

Excellence in Condominium Management Course Blueprint



Condominium Management
Regulatory Authority of Ontario

www.cmrao.ca | info@cmrao.ca

Excellence in Condominium Management Course

Course Overview:

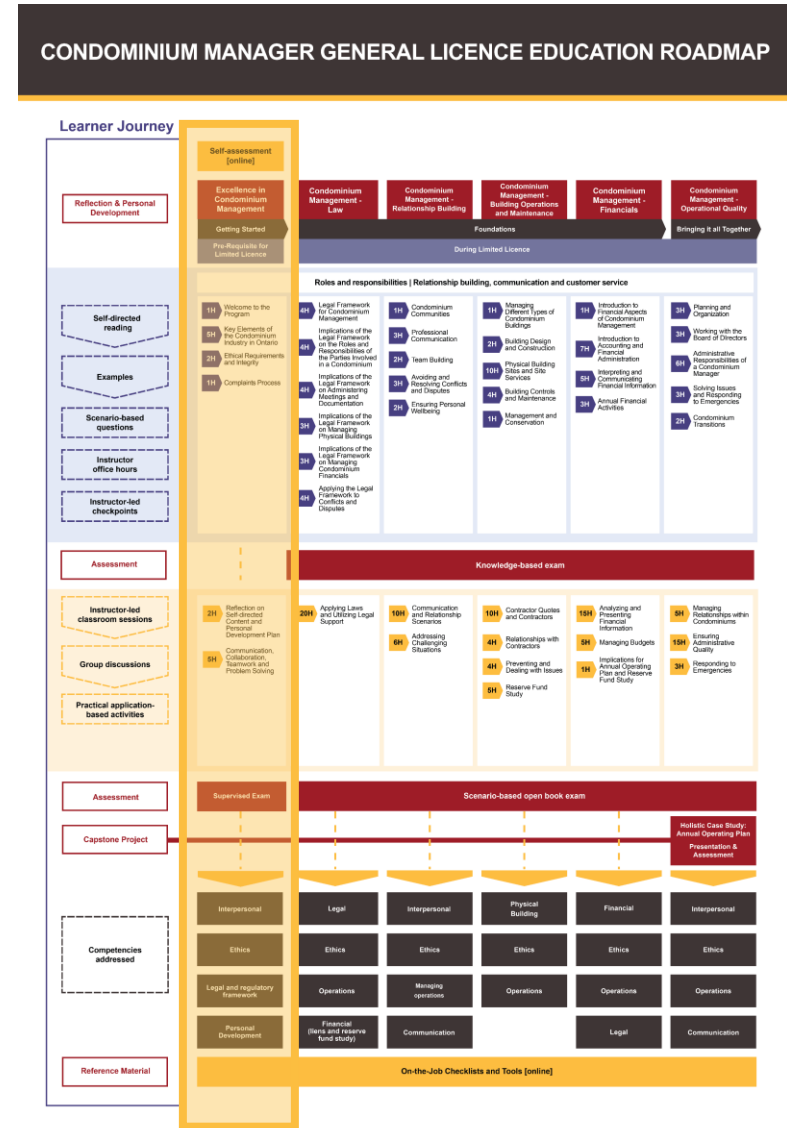
The Excellence in Condominium Management course is the first course within the condominium management licensing education program. Completing the course content and passing the supervised exam will be a prerequisite for a limited licence.

