

Working with Condominium Law Course Blueprint



Condominium Management
Regulatory Authority of Ontario

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Working with Condominium Law

Course Overview:

The Working with Condominium Law course is a key element of the foundational section of the program. The topics provide limited licensees with a basic understanding of the legal framework in which all condominium management activities take place. The focus is the *Condominium Act, 1998*, but the course also introduces relevant related legislation. The approach taken is to organize topics thematically in a way that would make sense to a condominium manager, rather than following the structure of the *Condominium Act, 1998*.

If possible, it is recommended that limited licensees complete this course before the other foundations courses as it provides useful context for all management activities.

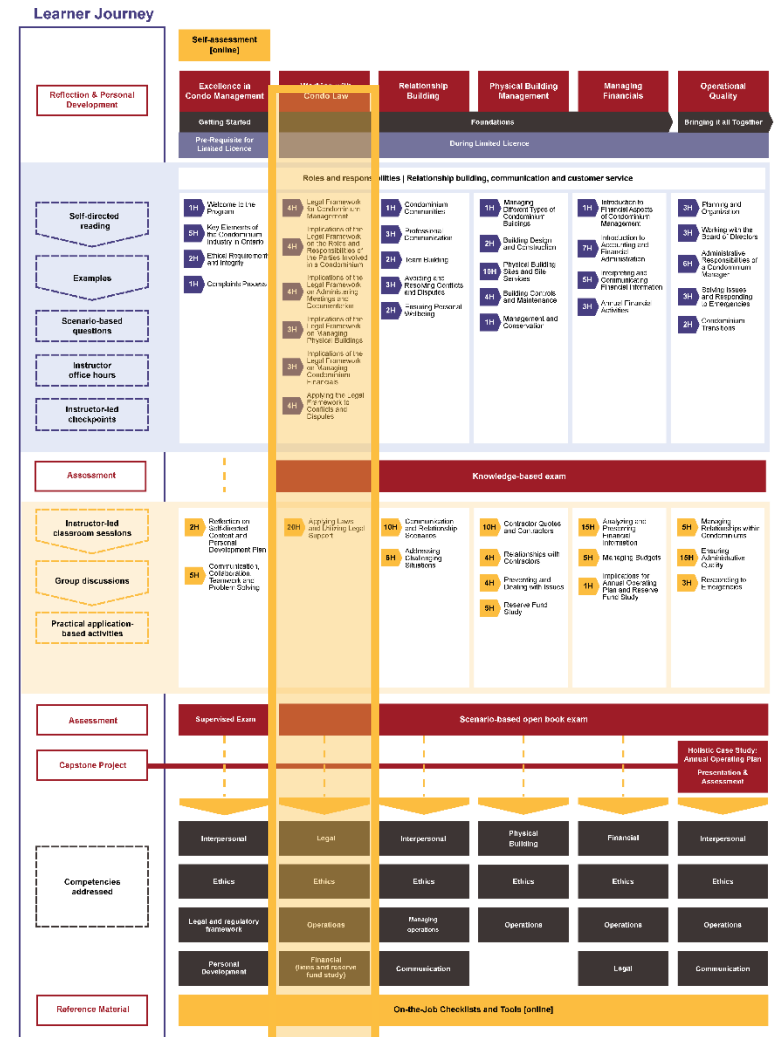
Course Goals:

- To provide condominium managers with the necessary understanding of the legislative framework for all condominium management activities
- To equip condominium managers with the necessary skills to refer to the *Condominium Act, 1998* and use it to make decisions as part of their day-to-day management activities
- To support condominium managers to identify situations where expert legal support is required

Course Structure:

- Self-directed learning to obtain basic knowledge of the key sections of the *Condominium Act, 1998*. Supported by checkpoints to guide and monitor learner progress, and instructor office hours for any questions and concerns about self-directed content
- Knowledge-based multiple-choice exam to check understanding of basic principles
- Instructor-led classroom sessions to reflect on knowledge content and discuss practical condominium management activities
- Scenario-based open-book exam focusing on making correct decisions in legal situations

CONDO MANAGER GENERAL LICENCE EDUCATION ROADMAP



implications to

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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

Legal Framework for Condominium Management

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
5.4 Support legal processes and counsel to protect the interests of the condominium corporation.	Recognize the role of the condominium manager in relation to the legal framework governing the condominium industry in Ontario.	Level 1: Knowledge

