

**CONDOMINIUM MANAGEMENT PRACTICE  
COMPETENCY EXAM BLUEPRINT**

**DOMAIN: 1. PROFESSIONAL RELATIONSHIPS AND CONDUCT**

COMPETENCY			SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT		
1.1	FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES	1.1.1	Explain how condominium corporations function.	Analyse	1.1.1.1	Outline common condominium issues and challenges as they relate to <u>condominium managers</u> .	Analyse	0.5		
					1.1.1.2	Outline best practice solutions to common condominium issues and challenges as related to <u>condominium managers</u> .	Analyse			
				1.1.2	Assess the foundations of condominium management.	Evaluate	1.1.2.1	Compare and contrast the two condominium management brokerage business models as they relate to holding funds.	Analyse	0.5
				1.1.3	Determine the responsibilities the <u>CPA</u> imposes on <u>corporations, boards, owners, and others</u> .	Evaluate	1.1.3.1	Describe condominium plan requirements.	Understand	1
							1.1.3.2	Explain developer requirements respecting to the sale of units.	Understand	
							1.1.3.3	Describe developer purchase protection program requirements.	Understand	
							1.1.3.4	Explain easements created in favour of <u>owners</u> and/or the <u>corporation</u> .	Understand	
							1.1.3.5	Describe a <u>corporation's</u> registration requirements when an administrator is appointed.	Understand	
							1.1.3.6	Summarize the required condominium and <u>corporation</u> termination processes.	Understand	
							1.1.3.7	Summarize the required condominium sale processes.	Understand	
							1.1.3.8	Describe <u>owner</u> and <u>corporation</u> service requirements.	Understand	
							1.1.3.9	Describe what a <u>corporation</u> must do to effect a change of address for service.	Understand	
							1.1.3.10	Describe a <u>corporation's</u> duty to provide mortgagees with access to records.	Understand	
							1.1.3.11	Outline <u>interim board</u> condominium management agreement requirements.	Analyse	
							1.1.3.12	Outline <u>interim board</u> reserve fund requirements.	Analyse	
							1.1.3.13	Outline the documents a developer must provide an <u>interim board</u> .	Analyse	
							1.1.3.14	Outline the documents an <u>interim board</u> must provide a <u>board</u> .	Analyse	
							1.1.3.15	Outline return of <u>corporation</u> property requirements as they relate to <u>interim boards</u> .	Analyse	
							1.1.3.16	Distinguish the restrictions and rights of entry set out by the <u>CPA</u> .	Analyse	
							1.1.3.17	Outline a <u>corporation's</u> budget, underestimated expenses, material changes to the budget, and publication requirements.	Analyse	
							1.1.3.18	Explain the process required to remove a <u>board</u> member.	Analyse	
							1.1.3.19	Outline the <u>corporation's</u> annual report requirements.	Analyse	
							1.1.3.20	Compare and contrast the requirements for an annual general meeting and special general meeting, including proper notice requirements.	Analyse	
							1.1.3.21	Outline the consequences of not giving proper meeting notice.	Analyse	
							1.1.3.22	Outline <u>board</u> and <u>corporation</u> meeting requirements.	Analyse	
							1.1.3.23	Outline reserve fund and operating account <u>corporation</u> requirements.	Analyse	
					1.1.3.24	Outline the limitations on reserve fund use by <u>corporations</u> .	Analyse			
					1.1.3.25	Outline the <u>corporation's</u> reserve fund study obligations and who may complete a reserve fund study.	Analyse			
					1.1.3.26	Compare and contrast the process <u>boards</u> must follow to set contribution requirements and special levies.	Analyse			

					1.1.3.27	Outline the limitations and borrowing requirements on <u>corporations</u> .	Analyse	
					1.1.3.28	Outline the powers, limitations and enforcement options available to	Analyse	
					1.1.3.29	Outline <u>corporation</u> fund investment limitations.	Analyse	
					1.1.3.30	Outline trust, record keeping, and handling requirements for money paid to or for the benefit of the <u>corporation</u> .	Analyse	
					1.1.3.31	Outline the duties of the trustees administering trust funds belonging to the <u>corporation</u> .	Analyse	
					1.1.3.32	Outline the <u>corporation's</u> issuance and recordkeeping estoppel certificate obligations, including fees that may be charged for	Analyse	
					1.1.3.33	Outline the <u>corporation's</u> issuance and recordkeeping document obligations, including fees that may be charged for other documents.	Analyse	
					1.1.3.34	Outline a <u>corporation's</u> insurance coverage requirements.	Analyse	
					1.1.3.35	Outline a <u>corporation's</u> duty to notify <u>owners</u> of insurance coverage changes.	Analyse	
					1.1.3.36	Outline the requirements associated with the disposition of <u>corporation</u> property.	Analyse	
					1.1.3.37	Outline the requirements associated with placing restrictive covenants on <u>corporation</u> property.	Analyse	
					1.1.3.38	Outline the restrictions and requirements that a <u>corporation</u> may impose on the rental of <u>owner</u> units.	Analyse	
					1.1.3.39	Outline a <u>corporation's</u> powers related to tenants causing damages or tenant <u>bylaw</u> breaches.	Analyse	
					1.1.3.40	Explain the circumstances under which administrators may be appointed.	Analyse	
					1.1.3.41	Outline the powers of an administrator.	Analyse	
					1.1.3.42	Outline unit repair related requirements for which a <u>corporation</u> is responsible.	Analyse	
					1.1.3.43	Outline urgent repair related requirements for which a <u>corporation</u> is responsible.	Analyse	
					1.1.3.44	Outline the elements of a <u>corporation's</u> duties of which a manager must be aware.	Analyse	
					1.1.3.45	Determine <u>board</u> obligations and requirements including registration requirements.	Evaluate	
		1.1.4	Outline a <u>corporation's</u> legal governance and operational processes.	Analyse	1.1.4.1	Outline the <u>corporation's</u> decision making processes.	Analyse	0.5
					1.1.4.2	Outline how a <u>Board</u> may act and speak on behalf of a <u>corporation</u> .	Analyse	
		1.1.5	Assess condominium management practice scenarios related to the <u>CPA</u> .	Evaluate	1.1.5.1	Compare and contrast condominium management practice scenarios that involve the <u>REA</u> and the <u>CPA</u> .	Analyse	0.5
					1.1.5.2	Determine how the <u>REA</u> , the <u>Rules</u> , and the <u>CPA</u> apply to condominium management practice contexts.	Evaluate	
		1.1.6	Assess how agency requirements apply to condominium management service agreements.	Evaluate	1.1.6.1	Describe the conditions that make a principal liable to remunerate a licensee acting as their representative.	Understand	0.5
					1.1.6.2	Distinguish conflicts of interest as applied in the <u>CPA</u> to third-party contract negotiations.	Analyse	
					1.1.6.3	Determine when situations require you to inform the board of a conflict of interest.	Evaluate	
					1.1.6.4	Determine conflict of interest resolution options.	Evaluate	
		1.1.7	Determine the duty of care between a <u>corporation</u> (the principal) and individual unit holders.	Evaluate	1.1.7.1	Describe duty of care to the corporation (the principal) through the board.	Understand	0.5
					1.1.7.2	Describe duty of care to unit owners (customers).	Understand	