Course Goals:

- To provide all condominium managers with a foundational knowledge of the condominium industry and the role of a condominium manager in Ontario
- To inspire potential general licensees by highlighting the benefits and opportunities of a career in condominium management
- To ensure awareness of the realities of the condominium management role before beginning the full program
- To set a consistent standard of excellence for condominium managers in Ontario

Course Structure:

- Initial online self-assessment
- Self-directed learning to obtain basic knowledge of the overall program, role of the condominium manager, and the condominium industry
- Instructor-led classroom sessions to reflect on knowledge-based content; develop a personal development plan; and introduce frameworks for communication, collaboration, teamwork, and decision-making
- Final proctored exam at the end of the course



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Instructor Welcome to the Course

Formal start to the course with instructor providing overview of:

- Course structure
- Course expectations
- Assessment requirements

Welcome to the Program

Competencies Addressed	Learning Objectives	Bloom’s Taxonomy Level
1.6 Demonstrate a professional presence.	Recognize the roles and responsibilities of condominium managers in Ontario. Recognize the expectations and standards for condominium managers in Ontario.	Level 1: Knowledge
9.3 Enhance professional knowledge and skills on a regular basis.	Identify personal areas for growth in knowledge and skill in the role of a condominium manager in Ontario.	Level 1: Knowledge

Topic	Content	Format / Examples / Notes	Source Content
<i>Self-assessment</i>	<p>Series of questions with at least one related to each main section of the Competency Framework:</p> <ul style="list-style-type: none"> • Interpersonal • Communication • Physical building • Operations • Legal • Financial • Information • Ethics <p>Skills and capabilities</p> <ul style="list-style-type: none"> • Business writing and communication • Project and time management • Problem solving • Meeting facilitation and presentation skills • Consensus-building and dispute resolution <p>Behaviours</p> <ul style="list-style-type: none"> • Professional presence 	<p>Online self-assessment questionnaire that incorporates a variety of question types, including situations, scenarios, and Likert scales to evaluate learners' strengths, weaknesses, confidence, and comfort in key topics</p> <p>The intent of the self-assessment is for learners to identify particular areas of opportunity for growth, which will be expanded in the creation of a Personal Development Plan later in the course</p>	New content

Topic	Content	Format / Examples / Notes	Source Content
<i>Overview of program</i>	<p>Program structure</p> <ul style="list-style-type: none"> • Four foundations courses • Recommended order for completion • Final summary course • Assessment approach • On-the-job resources <p>For each course:</p> <ul style="list-style-type: none"> • Learning objectives • Major topics addressed 	<p>Recommended order:</p> <ol style="list-style-type: none"> 1. Condominium Management – Law 2. Condominium Management –Relationship Building 3. Condominium Management – Building Operations and Maintenance 4. Condominium Management – Financials 5. Condominium Management –Operational Quality (mandatory final course) 	New content

Topic	Content	Format / Examples / Notes	Source Content
<p><i>The benefits, realities, roles, and responsibilities of being a condominium manager</i></p>	<p>Benefits</p> <ul style="list-style-type: none"> • Opportunity to contribute to the building of a community • Relationship-building and problem-solving • Long-term career prospects with opportunity to progress to professional management <p>Realities</p> <ul style="list-style-type: none"> • Interpersonal conflict • Balancing priorities • Complex physical building knowledge <p>Roles and responsibilities, including:</p> <ul style="list-style-type: none"> • Meetings (Board, Requisition, and AGMs) • Budgets and financial operations • Financial stewardship of multi-million-dollar corporation and many owners' primary assets • Annual Operating Plan and Reserve Fund Study <p>Glossary of key terms (Reserve Fund Study, AGM, etc.)</p>	<p>Job aid: Comparison of management versus administration activities</p>	<p>New content</p>

Topic	Content	Format / Examples / Notes	Source Content
<i>Expectations and Standards</i>	Obligations and requirements for licensees What does excellence look like? <ul style="list-style-type: none"> • Relationships • Communication • Attention to detail • Integrity 	Case studies: Real-life examples of the difference that excellent condominium managers can make	Existing course content New content – excellence and case studies

Regular office hours available throughout section to allow learners to discuss any questions or concerns they have about the content with the instructor.