Topic	Content	Format / Examples / Notes	Source Content
<i>Condominium legal framework</i>	Review of Excellence in Condominium Management course content Legal status of condominiums Hierarchy of documents <i>Condominium Management Services Act, 2015</i>	Self-assessment to review Excellence in Condominium Management legal overview content Case study: What to do if updates to the <i>Condominium Act, 1998</i> create an inconsistency between the Act and a condominium corporation’s declarations and by-laws	New content – review

Topic	Content	Format / Examples / Notes	Source Content
<i>The Condominium Act, 1998 – What you need to know as a condominium manager</i>	Key definitions for condominium managers Commonly referenced sections for condominium managers When to consult <i>the Condominium Act, 1998</i> How to navigate legal documents How to read legal documents When to involve legal specialists	Process flow diagram for working with legal documents	Existing course content New content – framework for working with legal documents
<i>Overview of the course</i>	Implications of the legal framework on: <ul style="list-style-type: none"> • The roles and responsibilities of all stakeholders in a condominium • How you administer meetings and documentation • How you manage physical buildings • How you manage condominium finances • How you manage situations when things have gone wrong 		New content

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on the Roles and Responsibilities of the Parties Involved in a Condominium**

Implications of the Legal Framework on the Roles and Responsibilities of the Parties Involved in a Condominium

Competencies Addressed	Learning Objectives	Bloom's Taxonomy Level
5.4 Support legal processes and counsel to protect the interests of the condominium corporation.	Recognize the legal obligations of the condominium corporation.	Level 1: Knowledge
5.5 Apply the agency relationship between the licensee and the condominium corporation.	<p>Explain the agency relationship between the licensee and the condominium corporation.</p> <p>Recognize the role of the agency relationship between the licensee and the condominium corporation.</p>	<p>Level 2: Comprehension</p> <p>Level 1: Knowledge</p>
4.4 Support the Board of Directors to align decisions or policies with governing documents and legislation.	Explain the governing documents and legislation that are relevant to condominium corporations.	Level 2: Comprehension
4.11 Adhere to contractual obligations of condominium management agreements.	Recall the contractual obligations of condominium management agreements and their implications for condominium managers.	Level 1: Knowledge
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> .	Level 1: Knowledge
4.8 Administer contracts on behalf of the condominium corporation.	Describe the key aspects of Contract Law as they relate to condominium management.	Level 2: Comprehension
4.13 Explain the principles and the requirements of insurance.	Explain the mandatory insurance requirements for condominium corporations.	Level 2: Comprehension
6.7 Support the annual financial audit process.	Recognize the legal requirements of the annual financial audit process and the requirements of external auditors.	Level 1: Knowledge

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on the Roles and Responsibilities of the Parties Involved in a Condominium**

Topic	Content	Format / Examples / Notes	Source Content
<i>Condominium corporation</i>	Types of condominium corporations Duties Obligations in accordance with the <i>Condominium Act, 1998</i> Turn-over process Occupier's liability and negligence law	Process map: Steps and timelines of turnover process Summary checklist of implications for condominium manager's role	Existing course content New content – process map and checklist
<i>Board of Directors</i>	Eligibility Officer positions Meetings of the Board Appointing Directors <ul style="list-style-type: none"> • Process • Appointing outside AGM cycle Changes to the Board of Directors <ul style="list-style-type: none"> • Term and early removal • Vacancies • Mandated forms • Impact on status and information certificates Standard care and liability Conflicts of interest	Process map: Appointing and removing directors Examples: Conflicts of interest for Board Members Summary checklist of implications for condominium manager's role	Existing course content New content – process map, examples, and checklist

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on the Roles and Responsibilities of the Parties Involved in a Condominium**

Topic	Content	Format / Examples / Notes	Source Content
<i>Condominium management companies and condominium managers</i>	Management Contract Proxies Insurance Records Ethics Complaints, discipline, and appeals process Agency Law <ul style="list-style-type: none"> • Sources of authority • Fiduciary relationship 	Example: Annotated Management Contract Process map: Complaints, discipline, and appeals process Summary checklist of implications for condominium manager's role	Existing course content New content – process map, examples, and checklist
<i>Owners</i>	Relationship with the condominium corporation Sale and lease of units Disclosure requirements Defamation Law	Checklist: Ensuring accurate Status Certificates Case study: Impact of incorrect / inaccurate information in a disclosure	Existing course content New content – checklist and case study

