gather information on property.	4.2.1.1	Determine how to gather market and property information.	Evaluate	4.2.1.1.1	Outline how to gather market and property information.	Analyse
						4.2.1.1.2	Outline potential and common property information inconsistency or reliability issues.	Analyse
						4.2.1.1.3	Determine where to find specific property information.	Evaluate
						4.2.1.1.4	Determine how to resolve potential and common property information inconsistency or reliability issues.	Evaluate
	4.2.2	Gather information on market.	4.2.2.1	Prepare market information.	Create	4.2.2.1.1	Outline marketing related tenant criteria to the client.	Analyse
						4.2.2.1.2	Outline the relationship between tenant criteria and property marketing decisions to the client.	Analyse
						4.2.2.1.3	Determine the most appropriate research methods and sources.	Evaluate
						4.2.2.1.4	Determine the demand for a property.	Evaluate
						4.2.2.1.5	Prepare a market analysis for clients.	Create
	4.2.3	Promote the features of the client's property.	4.2.3.1	Assess property and client specific techniques, tools, and strategies to promote a property.	Evaluate	4.2.3.1.1	Differentiate between the various advertising mediums.	Analyse
						4.2.3.1.2	Compare and contrast the advantages and disadvantages of marketing properties for lease using each of the advertising mediums.	Analyse
						4.2.3.1.3	Determine property and client specific techniques, tools, and strategies to promote a property.	Evaluate
	4.2.4	Use <u>everyone's</u> time effectively.	4.2.4.1	Assess tasks, goals, priorities, and party requirements for effective time management.	Evaluate	4.2.4.1.1	Determine how to best manage time respecting all parties.	Evaluate
	4.2.5	Make marketing materials available.	4.2.5.1	Assess marketing material distribution options.	Evaluate	4.2.5.1.1	List typical key activities required to market a landlord's property.	Remember
						4.2.5.1.2	Determine context specific marketing material distribution options.	Evaluate
	4.2.6	Follow the client's directions, legislative requirements, and applicable protocols for viewings.	4.2.6.1	Determine viewing protocols.	Evaluate	4.2.6.1.1	Outline protocols for viewing a client's property.	Analyse
						4.2.6.1.2	Outline diverse special viewing protocols and related issues (e.g., COVID, health conditions or situations, respect for special requests, communication, and related issues).	Analyse
	4.2.7	Address potential tenant questions.	4.2.7.1	Assess individual properties and market for likely potential tenant questions.	Evaluate	4.2.7.1.1	Answer tenant questions according to regulatory and legislative requirements and client direction.	Apply
						4.2.7.1.2	Outline how to proactively prepare for potential and likely tenant questions.	Analyse
						4.2.7.1.3	Determine likely prospective tenant questions.	Evaluate
4.2.8	Develop a marketing plan that includes objectives, action items, and success indicators.	4.2.8.1	Assess marketing plan needs, objectives, and resources for each property.	Evaluate	4.2.8.1.1	Explain marketing plans to clients.	Apply	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL			
PROMOTE CLIENT'S PROPERTY Competency Weight: 4.1% (continued)				4.2.8.1.2	Outline the purpose and elements of a marketing plan	Analyse		
				4.2.8.1.3	Outline the impact of market forces and information on marketing plans.	Analyse		
				4.2.8.1.4	Adjust marketing plans based on client direction.	Analyse		
	4.2.9	Distinguish between attributes and drawbacks of properties used for the analysis.	4.2.9.1	Propose the due diligence requirements associated with residential property measurement.	Create	4.2.9.1.1	Identify the elements that are present when a Residential Measurement Standard civil proceeding is commenced.	Remember
					4.2.9.1.2	List the components needed for the courts to prove negligent misrepresentation of a property's size.	Remember	
					4.2.9.1.3	Describe the factors that led RECA to develop and implement the Residential Measurement Standard.	Understand	