		1.1.8	Assess condominium management <u>service agreement</u> requirements.	Evaluate	1.1.8.1	Interpret how to comply with service agreement requirements under the <u>Rules</u> .	Apply	1
					1.1.8.2	Outline how different condominium management service models impact agency responsibilities.	Analyse	
					1.1.8.3	Assess service agreements for consistency with the intended agency responsibilities and service model.	Evaluate	
		1.1.9	Assess the legality of <u>board</u> instructions	Evaluate	1.1.9.1	Explain the process by which <u>boards</u> may provide lawful instructions to <u>condominium managers</u> .	Analyse	0.5
					1.1.9.2	Determine whether the <u>board</u> has followed a lawful process for providing instructions.	Evaluate	
					1.1.9.3	Determine options available to <u>condominium managers</u> to deal with unlawful <u>board</u> instructions.	Evaluate	
		1.1.10	Explain the judicial options available for parties when the <u>board</u> is acting outside of scope of authority.	Understand	1.1.10.1	Explain how to act in accordance with court remedies.	Understand	0.5
		1.1.11	Justify confidential information disclosure in accordance with the <u>Rules</u> in diverse contexts.	Evaluate	1.1.11.1	Describe the laws that require <u>condominium managers</u> to provide confidential condominium information to be disclosed without	Understand	1
					1.1.11.2	Describe the process to obtain the <u>board's</u> informed consent for the disclosure of confidential information.	Analyse	
					1.1.11.3	Explain the process of handing over condominium management responsibilities to another management company.	Analyse	
					1.1.11.4	Outline the process of taking over condominium management responsibilities from another management company.	Analyse	
		1.1.12	Explain how to safeguard and account for property as assigned by the <u>board</u> and third parties in accordance with legislative requirements in diverse contexts.	Analyse	1.1.12.1	Outline existing <u>condominium manager</u> property safeguarding responsibilities when transitioning to another management company.	Analyse	1
					1.1.12.2	Outline new <u>condominium manager</u> property safeguarding responsibilities when transitioning from another management company.	Analyse	
					1.1.12.3	Outline supplier and contractor document and chattle related property safeguarding responsibilities.	Analyse	
					1.1.12.4	Outline safeguarding responsibilities for utility rooms and other common property areas.	Analyse	
		1.1.13	Determine condominium management duties.	Evaluate	1.1.13.1	Describe duties performed by <u>condominium managers</u> .	Understand	1
					1.1.13.2	Describe common duties a <u>condominium manager</u> may lawfully delegates to others.	Understand	
					1.1.13.3	Distinguish <u>condominium manager</u> responsibilities in delegation and third party service related scenarios.	Analyse	
					1.1.13.4	Explain how the <u>CPA</u> requirements regarding <u>corporation</u> meetings impact the provision of condominium management services.	Analyse	
					1.1.13.5	Justify condominium management service provision practices and decisions related to the <u>CPA corporation</u> meeting requirements.	Evaluate	
		1.1.14	Determine appropriate and required documentation.	Evaluate	1.1.14.1	Determine which documentation is appropriate or required for decisions, directions, communications, and recommendations.	Evaluate	1
					<b>COMPETENCY 1.1 FULFILL PROFESSIONAL DUTIES AND RESPONSIBILITIES</b>		<b>TOTAL WT.</b>	<b>10</b>
<b>1.2</b>	<b>COMPLY WITH APPLICABLE LAWS AND REGULATIONS</b>	1.2.1	Assess the purpose of governing documents.	Evaluate	1.2.1.1	Identify the individual documents included in what is commonly referred to as governing documents.	Remember	2
					1.2.1.2	Outline the information contained in governing documents.	Analyse	
					1.2.1.3	Outline the relationship between governing documents and compliance.	Analyse	
					1.2.1.4	Explain the elements of a <u>corporation's</u> duties of which a <u>condominium manager</u> must be aware.	Analyse	

					1.2.1.5	Deconstruct how <u>corporation</u> governance documents impact compliance related <u>condominium manager</u> duties and services.	Analyse	
		1.2.2	Determine good <u>interim board</u> , <u>board</u> , and <u>CPA</u> governance requirement compliance practices.	Evaluate	1.2.2.1	Identify <u>Purchase Protection Programs</u> that must be monitored on behalf of the <u>board</u> .	Remember	3
					1.2.2.2	List the documents an <u>interim board</u> is required to provide to the <u>board</u> at the turnover meeting.	Remember	
					1.2.2.3	Describe good <u>corporation</u> governance practices.	Understand	
					1.2.2.4	Summarize the <u>CPA</u> interim board requirements.	Understand	
					1.2.2.5	Describe condominium developer's and the <u>interim board</u> 's role and responsibilities under the <u>CPA</u> .	Understand	
					1.2.2.6	Summarize the information a <u>condominium manager</u> should obtain to adequately assist a <u>board</u> .	Understand	
					1.2.2.7	Summarize the information a <u>condominium manager</u> should obtain to adequately assist a <u>board</u> .	Understand	
					1.2.2.8	Explain the location of essential <u>corporation</u> information.	Understand	
					1.2.2.9	Educate the <u>board</u> regarding condominium corporation meeting requirements under the <u>CPA</u> .	Apply	
					1.2.2.10	Educate the <u>interim board</u> and <u>board</u> regarding <u>Purchase Protection Programs</u> .	Apply	
					1.2.2.11	Educate the <u>interim board</u> about the condominium turnover process.	Apply	
					1.2.2.12	Demonstrate compliance with condominium documents as prescribed in the <u>CPA</u> , the <u>bylaws</u> , and the condominium rules.	Apply	
					1.2.2.13	Outline how to monitor <u>Purchase Protection Programs</u> on behalf of the <u>board</u> .	Analyse	
					1.2.2.14	Outline essential elements of a turnover meeting between the <u>interim board</u> and the <u>board</u> , including time limitation requirements.	Analyse	
					1.2.2.15	Outline the condominium turnover process that an <u>interim board</u> must follow to transfer control to a <u>board</u> .	Analyse	
					1.2.2.16	Determine the appropriate processes, procedures, components, resources, and preparation required for different types of condominium corporation meetings.	Evaluate	
					1.2.2.17	Determine how to assist an interim board with the transfer of a <u>corporation</u> to a <u>board</u> requirements.	Evaluate	
					1.2.2.18	Determine how to assist the <u>interim board</u> with the condominium turnover process.	Evaluate	
					1.2.2.19	Recommend legal and regulatory resources for matters affecting the <u>corporation</u> .	Evaluate	
					1.2.2.20	Determine how to apply the <u>CPA</u> and <u>bylaws</u> .	Evaluate	
		1.2.3	Assess how the <u>CPA</u> and <u>bylaws</u> apply to diverse condominium management contexts.	Evaluate	1.2.3.1	Describe how to set up a progressive enforcement policy for a <u>corporation</u> in accordance with <u>CPA</u> and <u>bylaws</u> .	Understand	3
					1.2.3.2	Describe progressive enforcement.	Understand	
					1.2.3.3	Describe the <u>governance</u> provisions in the <u>CPA</u> .	Understand	
					1.2.3.4	Educate the <u>board</u> regarding the principles of natural justice.	Apply	
					1.2.3.5	Outline how the <u>CPA</u> governs the fees and disclosure of documents upon the written request of owners, purchasers, mortgagee or their solicitors.	Analyse	
					1.2.3.6	Outline <u>owner</u> responsibilities.	Analyse	
					1.2.3.7	Outline the remedies available to a <u>corporation</u> under the <u>CPA</u> , including sanction provisions, if <u>owner</u> fail to meet their responsibilities.	Analyse	
					1.2.3.8	Outline the remedies available to <u>owners</u> , under the <u>CPA</u> , if fellow <u>owners</u> fail to meet their responsibilities.	Analyse	
					1.2.3.9	Outline how to set up a <u>owner</u> compliance education program.	Analyse	