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on the Roles and Responsibilities of the Parties Involved in a Condominium**

Topic	Content	Format / Examples / Notes	Source Content
<i>External contractors</i>	<p>Contract Law</p> <ul style="list-style-type: none"> • Examples of contracts relevant to Condo Managers • Legal terms <p>Construction contracts</p> <ul style="list-style-type: none"> • Construction Lien • Standard of Care for Property Managers • <i>Construction Act, 1990</i> • Prompt payment requirements <p>Auditors</p> <ul style="list-style-type: none"> • Audited accounts • Changes to auditors 	<p>Annotated contract examples: Purchase Orders, Loan Agreement, Service Contracts</p> <p>Process map: Changes to auditors</p> <p>Summary checklist of implications for condominium manager’s role</p>	<p>Existing course content</p> <p>New content – process map, examples, and checklist</p>

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

Learner Checkpoint: Legal framework and implications on roles and responsibilities tutorial

- Instructor-led tutorial
- Learners submit questions and instructor provides answers during tutorial
- Facilitated discussion of pre-set scenarios related to self-directed reading topics

Implications of the Legal Framework on Administering Meetings and Documentation

Competencies Addressed	Learning Objectives	Bloom’s Taxonomy Level
2.6 Maintain privacy and confidentiality involving condominium corporation matters as per legislation.	<p>Explain the mandatory requirements for ensuring confidential storage of condominium records.</p> <p>Explain the correct process for ensuring appropriate access to core records.</p>	<p>Level 2: Comprehension</p> <p>Level 2: Comprehension</p>
4.2 Execute the administrative requirements of owners’ meetings.	<p>Explain the mandatory notices and requirements of owners’ meetings.</p> <p>Recognize the role of the Condo Manager in ensuring compliance with the mandatory administrative requirements of owners’ meetings.</p>	<p>Level 2: Comprehension</p> <p>Level 1: Knowledge</p>
4.3 Execute the administrative requirements of Board of Directors’ meetings.	<p>Explain the mandatory notices and requirements of Board of Directors’ meetings.</p> <p>Recognize the role of the Condo Manager in ensuring compliance with the mandatory administrative requirements of Board of Directors’ meetings.</p>	<p>Level 2: Comprehension</p> <p>Level 1: Knowledge</p>
7.1 Ensure required notices and filings are completed in accordance with the applicable legislation.	<p>Recall the mandatory notice and filing requirements of the meeting and documentation requirements of condominium management.</p> <p>Calculate correct notice periods using the <i>Condominium Act, 1998</i> and <i>Legislation Act, 2006</i>.</p>	<p>Level 1: Knowledge</p> <p>Level 3: Application</p>
7.3 Manage client records in accordance with applicable legislation.	<p>Describe the mandatory storage and retention requirements of the client records within condominium.</p> <p>Recognize the strategies to support effective document filing and record management.</p>	<p>Level 2: Comprehension</p> <p>Level 1: Knowledge</p>
7.4 Prepare Status Certificates.	<p>Explain the mandatory requirements of Status Certificates.</p> <p>Recognize the role of the Condo Manager in the creation of Status Certificates.</p>	<p>Level 2: Comprehension</p> <p>Level 1: Knowledge</p> <p>Level 1: Knowledge</p>

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on Administering Meetings and Documentation**

	Identify the implications of incorrect or inaccurate Status Certificates.	
7.5 Execute the administrative requirements of the prescribed forms.	<p>Explain the mandatory requirements of prescribed forms.</p> <p>Recognize the role of the Condo Manager in the administrative requirements of prescribed forms.</p> <p>Identify the implications of incorrect or inaccurate filings.</p>	<p>Level 2: Comprehension</p> <p>Level 1: Knowledge</p> <p>Level 1: Knowledge</p>