					4.2.9.1.4	Describe Residential Measurement Standard principles and information that property managers must share.	Understand	
					4.2.9.1.5	Compare and contrast the two Residential Measurement Standard compliant property measurement methods.	Understand	
					4.2.9.1.6	Describe how RECA deals with breaches related to application of the Residential Measurement Standard.	Understand	
					4.2.9.1.7	Outline the Residential Measurement Standard.	Analyse	
					4.2.9.1.8	Outline BOMA measurement standards.	Analyse	
					4.2.9.1.9	Compare and contrast the various BOMA standards.	Analyse	
					4.2.9.1.10	Compare and contrast a condominium unit's Residential Measurement Standard area and its registered size.	Analyse	
					4.2.9.1.11	Explain grade impacts residential property area calculation.	Analyse	
					4.2.9.1.12	Outline the Residential Measurement Standard Principles property managers must follow when calculating the area of a residential property using the Residential Measurement Standard.	Analyse	
					4.2.9.1.13	Calculate the area of any style of residential properties in accordance with the Residential Measurement Standard.	Analyse	
					4.2.9.1.14	Outline required due diligence activities related to hiring a property measurement service.	Analyse	
					4.2.9.1.15	Outline steps that reduce the risks associated with the application of the Residential Measurement Standard and civil proceedings.	Analyse	
				4.2.9.1.16	Determine the potential impact of the various BOMA standards on a leasing transaction.	Evaluate		
				4.2.9.1.17	Determine alternatives for dealing with unusual residential properties.	Evaluate		
				4.2.9.1.18	Determine when each of the two measurement methods should be applied.	Evaluate		

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME		SPECIFIC L.O. BLOOM'S LEVEL
4.3 DEMONSTRATE BUSINESS SENSE Competency Weight: 1.4%	4.3.1	Seek opportunities to maintain and increase value for clients or prospects.	4.3.1.1 Determine opportunities to maintain and increase value for clients and prospects.	Evaluate	4.3.1.1.1	Determine how to maintain and increase value for clients and prospects.	Evaluate
	4.3.2	Use business analysis frameworks.	4.3.2.1 Outline how to use business analysis frameworks.	Analyse	4.3.2.1.1	Demonstrate the ability to use business analysis frameworks.	Apply
	4.3.3	Pursue areas of competitive advantage.	4.3.3.1 Determine potential areas of competitive advantage.	Evaluate	4.3.3.1.1	Outline how to determine areas of competitive advantage.	Analyse
					4.3.3.1.2	Determine how to pursue potential areas of competitive advantage based on context.	Evaluate
	4.3.4	Build a network of qualified professionals.	4.3.4.1 Assess your professional network goals, resources, and challenges.	Evaluate	4.3.4.1.1	Outline how to build a network of qualified professionals.	Analyse
					4.3.4.1.2	Determine your professional network goals, resources, and challenges.	Evaluate
4.4 CONDUCT RESEARCH Competency Weight: 2.4%	4.4.1	Respect the private and confidential nature of the research.	4.4.1.1 Assess privacy and confidentiality requirements and best practices related to the research process.	Evaluate	4.4.1.1.1	Determine how to respect privacy and confidentiality within the research process.	Evaluate
	4.4.2	Outline research outcomes.	4.4.2.1 Assess research needs.	Evaluate	4.4.2.1.1	Determine research needs and desired outcomes.	Evaluate
					4.4.2.1.2	Determine research goals of the client.	Evaluate
	4.4.3	Indicate essential areas of expertise required.	4.4.3.1 Assess essential areas of expertise.	Evaluate	4.4.3.1.1	Determine essential areas of expertise.	Evaluate
	4.4.4	Distinguish between attributes and drawbacks of properties used for the analysis.	4.4.4.1 Assess property attributes to be included in the analysis.	Evaluate	4.4.4.1.1	Identify features that define green real estate and discuss their benefits and disadvantages.	Remember
