

Welcome!

Future Education Program for Condominium Managers Webinar

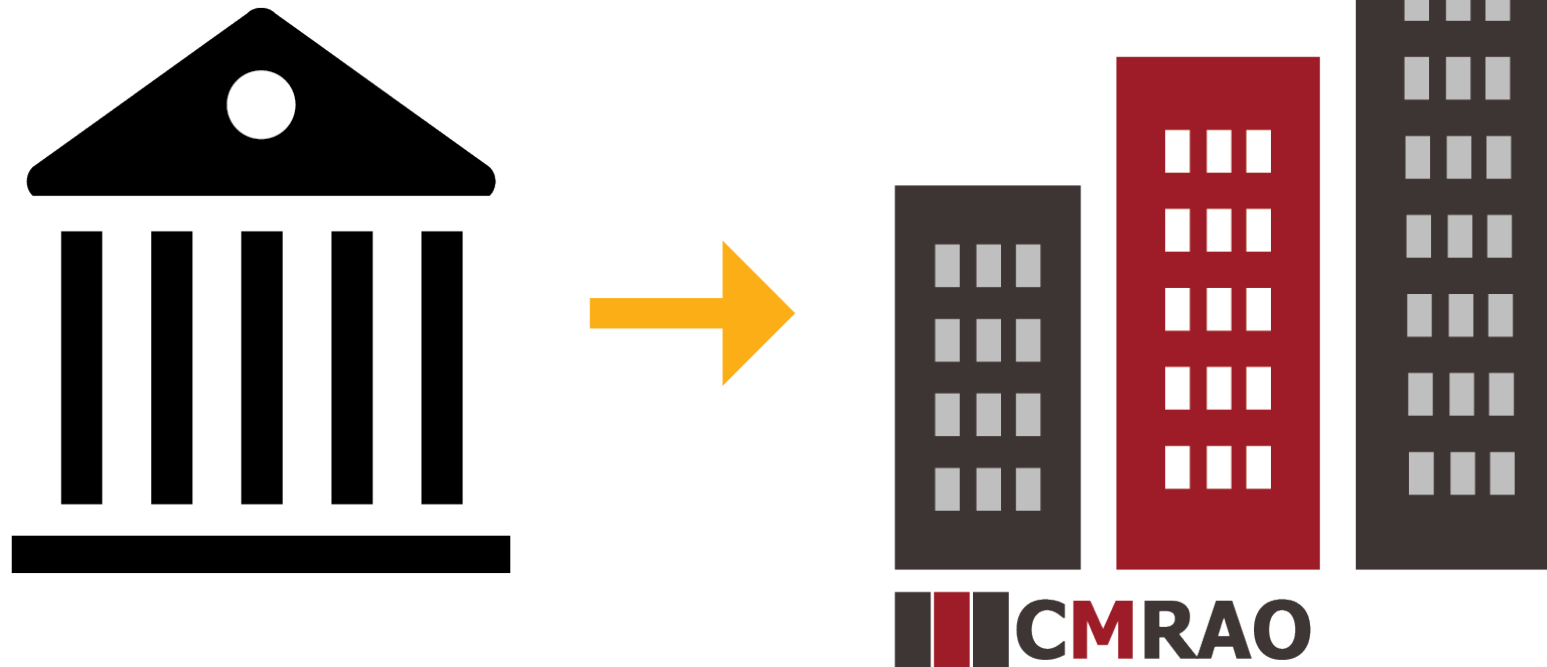
Thursday, October 22 | 11:00 a.m. – 12 noon



Ali Arlani



Sandy Vizely



As outlined in regulation (O. Reg. 123/17), the authority for setting education and examination requirements will be transferred to the Registrar of the CMRAO on **November 1, 2021**.

Today's Agenda

1. Changes to Education Requirements

2. Curriculum and Courses

3. Transition Plan

4. Questions from the Sector

Housekeeping



1

Submit questions

2

Feedback

3

Webinar recording



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Ali Arlani

Chief Executive Officer/Registrar
CMRAO

Current Education Requirements – Legislation



Condominium Management Services Act, 2015:

Lieutenant Governor in Council regulations

78 (1) The Lieutenant Governor in Council may make regulations ...

5. governing educational and examination requirements for applicants for a licence, applicants for a renewal of licence and licensees, including,

- i. requiring applicants for a licence, applicants for a renewal of licence and licensees to meet educational requirements that the board of the administrative authority, **the Minister**, the director or the registrar has specified or to complete a program of studies or one or more courses that the board of the administrative authority, the Minister, the director or the registrar has designated,

Current Education Requirements – Legislation



Ontario Regulation 123/17

Educational and examination requirements

5. (1) The Minister is authorized to specify the educational and examination requirements described in paragraph 5 of subsection 78 (1) of the Act.