Topic	Content	Format / Examples / Notes	Source Content
<i>Annual General meetings</i>	<p>Notices</p> <p>Mandatory items</p> <p>Owner materials</p> <p>Proxies</p> <p>Voting rules</p> <p>Virtual meetings and voting</p> <p>What to do when notice periods are not specified by the <i>Condominium Act, 1998</i></p> <p><i>Legislation Act, 2006</i></p>	<p>Project plan template: Steps and deadlines for organizing an AGM</p> <p>AGM checklist</p> <p>Example AGM agenda and papers</p> <p>Self-directed knowledge check: Learners are provided with situations that require notifications</p> <ul style="list-style-type: none"> Use the <i>Legislation Act, 2006</i> to work out notification deadlines 	<p>Existing course content</p> <p>New content – template, checklist, examples, and knowledge check</p>
<i>Requisitioned Owners' meetings</i>	<p>Definition</p> <p>Requirements</p> <p>Shared responsibilities of condominium managers and Directors</p> <p>When might an Owners' Meeting take place?</p>	<p>Case study: Requisitioned Owners' meeting process from beginning to end</p> <p>Process map: Step-by-step guide for process to follow to support Board of Directors upon receipt of a valid requisition</p>	<p>Existing course content</p> <p>New content – case study and process map</p>

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on Administering Meetings and Documentation**

Topic	Content	Format / Examples / Notes	Source Content
<i>Governing documents</i>	<p>Declaration and Description</p> <ul style="list-style-type: none"> • Amendments to declarations and descriptions <p>By-laws</p> <ul style="list-style-type: none"> • Purpose • Examples • Process for enacting <p>Rules</p> <ul style="list-style-type: none"> • Purpose • Examples • Process for enacting • Rules versus policies 	<p>Example of each type of document from a variety of condominiums (high-rise, mid-rise, town houses)</p> <p>Example of common amendments to governing documents</p> <p>Process maps:</p> <ul style="list-style-type: none"> • Enacting by-laws • Enacting rules 	<p>Existing course content</p> <p>New content – examples and process map</p>
<i>Certificates</i>	<p>Status Certificates</p> <ul style="list-style-type: none"> • Definition and purpose • Mandatory sections <p>Information certificates</p> <ul style="list-style-type: none"> • Definition and purpose • Mandatory sections • Updates • Exemptions 	<p>For both certificates:</p> <ul style="list-style-type: none"> • Process map outlining (key steps, timelines, and update triggers) • Checklists • Real-life examples <p>Case study: Implications of an inaccurate Status Certificate</p>	<p>Existing course content</p> <p>New content – process map, checklist, examples, and case study</p>
<i>Returns</i>	<p>Types of returns</p> <p>Mandatory information for each type</p>	<p>Case study: Consequence of an incorrect filing</p>	<p>Existing course content</p> <p>New content – case study</p>

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on Administering Meetings and Documentation**

Topic	Content	Format / Examples / Notes	Source Content
<i>Records</i>	Importance of up-to-date owners' records Core records Retention periods and exceptions Transfer of records Access to records Record keeping <ul style="list-style-type: none"> • File structures and naming • Saving correspondence • File notes 	Case study: Consequences of poorly kept owners' records Process map: Responding to a record-access request Practical tip sheet: Document management strategies for effective record keeping Case study: Litigation example that shows importance of accurate record keeping and associated costs that may be permitted for records request	Existing course content New content – process map, tip sheet, and case study

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

Learner Checkpoint: Legal implications on administering meetings and documentation tutorial

- Instructor-led tutorial
- Learners submit questions and instructor provides answers during tutorial
- Group exercises:
 - Review case studies from self-directed learning
 - Instructor sets discussion topics

Implications of the Legal Framework on Managing Physical Buildings

Competencies Addressed	Learning Objectives	Bloom’s Taxonomy Level
3.3 Manage inspections, testing, maintenance, repair, and replacement obligations of the condominium corporation.	Describe the relevant legislation that impacts on the process for repair and maintenance within condominiums.	Level 2: Comprehension
3.4 Explain the requirements and process of the Reserve Fund Study.	Explain the mandatory requirements for the Reserve Fund Study, as outlined by the relevant legislation.	Level 2: Comprehension
3.6 Explain the requirements and process of the Performance Audit.	Explain the mandatory requirements of the Performance Audit, as outlined by the relevant legislation.	Level 2: Comprehension
3.7 Explain the warranty process for new condominiums to the Board of Directors.	Recognize the role of Tarion and warranty in new condominiums. Explain the warranty process for new condominiums.	Level 2: Comprehension Level 2: Comprehension
4.13 Explain the principles and the requirements of insurance.	Explain the mandatory requirements for insurance, as outlined by the relevant legislation.	Level 2: Comprehension
4.14 Support the insurance claims process.	Explain the mandatory requirements for the insurance claims process, as outlined by the relevant legislation.	Level 2: Comprehension