					1.2.3.10	Outline the <u>condominium manager's</u> role in assisting or facilitating a <u>corporation</u> with <u>CPA</u> and associated regulation compliance.	Analyse	
					1.2.3.11	Determine required <u>corporation</u> progressive enforcement documentation.	Evaluate	
					1.2.3.12	Determine how to comply with condominium document filing requirements as prescribed by the <u>CPA</u> , the <u>bylaws</u> , and the <u>corporation</u> rules.	Evaluate	
					1.2.3.13	Determine how the <u>CPA</u> , the <u>bylaws</u> , and the condominium rules apply to land title requirements, changes, and filings.	Evaluate	
					1.2.3.14	Determine how the <u>CPA</u> , the <u>bylaws</u> , and the condominium rules apply to meeting minutes and report provision.	Evaluate	
					1.2.3.15	Determine how the <u>CPA</u> , the <u>bylaws</u> , and the condominium rules apply to engineering or other specialist reports.	Evaluate	
					1.2.3.16	Determine the best course of action in compliance with condominium documents as prescribed in the <u>CPA</u> and the <u>bylaws</u> .	Evaluate	
					1.2.3.17	Advise the <u>board</u> regarding a progressive enforcement policy.	Evaluate	
					1.2.3.18	Assess the <u>corporation's</u> progressive enforcement implementation in accordance with <u>CPA</u> and the <u>bylaws</u> .	Evaluate	
					1.2.3.19	Determine the actions a <u>corporation</u> must take to comply with the <u>CPA</u> .	Evaluate	
					1.2.3.20	Determine how to comply with condominium documents as prescribed in the <u>CPA</u> and <u>bylaws</u> .	Evaluate	
		1.2.4	Recommend appropriate actions to inform and advise the Board.	Evaluate	1.2.4.1	Explain how to create a database of <u>owners</u> .	Understand	3
					1.2.4.2	Describe a condominium manager's role in <u>corporation bylaw</u> enforcement.	Understand	
					1.2.4.3	Educate the <u>board</u> about <u>corporation</u> meetings, timing requirements, <u>board meetings</u> , special general meetings, and annual general meetings.	Apply	
					1.2.4.4	Educate the <u>board</u> on preparation, processes, procedures, components, and resource requirements and best practices related to different types of <u>corporation</u> meetings.	Apply	
					1.2.4.5	Educate the <u>board</u> on mandatory insurance coverage under the <u>CPA</u> .	Apply	
					1.2.4.6	Educate the <u>board</u> on human rights legislation governing <u>condominium manager</u> and <u>corporation</u> responsibilities.	Apply	
					1.2.4.7	Educate the <u>board</u> on the <u>corporation's</u> rights, responsibilities, and requirements related to tenants, employment standards, budgeting, reserve funds, annual reports, trust funds, bylaw and rule creation, record keeping, and human rights legislation.	Apply	
					1.2.4.8	Educate the <u>board</u> on <u>OH&amp;S</u> legislation governing <u>condominium manager</u> and <u>corporation</u> responsibilities.	Apply	
					1.2.4.9	Educate the <u>board</u> on how to comply with human rights legislation.	Apply	
					1.2.4.10	Educate the <u>board</u> on how to comply with <u>OH&amp;S</u> requirements.	Apply	
					1.2.4.11	Educate <u>boards</u> on safety precautions.	Apply	
					1.2.4.12	Outline what is improper conduct for <u>boards</u> and <u>corporations</u> under the <u>CPA</u> and the corresponding court remedies.	Analyse	
					1.2.4.13	Compare and contrast how improper conduct and court remedies apply to condominium developers and owners.	Analyse	
					1.2.4.14	Explain how <u>CPA</u> meeting requirements impact the provision of condominium management services.	Analyse	
					1.2.4.15	Outline how the <u>Dower Act</u> may affect condominium fee arrears.	Analyse	
					1.2.4.16	Explain how <u>condominium manager's</u> can assist <u>boards</u> with <u>bylaws</u> and rules enforcement	Analyse	

					1.2.4.17	Justify condominium management service provision practices and decisions related to the <u>CPA</u> meeting requirements.	Evaluate	
					1.2.4.18	Determine human rights legislation compliance as it relates to <u>condominium manager</u> responsibilities.	Evaluate	
					1.2.4.19	Determine human rights legislation compliance as it relates to <u>corporation</u> responsibilities.	Evaluate	
					1.2.4.20	Determine occupational health and safety legislation compliance as it relates to <u>condominium manager</u> responsibilities.	Evaluate	
					1.2.4.21	Determine occupational health and safety legislation compliance as it relates to <u>corporation</u> responsibilities.	Evaluate	
					1.2.4.22	Determine <u>OH&amp;S</u> legislation compliance as it relates to <u>corporation</u> responsibilities.	Evaluate	
					1.2.4.23	Determine when it is appropriate to recommend that a <u>corporation</u> obtain the services of safety professionals or specialists.	Evaluate	
					1.2.4.24	Determine how to assist the <u>board</u> with implementing professional safety recommendations.	Evaluate	
					1.2.4.25	Assess different types of contracts that a <u>condominium manager</u> may negotiate or enter into on behalf of the <u>corporation</u> .	Evaluate	
					1.2.4.26	Assess contracts and conditions required by a <u>board</u> to delegate a contract or contract negotiation to a condominium manager.	Evaluate	
					1.2.4.27	Determine appropriate actions to inform and advise the <u>board</u> .	Evaluate	
						<b>COMPETENCY 1.2 COMPLY WITH APPLICABLE LAWS AND REGULATIONS</b>	<b>TOTAL WT.</b>	<b>11</b>
<b>1.3</b>	<b>INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE</b>	1.3.1	Determine how to apply the <u>CPA</u> and <u>bylaws</u> .	Evaluate	1.3.1.1	Explain the benefits associated with dealing respectfully and constructively with <u>owners</u> .	Understand	2
					1.3.1.2	Determine when a <u>condominium manager</u> must comply with <u>owner</u> requests on behalf of the <u>board</u> .	Evaluate	
					1.3.1.3	Determine if <u>owner</u> requests are beyond the rights granted under the <u>CPA</u> .	Evaluate	
		1.3.2	Assess situations, documents, and information for scope and competence requirements.	Evaluate	1.3.2.1	Describe a <u>condominium manager</u> 's obligation to communicate with their broker when an issue is beyond their competence.	Understand	2
					1.3.2.2	Determine if issues beyond a condominium manager's competence may be adequately addressed within the brokerage.	Evaluate	
					1.3.2.3	Determine if a situation is within your scope of practice.	Evaluate	
					1.3.2.4	Determine if a situation requires the <u>board</u> to outsource work.	Evaluate	
					1.3.2.5	Determine the expertise required for specific situations, documents, or information.	Evaluate	
		1.3.3	Assess health and safety requirements, resources, and risks.	Evaluate	1.3.3.1	Summarize avenues of encouragement, advice, and mentoring.	Understand	1
					1.3.3.2	Describe how brokers may assist with personal health and wellbeing.	Understand	
					1.3.3.3	Outline mental health related resources and legislation.	Analyse	
					1.3.3.4	Determine how to practice in a manner that maintains personal health and wellbeing.	Evaluate	
						<b>COMPETENCY 1.3 INTEGRATE PROFESSIONAL OBLIGATIONS INTO PRACTICE</b>	<b>TOTAL WT.</b>	<b>5</b>
<b>1.4</b>	<b>DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT</b>	1.4.1	Determine how to demonstrate commitment to continuous learning and professional development.	Evaluate	1.4.1.1	Describe resources and opportunities available to <u>condominium managers</u> to stay informed of regulatory and practice requirement changes.	Understand	1
					1.4.1.2	Explain how to stay up to date with regulatory and practice requirements.	Understand	
					1.4.1.3	Describe how integrating knowledge and skills into practice leads to continuous improvement.	Understand	