Key Elements of the Condominium Industry in Ontario

Competencies Addressed	Learning Objectives	Bloom's Taxonomy Level
5.1 Integrate knowledge of the legal and regulatory framework in which a condominium operates into management activities.	Summarize the main legal and regulatory structures of the condominium management industry in Ontario.	Level 2: Comprehension
5.2 Understand hierarchy of documents governing condominiums in Ontario.	Explain the hierarchy of documents governing condominiums in Ontario.	Level 2: Comprehension
5.7 Maintain awareness of the Condominium Authority Tribunal process.	Describe the Condominium Authority Tribunal process.	Level 2: Comprehension
4.1 Develop, implement, and update the condominium corporation's annual operating plan.	Explain the purpose of an annual operating plan within a condominium corporation.	Level 2: Comprehension
	Describe the process for developing an annual operating plan.	Level 2: Comprehension

Topic	Content	Format / Examples / Notes	Source Content
<i>Key elements of the condominium management industry</i>	<p><i>Condominium Act, 1998</i></p> <p>Hierarchy of documents</p> <p>Condominium Authority</p> <p>Condominium Authority Tribunal</p> <p>Condominium corporations</p> <ul style="list-style-type: none"> • Declaration • Description • Definitions • Ownership <p>Board of Directors</p>	<p>Example: Annotated declaration of a condominium corporation</p> <p>Example: How condominiums are created case study – high level overview of development, sale, approval, occupancy, turnover meeting, and first AGM</p>	Existing course content

Excellence in Condominium Management > Self-Directed Learning > **Key Elements of the Condominium Industry in Ontario**

Topic	Content	Format / Examples / Notes	Source Content
<i>Introduction to the Condominium Management Services Act, 2015</i>	Definitions Roles and responsibilities of limited licensees <ul style="list-style-type: none"> • Supervision and employment conditions What is licensing and why a licence is required? Work experience requirements		Existing course content
<i>Introduction to the Annual Operating Plan</i>	What is an annual operating plan? What does it include? How to develop one	Example: Annual Operating Plans (High-rise, mid-rise, and town house)	New content
<i>Introduction to project and time management</i>	Why project and time management are important for condominium management Identifying tasks and milestones Creating and reading a project plan	Example: Project plan for a condominium with tasks broken down	New content

Regular office hours available throughout section to allow learners to discuss any questions or concerns they have about the content with the instructor.

Ethical Requirements and Integrity

Competencies Addressed	Learning Objectives	Bloom's Taxonomy Level
8.1 Comply with the Code of Ethics regulation made under the <i>Condominium Management Services Act, 2015</i> .	Recall the Code of Ethics regulation made under the <i>Condominium Management Services Act, 2015</i> . Explain the importance of acting ethically and with integrity as a condominium manager.	Level 1: Knowledge Level 2: Comprehension
8.2 Demonstrate honesty and integrity.	Recognize the common challenges to acting with honesty and integrity within the condominium industry.	Level 1: Knowledge
8.6 Recognize and disclose real and perceived conflicts of interest.	Recognize and disclose real and perceived conflicts of interest.	Level 1: Knowledge
8.7 Recognize and act in the best interest of the condominium corporation.	Recognize challenges to acting in the best interest of the condominium corporation. Recognize negative consequences of not acting in the best interest of the condominium industry.	Level 1: Knowledge Level 1: Knowledge
8.8 Demonstrate accountability and accept responsibility.	Explain the importance of demonstrating accountability and accepting responsibility as a condominium manager.	Level 2: Comprehension
8.9 Recognize, act on, and report harmful incidents to the appropriate authority.	Explain the process for reporting harmful incidents. Explain the CMRAO complaints process.	Level 2: Comprehension Level 2: Comprehension

Topic	Content	Format / Examples / Notes	Source Content
<p><i>Ethical requirements and integrity</i></p>	<p>Ethics and moral principles</p> <ul style="list-style-type: none"> • Accountability • Accepting responsibility • Statutory trust <p>Code of Ethics (<i>CMSA</i>)</p> <p>Common challenges to acting ethically and with integrity</p> <ul style="list-style-type: none"> • Addressing and reporting incidents • CMRAO complaints process <p>Conflicts of interest</p> <p>Perception and reputation</p>	<p>Self-reflection exercise: Ethics scenarios – What would you do?</p> <p>Case studies: Real life consequences of acting unethically</p>	<p>Existing course content</p> <p>New content – examples and case studies</p>

Regular office hours available throughout section to allow learners to discuss any questions or concerns they have about the content with the instructor.