Topic	Content	Format / Examples / Notes	Source Content
<i>Reserve fund and study</i>	Reserve Funds Classes of study Plan for future funding	Example: Reserve Fund Study	Existing course content New content – examples

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on Managing Physical Buildings**

Topic	Content	Format / Examples / Notes	Source Content
<i>Repair and maintenance</i>	Investigation Remediation Compensation	Process and checklist for each stage <ul style="list-style-type: none"> • Questions to ask • Whom to refer to 	Existing course content New content – process maps and checklists
<i>Insurance</i>	Required insurance Insurance deductibles Act or omission		Existing course content
<i>Tarion and warranties</i>	Introduction to Tarion Warranty periods Performance Audit Deficiencies and conciliation Appeals	Project plan template: Performance Audit	Existing course content New content – project plan
<i>Changes to the common elements</i>	Changes made by the corporation <ul style="list-style-type: none"> • Levels of change • Notice requirements Changes made by Owners <ul style="list-style-type: none"> • Criteria • Notice requirements 	Process map and checklists for both types of change Success story: Impact of well-managed change to common element	Existing course content New content – process map, checklists, and success story
<i>Construction Act adjudicative process</i>	Overview of process Resolution Appeal options	Case study: Cases going through process with example of resolution Process map with condominium manager’s role highlighted	New content

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on Managing Physical Buildings**

Topic	Content	Format / Examples / Notes	Source Content
<i>Managing shared facilities</i>	Interpreting shared facility documents Shared facility requirements <ul style="list-style-type: none"> • Declaration, description and by-laws • Financial • Shared Reserve Fund Study • Insurance • Repairs and maintenance 	Example of shared facility documents. Case study: Impact of a mismanaged shared facility	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.

Implications of the Legal Framework on Managing Condominium Financials

Competencies Addressed	Learning Objectives	Bloom’s Taxonomy Level
1.3 Apply sound and practical judgment in daily matters.	Identify the most effective approach for addressing non-payment of common expenses in each situation.	Level 1: Knowledge
2.3 Communicate clearly and concisely orally and in writing.	Recognize best practices when writing notices for the collection of common expenses.	Level 1: Knowledge
2.5 Facilitate communication by demonstrating common courtesy and consideration in professional interactions.	Recognize best practices for demonstrating common courtesy in issues relating to the collection of common expenses.	Level 1: Knowledge
4.9 Implement chargebacks to unit owner’s account in accordance with the <i>Condominium Act, 1998</i> .	Identify the types of chargebacks that can be implemented in accordance with the <i>Condominium Act, 1998</i> . Recall the consequences of mismanagement of chargeback payments.	Level 1: Knowledge Level 1: Knowledge
4.10 Explain the requirement of cost-sharing agreements.	Explain the legislative requirements of cost-sharing agreements.	Level 2: Comprehension
6.2 Collect the common expenses.	Explain the various processes (and their requirements) to enforce collection of common expenses.	Level 2: Comprehension

Topic	Content	Format / Examples / Notes	Source Content
<i>Common expenses</i>	Definition Calculation – Schedule D of declaration	Examples: How to calculate common expenses from Schedule D Self-directed practice: Provided with information and asked to calculate common expenses (answers provided)	Existing course content New content – examples and self-directed practice

Working with Condominium Law > Self-Directed Learning > **Implications of the Legal Framework on Managing Condominium Financials**

Topic	Content	Format / Examples / Notes	Source Content
<i>Collecting common expenses</i>	<p>Notifications</p> <p>Importance of current, accurate records and contact information for owners and tenants</p> <p>Collection Policy / Procedures</p> <ul style="list-style-type: none"> • Fair and equitable application <p>Condo Liens</p> <ul style="list-style-type: none"> • Process and requirements • Consequences of late or ineffective action 	<p>Example: Well-written notification letter when common expenses are overdue</p> <p>Self-reflection: Provided with case studies where an owner does not pay common expenses. What would you do in this situation?</p> <ul style="list-style-type: none"> • Guidance for best practice and equal approach provided 	<p>Existing course content</p> <p>New content – examples and self-reflection exercise</p>
<i>Chargebacks</i>	<p>Types of chargebacks</p> <p>Process for administering chargebacks</p> <ul style="list-style-type: none"> • Ensuring validity of chargebacks • Amending condominium declaration • Process for disputes relating to chargebacks • Record keeping and updates to Status Certificates 	<p>Examples of each type of chargeback in practice</p> <p>Case study: consequences of mismanaging chargebacks</p>	<p>New content</p>
<i>Cost-sharing agreements</i>	<p>Overview of purpose and status of cost-sharing agreements</p> <p>Key considerations for condominium management</p>	<p>Example: Cost-sharing agreement</p>	<p>Existing course content</p> <p>New content – examples</p>