					1.4.1.4	Seek opportunities to improve through various forms of evaluation.	Apply	
					1.4.1.5	Assess how strategy implementation promotes learning goal achievement.	Evaluate	
					1.4.1.6	Determine specific, measurable, and realistic professional development goals.	Evaluate	
					1.4.1.7	Determine case specific appropriate strategies to promote learning goals.	Evaluate	
		1.4.2	Outline how <u>corporation</u> and brokerage system evaluation should inform and support improvements.	Analyse	1.4.2.1	Describe how to evaluate corporation and brokerage systems for the purpose of supporting improvements.	Understand	0.5
		1.4.3	Assess condominium development trends.	Evaluate	1.4.3.1	Describe factors that affect condominium development trends.	Understand	0.5
						<b>COMPETENCY 1.4 DEMONSTRATE COMMITMENT TO CONTINUOUS IMPROVEMENT</b>	<b>TOTAL WT.</b>	<b>2</b>
<b>1.5</b>	<b>MANAGE TIME, PRIORITIES, AND WORK QUALITY</b>	1.5.1	Assess situations, data, and feedback for potential knowledge and skill areas for improvement.	Evaluate	1.5.1.1	Describe brokerage processes that support communication, efficiency, and quality assurance.	Understand	1
					1.5.1.2	Describe time management techniques.	Understand	
					1.5.1.3	Describe strategies to stay focused on long term and short term goals.	Understand	
					1.5.1.4	Describe common condominium management situations that may impact priority planning.	Understand	
					1.5.1.5	Describe change management methods.	Understand	
					1.5.1.6	Describe condominium management related workflows.	Understand	
					1.5.1.7	Describe the situations that distract condominium managers from meeting board and brokerage goals.	Understand	
					1.5.1.8	Describe circumstances that may require flexible priority setting.	Understand	
					1.5.1.9	Demonstrate personal growth in knowledge and skills.	Apply	
					1.5.1.10	Determine workplace software that supports efficiency.	Evaluate	
					1.5.1.11	Determine tasks that can be delegated.	Evaluate	
					1.5.1.12	Assess how preparation can assist with complex situations or situation prone to error.	Evaluate	
					1.5.1.13	Judge situations based on complexity, time requirements, and potential for error.	Evaluate	
					1.5.1.14	Assess the impact of workflow processes on time management, priority setting, and work quality.	Evaluate	
		1.5.2	Describe how brokerage models impact time management, priorities, and work quality.	Understand	1.5.2.1	Explain brokerage time management models.	Understand	1
					1.5.2.2	Explain priority setting techniques within brokerage models.	Understand	
					1.5.2.3	Describe some time management models that are in use.	Understand	
		1.5.3	Determine why realistic goals are necessary to deal with time management, priority assessment, and work quality.	Evaluate	1.5.3.1	Describe long term and short term goal setting methods.	Understand	1
					1.5.3.2	Describe contingency plans that can assist the <u>board</u> .	Understand	
					1.5.3.3	Provide advice to the board related to priority assessment.	Apply	
						<b>COMPETENCY 1.5 MANAGE TIME, PRIORITIES, AND WORK QUALITY</b>	<b>TOTAL WT.</b>	<b>3</b>
						<b>DOMAIN 1 PROFESSIONAL RELATIONSHIPS AND CONDUCT</b>	<b>TOTAL WT.</b>	<b>31</b>

## DOMAIN: 2. COMMUNICATION AND COLLABORATION

COMPETENCY		SUBJECT LEARNING OUTCOME	SUBJECT L.O. BLOOM'S LEVEL		SPECIFIC LEARNING OUTCOME	SPECIFIC L.O. BLOOM'S LEVEL	EXAM WEIGHT	
<b>2.1</b>	<b>COMMUNICATE EFFECTIVELY</b>	2.1.2	Determine the best communication techniques and methods for diverse condominium management purposes.	Evaluate	2.1.2.1	Explain how diverse audiences may determine language requirements.	Understand	2

					2.1.2.2	Describe communication logic when dealing with complaints or adversarial situations.	Understand	
					2.1.2.3	Describe communication logic when dealing with complaints.	Understand	
					2.1.2.4	Use appropriate communication techniques and methods in set condominium management situations.	Apply	
					2.1.2.5	Determine appropriate communication styles for diverse audiences.	Evaluate	
					2.1.2.6	Determine language requirements for diverse intended audiences and condominium management contexts.	Evaluate	
					2.1.2.7	Assess speech requirements based on the intended audience and content communicated.	Evaluate	
		2.1.3	Compare and contrast commonly used condominium management terms and associated legislation terms.	Analyse	2.1.3.1	Describe strategies that <u>condominium managers</u> may employ to ensure clear and precise communication.	Understand	1
					2.1.3.2	Outline strategies that <u>condominium managers</u> may employ to promote the use and understanding of legislatively consistent language.	Analyse	
		2.1.4	Create a communication quality assurance process.	Create	2.1.4.1	Check quality of written communication using a communication quality assurance process.	Evaluate	1
					2.1.4.2	Employ appropriate processes that ensure information is accurate, concise, and complete.	Apply	
					2.1.4.3	Outline processes that ensure information is accurate, concise, and complete.	Evaluate	
		2.1.5	Assess active listening principles.	Evaluate	2.1.5.1	Describe active listening techniques.	Understand	0.5
					2.1.5.2	Determine the listening technique(s) required for different condominium management situations.	Evaluate	
		2.1.6	Outline the principles commonly used to repair communication breakdowns.	Analyse	2.1.6.1	Describe the most common reasons why communication breaks down.	Understand	1
					2.1.6.2	Describe communication techniques that may be used in confrontations or communication breakdowns.	Understand	
		2.1.7	Assess circumstances that may require the use of an interpreter.	Evaluate	2.1.7.1	Describe the information a <u>condominium manager</u> might use to obtain the <u>board's</u> approval to engage an interpreter.	Understand	0.5
					2.1.7.2	Describe the types of situations where a <u>condominium manager</u> might advise a <u>board</u> to consider the systematic translation of <u>corporation</u> communication.	Understand	
					2.1.7.3	Determine situations that require an interpreter.	Evaluate	
						<b>COMPETENCY 2.1 COMMUNICATE EFFECTIVELY</b>	<b>TOTAL WT.</b>	<b>6</b>
2.2	ADVISE BOARD	2.2.1	Determine good <u>board governance</u> practices.	Evaluate	2.2.1.1	Identify the <u>CPA</u> requirements pertaining to <u>corporation</u> meetings, including voting shares and procedures.	Remember	4
					2.2.1.2	Explain the foundations of effective decision making.	Understand	
					2.2.1.3	Explain the importance of establishing a calendar with strategic dates to good board governance.	Understand	
					2.2.1.4	Explain <u>Board's</u> role in governance.	Understand	
					2.2.1.5	Describe a <u>condominium manager's</u> role in assisting a <u>board</u> with governance.	Understand	
					2.2.1.6	Summarize <u>corporation</u> governance related duties.	Understand	
					2.2.1.7	Explain the likely consequences of <u>Board</u> action or inaction to the <u>Board</u> .	Understand	
					2.2.1.8	Describe good governance practices from the perspective of <u>corporations</u> .	Understand	
					2.2.1.9	Explain the purpose of diverse <u>corporation</u> meetings including general meetings and special meetings.	Understand	
					2.2.1.10	Describe the requirements and processes required for <u>corporation</u> meetings.	Understand	
					2.2.1.11	Describe the purpose and timing of <u>board</u> meetings.	Understand	
					2.2.1.12	Describe how to facilitate a successful meeting.	Understand	



					2.2.1.13	Summarize practical meeting chair and participant guidelines, including governance software, supplying information ahead of time, and rule of order.	Understand	
					2.2.1.14	Describe tools and ideas used to plan a successful meeting.	Understand	
					2.2.1.15	Explain the goals of group decision making and necessary foundation for effective decision making.	Understand	
					2.2.1.16	Describe the <u>CPA</u> requirements pertaining to <u>corporation</u> meetings, including voting shares, proxies and procedures.	Understand	
					2.2.1.17	Educate the <u>board</u> regarding <u>corporation</u> meeting requirements under the <u>CPA</u> , including processes, voting structure, and decision making.	Apply	
					2.2.1.18	Outline good governance practices from the perspective of <u>corporations</u> .	Analyse	
					2.2.1.19	Outline the advantages of consensus based decision making.	Analyse	
					2.2.1.20	Outline how <u>condominium managers</u> can best explain the difference between strategic issues and operational issues to <u>boards</u> .	Analyse	
					2.2.1.21	Outline strategies <u>condominium managers</u> may employ to ensure the <u>board</u> is focused on strategic issues.	Analyse	
					2.2.1.22	Outline the importance of strategic planning to good board governance.	Analyse	
					2.2.1.23	Outline best practices for a condominium manager to advise a board on the potential consequences of failing to follow good governance and decision-making processes.	Analyse	
					2.2.1.24	Outline how a <u>board</u> should implement good governance practices and comply with <u>CPA</u> governance requirements.	Analyse	
					2.2.1.25	Outline condominium manager practices to focus a <u>Board</u> on the <u>CPA</u> and strategic corporation issues.	Analyse	
					2.2.1.26	Outline condominium manager processes to advise a <u>Board</u> of <u>CPA</u> non-compliance consequences.	Analyse	
					2.2.1.27	Distinguish the likely consequences of <u>Board</u> action or inaction.	Analyse	
					2.2.1.28	Outline good governance practices from the perspective of <u>corporations</u> .	Analyse	
					2.2.1.29	Assess decision making best practices related to <u>board</u> goal development, planning, and strategies.	Evaluate	
					2.2.1.30	Determine the required processes, procedures, components, resources, and preparation for diverse <u>corporation</u> meetings.	Evaluate	
					2.2.1.31	Determine <u>board</u> good governance practices that comply with the <u>CPA</u> governance requirements.	Evaluate	
		2.2.2	Outline research goals.	Analyse	2.2.2.1	Provide the board with research about qualified experts that the board may choose to engage.	Apply	0.5
		2.2.3	Assess situations, documents, and information for scope and competence required.	Evaluate	2.2.4.1	Determine if a situation is within the <u>condominium manager's</u> scope of practice and competence required.	Evaluate	2
					2.2.4.2	Determine if a situation requires a <u>board</u> to outsource work.	Evaluate	
					2.2.4.3	Determine the expertise required for specific situations, documents, or information.	Evaluate	
		2.2.4	Assess research to generate a complete picture.	Evaluate	2.2.5.1	Describe how to provide findings, including gap analysis, to the <u>board</u> .	Understand	2
					2.2.5.2	Explain facts, information, and options to the <u>board</u> to facilitate building management.	Understand	
					2.2.5.3	Explain board finance related facts, information, and options to the <u>board</u> .	Understand	
					2.2.5.4	Explain condominium insurance coverage facts, information, and options to the <u>board</u> .	Understand	
					2.2.5.5	Explain how to submit an insurance claim on behalf of a <u>corporation</u> to a <u>board</u> .	Understand	