					4.4.4.1.2	Recognize the components of a greened property and the various services or programs.	Remember
					4.4.4.1.3	Identify features that define green real estate.	Remember
					4.4.4.1.4	Describe energy conservation components and their advantages and disadvantages.	Understand
					4.4.4.1.5	Outline the benefits and disadvantages of green real estate features.	Analyse
					4.4.4.1.6	Determine the impact of property attributes on the analysis.	Evaluate
			4.4.4.2 Assess attributes of properties located in an urban setting.	Evaluate	4.4.4.2.1	Determine the impact of the community where the property is located (i.e. walkable communities, crime rates, etc.).	Evaluate
					4.4.4.2.2	Determine the impact of nearby infrastructure and other amenities. (i.e. public parking, transportation, restaurants, hotels, schools, sport facilities, parks, etc.).	Evaluate
			4.4.4.3 Assess attributes of properties located in a rural setting.	Evaluate	4.4.4.3.1	Identify the types of municipalities that may be encountered in rural practice.	Remember
					4.4.4.3.2	Define a utility cooperative.	Remember
				4.4.4.3.3	Define environmental stewardship.	Remember	
				4.4.4.3.4	Identify a property in a rural setting by its land description.	Remember	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

COMPETENCY TITLE	PERFORMANCE CRITERIA	SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL	SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL		
CONDUCT RESEARCH Competency Weight: 2.4% <i>(continued)</i>				4.4.4.3.5 Describe water-related issues and concerns affecting rural properties.	Understand		
				4.4.4.3.6 Describe the well performance tests property managers should discuss with clients.	Understand		
				4.4.4.3.7 Summarize the various water treatment devices.	Understand		
				4.4.4.3.8 Describe the concerns that wells in pits or abandoned wells present.	Understand		
				4.4.4.3.9 Explain how a septic tank works in a private sewage system	Understand		
				4.4.4.3.10 Explain the types of services a utility cooperative may provide.	Understand		
				4.4.4.3.11 Describe wildlife considerations related to rural properties.	Understand		
				4.4.4.3.12 Explain domestic pet considerations relate to rural properties	Understand		
				4.4.4.3.13 Describe potential environmental hazards for properties in a rural setting.	Understand		
				4.4.4.3.14 Explain why property managers must know a property's attributes when representing clients.	Analyse		
				4.4.4.3.15 Outline the potential impact of environmental matters on rural properties.	Analyse		
				4.4.4.3.16 Outline property manager environmental due diligence requirements.	Analyse		
				4.4.4.3.17 Compare and contrast the various rural property legal land descriptions.	Analyse		
				4.4.4.3.18 Outline the Alberta Township System.	Analyse		
				4.4.4.3.19 Outline the Plan, Block, and Lot system and the Plan and Unit System.	Analyse		
	4.4.5	Obtain information required to generate a complete picture.	4.4.5.1	Assess how to obtain information required to generate a complete picture.	Evaluate	4.4.5.1.1 Outline diverse ways to obtain required information.	Analyse
	4.4.6	Use relevant <u>software</u> , integrated with other data.	4.4.6.1	Assess which software may be relevant and how it may be integrated with other data.	Evaluate	4.4.6.1.1 Determine the appropriate software to use.	Evaluate
					4.4.6.1.2 Determine how to best integrate the selected software with other data.	Evaluate	
	4.4.7	Use research methods to gather, verify, and analyse information.	4.4.7.1	Assess research methodology.	Evaluate	4.4.7.1.1 Outline basic sound research methodology.	Analyse
					4.4.7.1.2 Demonstrate using sound research methodology.	Apply	

PROPERTY MANAGEMENT ASSOCIATE COMPETENCY PROFILE

4. RESEARCH AND MARKETING	
COMPETENCY TITLE	COMPETENCY WT.
4.1 COORDINATE THE DEVELOPMENT OF MARKETING MATERIAL	1.7
4.2 PROMOTE CLIENT'S PROPERTY	4.1
4.3 DEMONSTRATE BUSINESS SENSE	1.4
4.4 CONDUCT RESEARCH	2.4