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

Learner Checkpoint: Legal implications for managing physical buildings and financials assignment

- Online multiple-choice assignment to ensure understanding of topics
- Feedback provided electronically with opportunity to meet with the instructor during office hours to discuss any follow-up questions and concerns

Applying the Legal Framework to Conflicts and Disputes

Competencies Addressed	Learning Objectives	Bloom’s Taxonomy Level
1.4 Apply strategies to resolve conflict.	Recall the options for addressing conflicts and violations within condominiums. Identify the most appropriate strategies to use, based on the legislative requirements for addressing issues.	Level 1: Knowledge Level 1: Knowledge
4.5 Follow established procedures for addressing violations to governing documents in a consistent and equitable manner.	Describe the relevant procedures for addressing violations to governing documents within condominiums.	Level 2: Comprehension

Topic	Content	Format / Examples / Notes	Source Content
<i>Mediation and arbitration</i>	What is mediation and arbitration? When to use mediation and arbitration Default process	Default process map Case studies: Situations when mandatory mediation and arbitration does and does not apply	Existing course content New content – case studies
<i>Compliance orders</i>	What are compliance orders? When to seek compliance orders Compliance orders from owners and mortgagees Notifications <ul style="list-style-type: none"> • How to write a notice for a breach Forums for seeking a compliance order When to involve legal professionals Disputes involving tenants	Process maps: Compliance orders and disputes involving tenants Example: Well-written breach notice with annotations highlighting what good looks like Case studies: Examples showing when and when not to involve legal professionals Tip sheet for effectively managing compliance-order process (organizing process, effective communication, importance of record keeping)	Existing course content New content – examples, case studies, tip sheet, and process map

Topic	Content	Format / Examples / Notes	Source Content
<i>Condominium Authority Tribunal</i>	Types of disputes that are addressed by the CAT Overview of CAT process	Examples of disputes that would be heard by the CAT Process map: CAT process	New content (forthcoming changes to the <i>Condominium Act, 1998</i>)
<i>Oppression remedy</i>	What qualifies as oppression Options for owners to seek oppression remedies Options for corporations to seek oppression remedies	Examples of relevant cases <ul style="list-style-type: none"> • CCC 375 case – “business judgement rule” • 1976 Bondholders Case Case study: Identifying whether first-year agreements are repressive and how to effectively resolve this during turnover	
<i>Administrators</i>	What is the role of administrators? Who appoints administrators? Situations when administrators will be appointed Impact on condominium managers	Case study: Situation when administrators are appointed	Existing course content New content – case study
<i>Offences and penalties</i>	Offences that may result in non-civil remedies Fines associated with non-civil remedies Takeaway points for condominium managers		Existing course content

Topic	Content	Format / Examples / Notes	Source Content
<i>The Ontario Superior Court of Justice</i>	Rules of Civil Procedure <ul style="list-style-type: none"> • How a court case is started • Applications Condominium manager’s role in Actions and Applications <ul style="list-style-type: none"> • Notice requirements • Record keeping and documentation • Disclosing litigation in Status Certificates and preserving confidentiality 	Case study: Example of a dispute that would go to Superior Court of Justice – condominium manager’s role within this	Existing course content New content – case study

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

Learner Checkpoint: Conflicts and disputes tutorial

- Instructor-led tutorial
- Learners submit questions and instructor provides answers during tutorial
- Group exercise: Provided with dispute scenarios. Identify which of the resolution options should be used in each case (e.g., mediation and arbitration, compliance orders, or civil procedures, etc.).