					2.2.5.6	Describe the benefits of establishing and following purchasing policies and procedures to the <u>board</u> .	Understand	
					2.2.5.7	Explain the concept of inventory control and related controls needed for the <u>corporation's</u> inventory and other chattels to the <u>board</u> .	Understand	
					2.2.5.8	Advise the <u>board</u> on the need to follow a progressive enforcement policy.	Understand	
					2.2.5.9	Explain the impact of failing to comply with human rights and occupational health and safety obligations and the associated impact on property values to the board.	Understand	
					2.2.5.10	Provide advice to the <u>board</u> while being aware of and disclosing conflicts of interests.	Apply	
					2.2.5.11	Provide advice to the <u>board</u> on board strategic plan issues.	Apply	
					2.2.5.12	Provide potential <u>corporation</u> service provider related advice.	Apply	
					2.2.5.13	Advise, in conjunction with expert legal advice, on the <u>corporation</u> entering into service provider contracts.	Apply	
					2.2.5.14	Advise the <u>board</u> on principles of natural justice and progressive enforcement requirements as they apply to the <u>corporation</u> .	Apply	
					2.2.5.15	Provide advice to the board related the required documentation for the <u>corporation's</u> progressive enforcement policy.	Apply	
					2.2.5.16	Outline research goals to the <u>board</u> .	Analyse	
					2.2.5.17	Provide advice to the board related to <u>owner</u> and tenant rights and responsibilities during the <u>Board's</u> decision making process.	Analyse	
					2.2.5.18	Compare and contrast available remedies to an innocent party when there is a breach of contract by the <u>board</u> .	Analyse	
					2.2.5.19	Provide advice to the <u>board</u> about the requirements of occupational health and safety legislation, the Employment standards code, and legislation that applies to the <u>corporation</u> .	Analyse	
					2.2.5.20	Determine how to incorporate research findings in the <u>board's</u> decision making process.	Evaluate	
					2.2.5.21	Advise the <u>board</u> on the <u>corporation's</u> progressive enforcement policy as it relates to <u>CPA</u> requirements.	Evaluate	
					2.2.5.22	Recommend available legal dispute related breach of contract remedies to the board, with the assistance of legal counsel.	Evaluate	
		2.2.5	Assess when <u>concerns</u> should be addressed.	Evaluate	2.2.5.1	Educate the <u>board</u> on how to consider concerns in relation to the strategic plan and priorities.	Apply	1
					2.2.5.2	Determine priority of concerns and options for addressing concerns with the <u>board</u> .	Evaluate	
		2.2.7	Demonstrate professionalism.	Apply	2.2.7.1	Explain how to implement <u>board</u> solution directions, even if the condominium manager disagrees with the board's decisions.	Understand	1
					2.2.7.2	Address <u>board's</u> concerns objectively and courteously.	Apply	
		2.2.8	Assess issues and information for impact on the condominium corporation.	Evaluate	2.2.8.1	Describe how to notify the <u>board</u> immediately of significant contractual disputes, cost over runs, or time delays.	Understand	1
					2.2.8.2	Explain the relationship between different forms of insurance to <u>board</u> .	Analyse	
					2.2.8.3	Explain third-party contract negotiation conflicts of interest, as applied in the <u>CPA</u> , to the <u>board</u> .	Evaluate	
					2.2.8.4	Determine when it is necessary to notify the <u>board</u> immediately regarding property damage and other circumstances that may negatively impact the corporation.	Evaluate	
					2.2.8.5	Determine when it is necessary to notify the <u>board</u> of a failure to comply with applicable legislation.	Evaluate	
					2.2.8.6	Determine safety precautions to recommend to the <u>corporation</u> in set condominium management situations.	Evaluate	
		2.2.9	Appraise strategies and expectations.	Evaluate	2.2.9.1	Describe strategies that manage the <u>Board's</u> expectations.	Understand	0.5
		2.2.10	Determine how to create and amend the <u>corporation's</u> <u>bylaws</u> and rules.	Evaluate	2.2.10.1	Describe how to assist the <u>board</u> with the decision making process related to creating or amending <u>bylaws</u> or rules.	Understand	1

					2.2.10.2	Describe how to assist the <u>board</u> with meeting and voting process changes associated with <u>bylaws</u> changes.	Understand	
					2.2.10.3	Explain how to create or amend <u>corporation's</u> rules to the <u>board</u> .	Understand	
					2.2.10.4	Educate the <u>board</u> about how to create or amend <u>corporation</u> bylaws.	Apply	
					2.2.10.5	Determine how to best advise a <u>board</u> on creating and amending <u>bylaws</u> .	Evaluate	
					2.2.10.6	Determine best practices for communicating with <u>owners</u> when there is a new or amended condominium rule or <u>bylaw</u> .	Evaluate	
		2.2.11	Assess gaps and management issues.	Evaluate	2.2.11.1	Use research methods to gather, verify, and Analyse information.	Apply	1
					2.2.11.2	Explain findings and any gaps to the <u>board</u> .	Analyse	
		2.2.12	Assess the requirements and options associated with board minutes.	Evaluate	2.2.12.1	Describe the type of information contained within meeting minutes.	Understand	1
					2.2.12.2	Explain meeting minute requirements under the <u>CPA</u> .	Understand	
					2.2.12.3	Describe to the board the various meeting minutes options.	Understand	
		2.2.13	Outline the processes related to calling the first annual general meeting.	Analyse	2.2.13.1	Identify the <u>CPA</u> requirements pertaining to <u>corporation</u> meetings, including voting shares and procedures.	Remember	1
					2.2.13.2	Explain when first annual general meeting must be called.	Understand	
					2.2.13.3	Describe the process required to call the first annual general meeting.	Understand	
					2.2.13.4	Describe the process requirements of the first annual general meeting.	Understand	
					2.2.13.5	Describe the <u>CPA</u> requirements pertaining to <u>corporation</u> meetings, including voting shares and procedures.	Understand	
					2.2.13.6	Educate the board regarding condominium corporation meeting requirements under the <u>CPA</u> .	Apply	
						<b>COMPETENCY 2.2 ADVISE BOARD</b>	<b>TOTAL WT.</b>	<b>16</b>
<b>2.3</b>	<b>USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)</b>	2.3.1	Assess available communication tools, software, and methods in the context of <u>Board</u> good governance practices and <u>CPA</u> governance requirements.	Evaluate	2.3.1.1	Use relevant <u>corporation</u> and brokerage software and resources.	Apply	1
					2.3.1.2	Outline the various types of software to assist with board governance and interactions between the <u>corporation</u> and <u>owners</u> .	Analyse	
					2.3.1.3	Outline available communication methods, for maintaining owners informed of <u>corporation</u> business, to <u>board</u> .	Analyse	
					2.3.1.4	Determine the appropriate processes, procedures, components, resources, and preparation required for different types of <u>corporation</u> meetings.	Evaluate	
		2.3.2	Assess the corporation's information communication requirements in light of <u>board</u> direction and legislative requirements.	Evaluate	2.3.2.1	Follow the <u>board's</u> directions provided it is consistent with brokerage policy and meets all applicable regulatory requirements.	Apply	2
					2.3.2.2	Assess the corporation's information communications requirements and identify potential concerns associated with <u>board</u> direction, and brokerage and legislative requirements.	Evaluate	
		2.3.3	Assess the digital environment's impact on professionalism.	Evaluate	2.3.3.1	Describe the types of digital environment practices that lead to unprofessionalism.	Understand	1
					2.3.3.2	Describe the steps that <u>condominium managers</u> should employ to ensure they act professionally in a digital environment.	Understand	
					2.3.3.3	Explain the requirement, under the Rules, for <u>condominium managers</u> to not bring disrepute to the industry when using social media outside of condominium management activities.	Understand	
					2.3.3.4	Describe basic information technology <u>IT infrastructure</u> related to condominium management.	Understand	
					2.3.3.5	Assess the role of <u>IT infrastructure</u> in condominium management.	Evaluate	