Reflection of Self-Directed Learning

Competencies Addressed	Learning Objectives	Bloom's Taxonomy Level
9.1 Maintain awareness of emerging trends that may affect the management of condominiums.	Explain the importance of maintaining awareness of emerging trends in the condominium industry.	Level 2: Comprehension
	Locate relevant resources and sources of information for emerging trends within the condominium industry.	Level 2: Comprehension
9.3 Enhance professional knowledge and skills on a regular basis.	Identify career aspirations, objectives, and development activities.	Level 2: Comprehension

Topic	Content	Format / Examples / Notes	Source Content
<i>Review of content</i>	Reflections on self-directed learning Questions on content	Group discussion: three key takeaways Share any questions – group research to find answers	New content
<i>Personal Development Plan</i>	What is Continual Professional Development? Personal Development Plan components: <ul style="list-style-type: none"> • Career aspirations • Setting goals tied to aspirations • Identifying development activities or educational opportunities to achieve established goals • Importance of maintaining awareness of emerging trends 	One-on-one session with coach/mentor Learners develop a Personal Development Plan with feedback from course instructor Online database of related learning opportunities (e.g., business communication, project management, business acumen)	New content

Communication, Collaboration, Teamwork, and Problem Solving

Competencies Addressed	Learning Objectives	Bloom's Taxonomy Level
1.1 Engage in collaboration and teamwork in the delivery of management services.	Recognize principles of effective communication, collaboration, and teamwork. Demonstrate principles of effective communication, collaboration, and teamwork.	Level 1: Knowledge Level 3: Application
1.3 Apply sound and practical judgment in daily matters.	Identify techniques to support problem solving and decision-making. Explain how problem-solving and decision-making techniques can be applied in condominium management.	Level 1: Knowledge Level 2: Comprehension
8.5 Recognize limits of personal expertise and professional responsibilities and obtain expert support as deemed necessary by the Board of Directors.	Recognize situations that are outside of personal expertise and/or professional responsibilities. Use frameworks to identify appropriate sources of additional support in situations that are outside of personal expertise and/or professional responsibilities.	Level 1: Knowledge

Topic	Content	Format / Examples / Notes	Source Content
<i>Introduction to Communication</i>	Types of communication in condominium management Understanding your audience Choosing a method of communication Recognize barriers to effective communication	Group exercise: Provided with messages and the stakeholder they need to communicate them to. Discuss and agree on the most effective communication method in this scenario (e.g., email, bulletin, meeting, etc.)	New content

Excellence in Condominium Management > Instructor-Led Classroom Sessions > **Communication, Collaboration, Teamwork, and Problem Solving**

<p><i>Collaboration and teamwork</i></p>	<p>Stakeholder identification and management</p> <p>Building teams</p> <p>Team roles</p> <p>Motivations</p>	<p>Group exercise: Map stakeholders of a condominium corporation (who is involved, interest vs impact)</p> <p>Group exercise: Work as a team to achieve an objective (e.g., build a structure)</p> <ul style="list-style-type: none"> - Reflection and debrief: roles within the team, what contributed to effective teamwork 	<p>Existing course content</p> <p>New content – stakeholders, team roles, and motivations</p>
<p><i>Practical judgement, problem solving, and getting support</i></p>	<p>Introduction to problem-solving and decision-making techniques</p> <p>Sources of additional support</p> <p>When to seek additional support</p>	<p>Group exercise: Given a simple condominium-related problem (e.g., the party room is double booked), work through the problem and decide on how to resolve the issue</p> <p>Group exercise: Provide learners with various scenarios ranging in complexity. Determine if additional support should be sought and, if so, where from</p>	<p>New content</p>



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