Applying Laws and Utilizing Legal Support

Competencies Addressed	Learning Objectives	Bloom’s Taxonomy Level
1.2 Manage time and workload to meet the contractual obligations of the condominium management agreement.	Identify impact of mandatory notices and deadlines on time and workload management.	Level 1: Knowledge
4.1 Develop, implement, and update the condominium corporation’s annual operating plan.	Recognize the implications of legislative requirements on the condominium corporation’s annual operating plan. Use project management techniques to develop project plans for mandatory activities within the annual operating plan.	Level 1: Knowledge Level 3: Application
4.11 Adhere to contractual obligations of condominium management agreements.	Use project management techniques to manage time and workload to ensure delivery of annual tasks required by the condominium management agreement.	Level 3: Application
4.14 Support the insurance claims process.	Identify the implications of the legal framework on insurance and the insurance claims process. Recognize situations where insurance claim chargebacks are valid.	Level 2: Comprehension Level 2: Comprehension
5.1 Integrate knowledge of the legal and regulatory framework in which a condominium operates into management activities.	Recognize the implications of legislative requirements on management activities.	Level 1: Knowledge
5.8 Apply the <i>Condominium Act, 1998</i> to all management activities.	Recognize the implications of legislative requirements on management activities.	Level 1: Knowledge
8.5 Recognize limits of personal expertise and professional responsibilities and obtain expert support as deemed necessary by the Board of Directors.	Recognize the limits of personal expertise and professional responsibilities and obtain expert support as deemed necessary by the Board of Directors.	Level 1: Knowledge

	Describe the communication techniques that can be employed to facilitate discussion with Board of Directors about expert legal support.	Level 2: Comprehension
9.2 Maintain awareness of emerging relevant and applicable legislation.	<p>Explain recent and upcoming changes relevant to legislation at the time of taking the course.</p> <p>Employ strategies to continue to keep up to date with emerging changes to relevant and applicable legislation.</p>	<p>Level 2: Comprehension</p> <p>Level 3: Application</p>

Topic	Content	Format / Examples / Notes	Source Content
<i>Applying laws and utilizing legal support in real-life scenarios</i>	<p>Roles and responsibilities of a condominium manager in legal issues</p> <p>Best practices for utilizing legal support</p> <ul style="list-style-type: none"> Situations when it is appropriate to seek legal support Process for seeking legal expertise Legal support to prevent serious issues Presenting need for legal support to the Board of Directors <p>Common challenges when proposing legal support and how to overcome them</p>	<p>Group exercise: What would you do scenarios for an issue within a condominium. Decide when and when not to seek additional legal support</p> <ul style="list-style-type: none"> Breach of contract by external contractor Nonpayment of common expenses <p>Group exercise: Discuss common reasons why a Board of Directors may resist seeking legal support</p> <ul style="list-style-type: none"> Propose solutions to overcome them <p>Group exercise: Provided with a case study of a situation involving harassment</p> <ul style="list-style-type: none"> Discuss options and requirements for addressing it, focusing on differences between a policy and a law 	New content

Topic	Content	Format / Examples / Notes	Source Content
<i>Emerging relevant legislation</i>	Update on recent or upcoming changes to relevant legislation Impact on roles, responsibilities, and activities of condominium managers How to keep up to date with emerging legislation	Group brainstorm: What do the recent and upcoming changes mean for my role? What practical changes do I need to make to my processes to meet these? <ul style="list-style-type: none"> • Create new / update existing checklists to reflect these changes 	New content
<i>Application to Annual Operating Plan and Reserve Fund Study</i>	Consolidated view of the deadlines, notice periods, and processes specified by the legislation	Group exercise to create consolidated view of the deadlines, notice periods, and processes Validated by the instructor	New content
<i>Application to insurance</i>	Recap of mandatory insurance requirements Process for chargebacks What to do if your corporation cannot get insurance Impact of claims on claims history, premiums and deductibles	Group exercise: Provided with scenarios with potential for chargeback <ul style="list-style-type: none"> • Discuss and agree which chargebacks are valid and why 	New content

Topic	Content	Format / Examples / Notes	Source Content
<i>Dispute resolution</i>	Role of Condo Manager in dispute resolution Informal mediation techniques <ul style="list-style-type: none"> • Understanding the conflict • Define points of agreement and dispute • Creating options for agreement • Develop agreement Skills required for effective mediation Formal mediation and arbitration	Group activity: Each group is provided with a condo-based scenario to work through the stages of mediation Group discussion: What skills are required to be an effective mediator? Group discussion: How to challenge Board of Directors if asking for unethical/incorrect request, e.g., incorrect chargebacks or insurance claims	New content



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