		2.3.4	Explain the effect of general office <u>productivity and collaboration applications</u> on communication and productivity.	Analyse	2.3.4.1	Outline general office <u>productivity and collaboration applications</u> used by corporations and the brokerages.	Analyse	1
		2.3.5	Assess how brokerage policies and procedures support condominium manager privacy, anti-spam, data security, and personal use requirement related compliance.	Evaluate	2.3.5.1	Comply with brokerage privacy, anti-spam, data security, and personal use requirement related policies and procedures.	Apply	2
						<b>COMPETENCY 2.3 USE COMMUNICATION AND INFORMATION TECHNOLOGY (IT)</b>	<b>TOTAL WT.</b>	<b>7</b>
<b>2.4</b>	<b>ESTABLISH MEANINGFUL RELATIONSHIPS</b>	2.4.1	Determine the link between respectful working relationships, harmonious condominium living, condominium management, and professional relationships.	Evaluate	2.4.1.1	Choose strategies that cultivate respectful working relationships.	Apply	0.5
		2.4.2	Assess how to engage others through reasoning and interpersonal skills in diverse situations.	Evaluate	2.4.2.1	Describe how to engage others by reasoning and using interpersonal skills in diverse situations.	Understand	1
					2.4.2.2	Describe how to demonstrate empathy towards the perspective of others.	Understand	
					2.4.2.3	Describe common condominium management areas of conflict.	Understand	
					2.4.2.4	Describe recommended steps to address common decision-making body dysfunctions.	Understand	
					2.4.2.5	Describe conflict resolution processes <u>condominium managers</u> may employ at board meetings.	Understand	
					2.4.2.6	Outline conflict avoidance and conflict resolution processes available to <u>boards</u> during corporation meeting.	Analyse	
					2.4.2.7	Outline conflict prevention techniques or processes available to <u>condominium managers</u> when dealing with <u>owners</u> , tenants, or service providers, to the <u>corporation</u> .	Analyse	
					2.4.2.8	Outline conflict resolution processes available to <u>condominium managers</u> when dealing with <u>owners</u> , tenants, or service providers, to the <u>corporation</u> .	Analyse	
					2.4.2.9	Outline the strategies <u>condominium managers</u> may use to request and provide constructive feedback.	Analyse	
					2.4.2.10	Explain how showing empathy toward the others' perspectives promotes constructive relationships and the improved concern resolutions.	Analyse	
					2.4.2.11	Determine how constructive feedback requests and provision may foster meaningful relationships.	Evaluate	
					2.4.2.12	Determine conflict resolution best practices in diverse condominium management contexts.	Evaluate	
		2.4.3	Explain the impact of a harmonious condominium community on corporation legislative compliance, goal achievement, property values, satisfaction, and condominium manager business.	Analyse	2.4.3.1	Describe the strategies a <u>condominium manager</u> may employ to foster a harmonious condominium community.	Understand	1
		2.4.4	Deconstruct how condominium managers act as liaisons between the <u>board</u> and <u>managers</u> .	Evaluate	2.4.4.1	Describe the various activities <u>condominium managers</u> are expected to perform when liaising between the board and <u>owners</u> .	Understand	0.5
						<b>COMPETENCY 2.4 ESTABLISH MEANINGFUL RELATIONSHIPS</b>	<b>TOTAL WT.</b>	<b>3</b>
<b>2.5</b>	<b>DEMONSTRATE RESPECT FOR DIVERSITY</b>	2.5.1	Determine the necessity of condominium managers challenging their assumptions to demonstrate respect for diversity.	Evaluate	2.5.1.1	Describe strategies to become informed about the opinions and ideas of others.	Understand	0.5
					2.5.1.2	Explain how learning about others' ideas and opinions fosters respect for diversity.	Analyse	
					2.5.1.3	Compare and contrast ideas and opinions of others.	Analyse	
					2.5.1.4	Critique your own assumptions about self or others.	Evaluate	

		2.5.2	Assess the ways <u>condominium managers</u> can exhibit inclusive behaviour.	Evaluate	2.5.2.1	Recognize systems and behaviours that make others feel excluded.	Remember	1
					2.5.2.2	Demonstrate communicating or acting in ways that make others feel included.	Apply	
					2.5.2.3	Assess the ways vocabulary and communications can be adapted to be inclusive of others.	Evaluate	
					2.5.2.4	Explain how to demonstrate respect and inclusivity of others.	Understand	
					2.5.2.5	Choose inclusive language	Apply	
					2.5.2.6	Assess how systems and behaviours may exclude others.	Evaluate	
					2.5.2.7	Demonstrate proactively addressing systems and behaviours that may exclude others.	Apply	
		2.5.3	Assess the various diversity, equity, harassment and discrimination related legal requirements.	Evaluate	2.5.3.1	Describe the impact of failing to comply with diversity, equity, harassment, and discrimination and the impact on property values.	Understand	0.5
					2.5.3.2	Facilitate <u>board</u> and <u>owner</u> diversity, equity, harassment, and discrimination legal requirement compliance.	Apply	
					2.5.3.3	Act in keeping with diversity, equity, harassment, and discrimination legal requirements.	Apply	
						<b>COMPETENCY 2.5 DEMONSTRATE RESPECT FOR DIVERSITY</b>	<b>TOTAL WT.</b>	<b>2</b>
						<b>DOMAIN 2 COMMUNICATION AND COLLABORATION</b>	<b>TOTAL WT.</b>	<b>34</b>
<b>DOMAIN: 3. ADMINISTRATION AND MANAGEMENT</b>								
	<b>COMPETENCY</b>		<b>SUBJECT LEARNING OUTCOME</b>	<b>SUBJECT L.O. BLOOM'S LEVEL</b>		<b>SPECIFIC LEARNING OUTCOME</b>	<b>SPECIFIC L.O. BLOOM'S LEVEL</b>	<b>EXAM WEIGHT</b>
<b>3.1</b>	<b>MANAGE DOCUMENTS AND CONTRACTS</b>	3.1.1	Plan documents required to manage a <u>corporation</u> .	Create	3.1.1.1	Explain the information contained in the unit title.	Understand	2
					3.1.1.2	Explain the purpose of an estoppel certificate.	Understand	
					3.1.1.3	Describe how to comply with responsibilities to <u>owners</u> buyers and mortgagee of resale condominium sales on behalf of the <u>corporation</u> .	Understand	
					3.1.1.4	Explain the purpose of the certificate of insurance.	Understand	
					3.1.1.5	Outline the reasons condominium management documents may be accessed in a condominium management setting.	Analyse	
					3.1.1.6	Determine the purpose of diverse condominium documents.	Evaluate	
					3.1.1.7	Determine the source of condominium documents.	Evaluate	
		3.1.2	Outline the process by which <u>brokerage's</u> enter into <u>service agreements</u> with <u>corporations</u> .	Analyse	3.1.2.1	Explain the obligation to negotiate service contracts with integrity.	Understand	2
					3.1.2.2	Describe the value of including dispute resolution processes in service agreements to resolve disputes between the corporation and the brokerage.	Understand	
					3.1.2.3	Outline the <u>service agreement</u> requirements prescribed by the <u>Rules</u> .	Analyse	
					3.1.2.4	Outline how the principles of contract law apply to condominium management service contracts.	Analyse	
		3.1.3	Assess situations related to the acquisition of goods and services by a <u>condominium manager</u> for the <u>corporation</u> .	Evaluate	3.1.3.1	Explain the essentials of a binding contract.	Understand	2
					3.1.3.2	Describe the kind of clauses contracts can contain to resolve disputes.	Understand	
					3.1.3.3	Explain privity of contract.	Understand	
					3.1.3.4	Explain the use of conditions precedent as they relate to fraudulent and dishonest acts.	Understand	

					3.1.3.5	Describe the processes condominium managers may employ to review contracts between the condominium and service providers.	Understand	
					3.1.3.6	Describe ways to terminate a contract.	Understand	
					3.1.3.7	Describe condominium manager agency obligations to corporations when negotiating or entering into service contracts on behalf of the corporation.	Understand	
					3.1.3.8	Describe legitimate reasons to dispute an invoice.	Understand	
					3.1.3.9	Explain the relationship between privity of contract and a party's right to assign rights under a contract.	Analyse	
					3.1.3.10	Compare and contrast void, voidable, and unenforceable contracts.	Analyse	
					3.1.3.11	Explain the importance of contract management.	Analyse	
					3.1.3.12	Outline negotiation and conflict resolution strategies to resolve invoice disputes.	Analyse	
					3.1.3.13	Compare and contrast diverse contracts that a <u>condominium manager</u> may enter into on behalf of the <u>corporation</u> .	Analyse	
					3.1.3.14	Assess contracts and conditions required to delegate contracts to a <u>condominium manager</u> .	Evaluate	
		3.1.4	Determine how <u>REA</u> , the <u>CPA</u> , and the <u>bylaws</u> apply to diverse condominium management documents.	Evaluate	3.1.4.1	Explain the importance and processes involved in document stewardship.	Understand	2
					3.1.4.2	Demonstrate compliance with condominium documents as prescribed in <u>CPA</u> and <u>bylaws</u> .	Apply	
						<b>COMPETENCY 3.1 MANAGE DOCUMENTS AND CONTRACTS</b>	<b>TOTAL WT.</b>	<b>8</b>
<b>3.2</b>	<b>PERFORM FINANCIAL PLANNING AND REPORTING</b>	3.2.1	Outline the annual operating budget contents, components, and budget details to a <u>board</u> .	Analyse	3.2.1.1	Explain the purpose of budgeting.	Understand	1
					3.2.1.2	Describe different types of budgets, in particular the annual operating budget.	Understand	
					3.2.1.3	Explain how to calculate condominium fees payable by each <u>owner</u> .	Understand	
					3.2.1.4	Explain the link between operating budget and operating fund.	Understand	
					3.2.1.5	Describe how activities are recorded in the operating fund.	Understand	
					3.2.1.6	Compare and contrast capital improvement and replacement.	Analyse	
					3.2.1.7	Outline the capital improvement approval requirements and process.	Analyse	
		3.2.2	Assess basic accounting, specifically, fund accounting.	Evaluate	3.2.2.1	Explain generally accepted accounting principles.	Understand	1
					3.2.2.2	Describe journalizing, posting, and trial balancing.	Understand	
					3.2.2.3	Explain what must be included in financial statements prepared for an annual general meeting.	Understand	
					3.2.2.4	Explain the purpose of establishing a condominium brokerage trust account.	Understand	
					3.2.2.5	Summarize principles of fund accounting.	Understand	
					3.2.2.6	Describe the ways in which <u>corporations</u> may finance their activities.	Understand	
					3.2.2.7	Explain what monthly contributions are and how they are calculated.	Understand	
					3.2.2.8	Explain the purpose of special assessments.	Understand	
					3.2.2.9	Compare and contrast a balance sheet and an operating statement.	Analyse	
					3.2.2.10	Compare and contrast an operating statement and a reserve fund.	Analyse	
					3.2.2.11	Outline the creation, maintenance, and use of a reserve fund and the process for obtaining a reserve fund report.	Analyse	
					3.2.2.12	Explain what a reserve fund report is and its importance to corporations.	Understand	
					3.2.2.13	Explain the importance of incorporating the reserve fund report and contribution schedule into the annual budget.	Understand	

					3.2.2.14	Explain the role of the reserve fund report in setting unit contributions.	Understand	
					3.2.2.15	Outline the trust accounts requirements under <u>REA</u> .	Analyse	
		3.2.4	Explain the role of provincial, and municipal government in condominium management and property use.	Understand	3.2.4.1	Describe the property assessment process.	Understand	1
		3.2.5	Outline the components and contents of an annual operating budget.	Understand	3.2.5.1	Explain the link between an operating budget and an operating fund.	Understand	1
					3.2.5.2	Describe the contents and components of an annual operating budget.	Understand	
					3.2.5.3	Explain budget information to a <u>board</u> .	Understand	
		3.2.6	Describe creation, maintenance, and use of a reserve fund and the process for obtaining a reserve fund report.	Understand	3.2.6.1	Explain the importance of incorporating the reserve fund report and contribution schedule into the annual budget.	Understand	1
					3.2.6.2	Explain the role of the reserve fund report in setting unit contributions.	Understand	
		3.2.7	Assess the financial filings and reviews required by corporations.	Evaluate	3.2.7.1	Explain the Canada Revenue Agency filing requirements in a condominium management setting.	Understand	1
					3.2.7.2	Explain basics of accounting, specifically fund accounting.	Understand	
					3.2.7.3	Explain the annual <u>corporation</u> status report to the <u>board</u> to obtain approval and file the report.	Understand	
					3.2.7.4	Educate the <u>board</u> on Canada Revenue Agency filing requirements in order to obtain approval.	Apply	
					3.2.7.5	Produce an annual <u>corporation</u> status report.	Create	
						<b>COMPETENCY 3.2 PERFORM FINANCIAL PLANNING AND REPORTING</b>	<b>TOTAL WT.</b>	<b>6</b>
<b>3.3</b>	<b>OPERATE PROPERTY WITHIN FINANCIAL GUIDELINES</b>	3.3.1	Assess the importance of financial monitoring to ensure the corporation meets its financial goals.	Evaluate	3.3.1.1	Describe the various strategies condominium managers may employ to undertake financial monitoring.	Understand	1
					3.3.1.2	Provide periodic financial reports as requested by the <u>board</u> .	Apply	
		3.3.2	Assess how cost effective solutions help the corporation meet its financial goals.	Evaluate	3.3.2.1	Describe the types of cost effective solutions <u>condominium managers</u> may employ to assist <u>corporations</u> in meeting their financial goals.	Understand	0.5
		3.3.3	Assess the <u>CPA</u> requirements related to capital reserve fund studies and the options available to the <u>board</u> .	Evaluate	3.3.3.1	Explain a capital reserve fund study and plan.	Understand	2
					3.3.3.2	Describe decision criteria <u>boards</u> must undertake relating to capital reserve fund studies.	Understand	
					3.3.3.3	Compare and contrast an operating statement and a reserve fund.	Evaluate	
		3.3.4	Outline annual operating budget contents and components to a <u>board</u> .	Analyse	3.3.4.1	Explain the budget to a board.	Understand	1
					3.3.4.2	Outline the budgeting process for major repairs and use of a reserve fund budget.	Analyse	
		3.3.5	Outline the creation, maintenance, and use of a reserve fund, including the process of obtaining a reserve fund report.	Analyse	3.3.5.1	Explain when a special levy is needed.	Understand	1
					3.3.5.2	Outline how a special levy may be collected.	Analyse	
		3.3.6	Assess the circumstances under which the condominium manager's personal influence may taint the perception of the transaction.	Evaluate	3.3.6.1	Describe the circumstances under which the condominium manager's personal influence would be beneficial or harmful to corporation financial transactions.	Understand	0.5
					3.3.6.2	Outline the process condominium managers must follow to ensure the board is aware of their potential influence and approve a transaction.	Analyse	
						<b>COMPETENCY 3.3 OPERATE PROPERTY WITHIN FINANCIAL GUIDELINES</b>	<b>TOTAL WT.</b>	<b>6</b>
<b>3.4</b>	<b>UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS</b>	3.4.1	Compare and contrast physical aspects of real property.	Analyse	3.4.1.1	Summarize building codes and building standards most commonly impacting condominium management settings.	Understand	1
					3.4.1.2	Explain common defects in building design and construction.	Analyse	
		3.4.2	Assess the impact of real property maintenance on the <u>corporation</u> .	Evaluate	3.4.2.1	Define contents of an energy conservation program.	Remember	2

					3.4.2.2	Explain the short term impact of common building design and construction defects on the physical operation of building.	Understand	
					3.4.2.3	Describe features that define green real estate.	Understand	
					3.4.2.4	Explain the benefits of green real estate for multi-family residential and commercial properties.	Understand	
					3.4.2.5	Use industry building codes and building standards language.	Apply	
					3.4.2.6	Compare and contrast multi-family and commercial building construction materials and methods.	Analyse	
					3.4.2.7	Compare and contrast common multi-family dwelling building problems.	Analyse	
					3.4.2.8	Recommend potential remedies for common multi-family dwelling building problems.	Evaluate	
					3.4.2.9	Assess common commercial building problems.	Evaluate	
					3.4.2.10	Recommend potential remedies for common commercial building problems.	Evaluate	
		3.4.3	Outline building maintenance and operating procedures.	Analyse	3.4.3.1	Identify building controls, maintenance, and energy conservation.	Remember	2
					3.4.3.2	Describe different types of maintenance and the duties associated with the various building components.	Understand	
					3.4.3.3	Describe the types of professionals <u>corporations</u> will need to engage to undertake the maintenance.	Understand	
					3.4.3.4	Describe how to carry out building maintenance.	Understand	
					3.4.3.5	Describe how to perform a building audit as directed by the board.	Understand	
					3.4.3.6	Explain how to schedule accounting, maintenance, and repairs controls as per <u>board</u> policy or instruction.	Understand	
					3.4.3.7	Explain the importance of detailed maintenance records as appropriate.	Understand	
					3.4.3.8	Outline how to implement and carry out or contract out preventive and corrective maintenance programs.	Analyse	
					3.4.3.9	Outline preparation of an operating procedures manual where applicable (ex: HVAC systems, elevator, pool, etc).	Analyse	
		3.4.4	Assess the physical building operation of different types of buildings.	Evaluate	3.4.4.1	List provincial and federal legislation that govern buildings and the environment in Alberta.	Remember	1
					3.4.4.2	Describe sustainable products, practices, and services.	Understand	
					3.4.4.3	Describe various building design concepts.	Understand	
					3.4.4.4	Describe the most common types of building and environmental evaluation.	Understand	
					3.4.4.5	Describe different types of property defects.	Understand	
					3.4.4.6	Describe the disclosure requirements for each type of defect.	Understand	
					3.4.4.7	Explain different building systems.	Analyse	
					3.4.4.8	Explain various construction systems used to create buildings.	Analyse	
					3.4.4.9	Assess the impact of occupational health and safety requirements on physical building operations.	Evaluate	
						<b>COMPETENCY 3.4 UNDERSTAND THE FOUNDATIONS OF BUILDING OPERATIONS</b>	<b>TOTAL WT.</b>	<b>6</b>
<b>3.5</b>	<b>OPERATE A PHYSICAL BUILDING</b>	3.5.1	Outline condominium management quotation request processes.	Analyse	3.5.1.1	Describe the <u>condominium manager's</u> duty to consult with the board and to follow the processes directed by the <u>board</u> .	Understand	1
					3.5.1.2	Outline the various ways condominium managers may obtain quotes from potential service providers.	Analyse	
		3.5.2	Outline purchasing of goods and services by a <u>condominium manager</u> for the <u>corporation</u> .	Analyse	3.5.2.1	Outline the process of hiring a contractor.	Analyse	0.5
		3.5.3	Outline how to establish and maintain sound relationships with trade and service providers.	Analyse	3.5.3.1	Explain the importance of monitoring work and verifying warranties.	Understand	0.5
					3.5.3.2	Outline the contractor hiring process.	Analyse	
		3.5.4	Assemble documentation records for projects and repairs.	Create	3.5.4.1	Explain the importance of maintenance records.	Understand	1



					3.5.4.2	Explain the impact of industry changes on defect disclosure requirements.	Understand	
		3.5.5	Assess the effect of changes on physical building operations.	Evaluate	3.5.5.1	Compare and contrast new sustainable products, practices, and services using sound foundational physical building operational knowledge.	Analyse	2
					3.5.5.2	Compare and contrast the effect of industry changes on the physical building operation of different building systems.	Analyse	
					3.5.5.3	Assess new sustainable products, practices, and services.	Evaluate	
					3.5.5.4	Assess the impact of changes to provincial and federal legislation that governs buildings and the environment in Alberta.	Evaluate	
					3.5.5.5	Assess the impact of occupational health and safety changes on physical building operations.	Evaluate	
					3.5.5.6	Create project decisions and records.	Create	
						<b>COMPETENCY 3.5 OPERATE A PHYSICAL BUILDING</b>	<b>TOTAL WT.</b>	<b>5</b>
<b>3.6</b>	<b>MITIGATE RISK</b>	3.6.1	Assess circumstances for risks.	Evaluate	3.6.1.1	Define risk.	Remember	0.5
					3.6.1.2	Identify the risks that are likely to be present in a condominium property.	Remember	
		3.6.2	Assess the corporation's liability.	Evaluate	3.6.2.1	Explain the purpose of the <i>Occupiers Liability Act</i> .	Understand	0.5
					3.6.2.2	Explain the effect of the <i>Occupiers Liability Act</i> on common law.	Understand	
					3.6.2.3	Outline how <u>corporations</u> and <u>condominium managers</u> might incur liability under the <i>Occupiers Liability Act</i> .	Analyse	
		3.6.3	Outline a brokerage's risk management policy.	Analyse	3.6.3.1	Describe how brokerage policies and procedures serve to manage risk.	Understand	0.5
					3.6.3.2	Outline how <u>condominium managers</u> can reduce risk.	Analyse	
		3.6.4	Assess health and safety risks.	Evaluate	3.6.4.1	Recognize risks based on circumstances.	Remember	0.5
					3.6.4.2	Explain safety precautions to <u>corporations</u> .	Understand	
					3.6.4.3	Assist the board with the development of an occupational health and safety management plan for the <u>corporation</u> .	Apply	
					3.6.4.4	Use safety protocols and tools.	Apply	
					3.6.4.5	Assess how to reduce or mitigate recognized risks based on circumstances.	Evaluate	
					3.6.4.6	Recommend how to reduce or mitigate recognized risks based on circumstances to the <u>board</u> .	Evaluate	
		3.6.5	Design a plan to reduce health and safety risks.	Create	3.6.5.1	Facilitate <u>board</u> review of condominium risk assessment plans.	Analyse	1
					3.6.5.2	Determine risk assessment plan adherence and remediation.	Evaluate	
					3.6.5.3	Determine how to manage <u>corporation</u> , <u>customer</u> , and community risk related concerns.	Evaluate	
					3.6.5.4	Assess health and safety risks.	Evaluate	
					3.6.5.5	Identify and inform the <u>corporation</u> of potential property contamination or hazards.	Evaluate	
					3.6.5.6	Recommend property contamination or hazards testing options to the <u>corporation</u> .	Evaluate	
		3.6.6	Select reliable contractors that meet the <u>Board's</u> requirements	Analyse	3.6.6.1	Demonstrate unbiased and qualified contractor hiring practices.	Apply	0.5
		3.6.7	Employ sound economic liability coverage.	Apply	3.6.7.1	Explain how different types of insurance contribute to protecting the <u>Board's</u> finances.	Apply	0.5
						<b>COMPETENCY 3.6 MITIGATE RISK</b>	<b>TOTAL WT.</b>	<b>4</b>
						<b>DOMAIN 3 ADMINISTRATION AND MANAGEMENT</b>	<b>TOTAL WT.</b>	<b>35</b>
						<b>ALL CONDOMINIUM MANAGEMENT PRACTICE COMPETENCIES</b>	<b>TOTAL WT.</b>	<b>100</b>