Note: On the later of the fourth anniversary of the day section 34 of Schedule 2 to the *Protecting Condominium Owners Act, 2015* comes into force and the fourth anniversary of the day subsection 78 (1) of Schedule 2 to the *Protecting Condominium Owners Act, 2015* comes into force, subsection 5 (1) of the Regulation is amended by striking out “Minister” and substituting “registrar”. (See: O. Reg. 123/17, s. 37 (2))

Current Education Requirements – General Licence



1

Condominium Law

2

Physical Building Management

3

Financial Planning for Condominium Managers

4

Condominium Administration and Human Relations

Future Education Requirements – Phased Approach

Phase 1



Competency Profile

Phase 2



Curriculum Roadmap
Course Blueprints

Report on the Competency Profile for Condominium Managers in Ontario 2019

Phase 1: Competency Profile

- First in the province
- A total of 79 competencies of condominium managers identified
 - Categorized under three domains: foundational, management, and professional
- Based on the findings of the CMRAO Advisory Committee and several SMEs
 - Six-month consulting period, included interviewing, reviewing salient literature, and conducting surveys



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Curriculum Design & Course Blueprint for Condominium Managers in Ontario

September 2020

Phase 2: Curriculum Roadmap

- Outlines the design process that was completed, which informed the overarching design principles for the new curriculum
- Overviews the six-course curriculum approach
- Combines a blended classroom and self-directed learning approach



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Phase 2: Curriculum Blueprints

Excellence in Condominium Management
Course Blueprint

Physical Building Management
Course Blueprint

Working with Condominium Law
Course Blueprint

Managing Financials Course Blueprint

Relationship Building
Course Blueprint

Operational Quality Course Blueprint

- Six-course curriculum includes:
 - Excellence in Condominium Management
 - Physical Building Management
 - Working with Condominium Law
 - Managing Financials
 - Relationship Building
 - Operational Quality
- Expands upon the information in the Curriculum Roadmap

CURRENT

1. Condominium Law
2. Physical Building Management
3. Financial Planning for Condominium Managers
4. Condominium Administration & Human Relations



FUTURE

1. **Excellence in Condominium Management**
2. Working with Condominium Law
3. **Relationship Building**
4. Physical Building Management
5. Managing Financials
6. **Operational Quality**

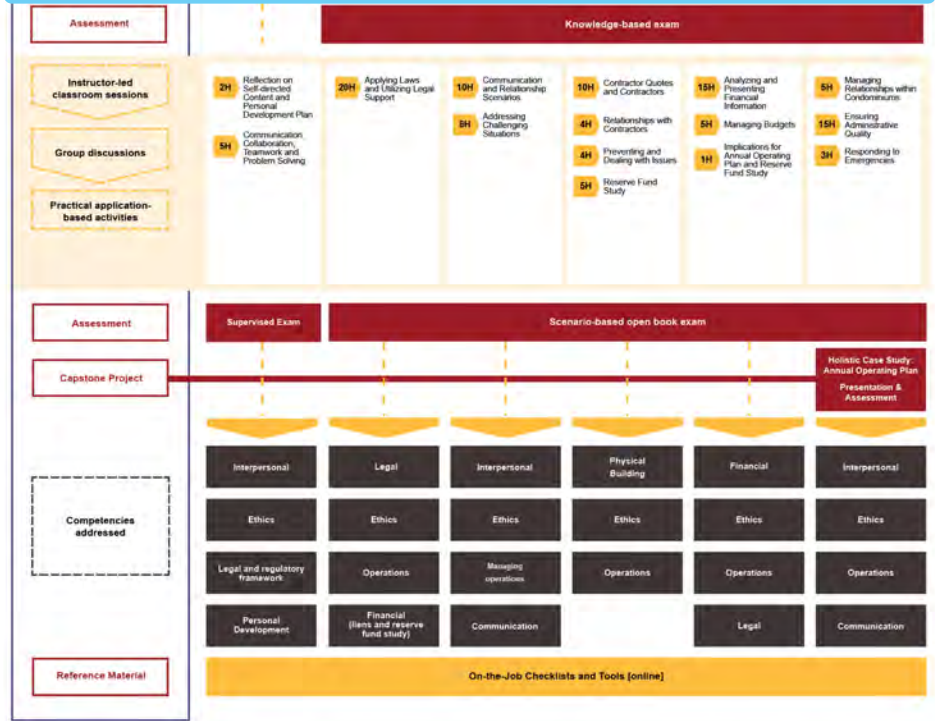
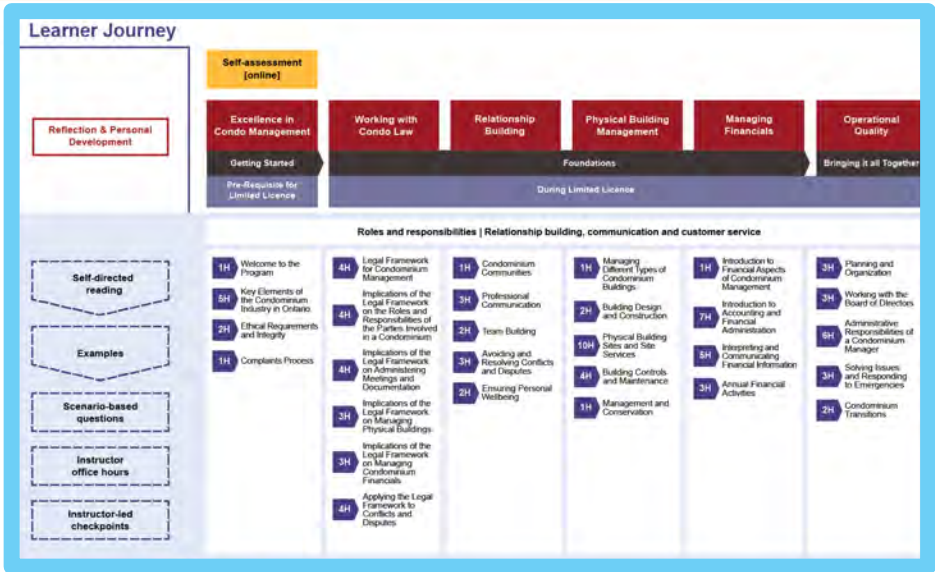


Sandy Vizely

Deputy Registrar

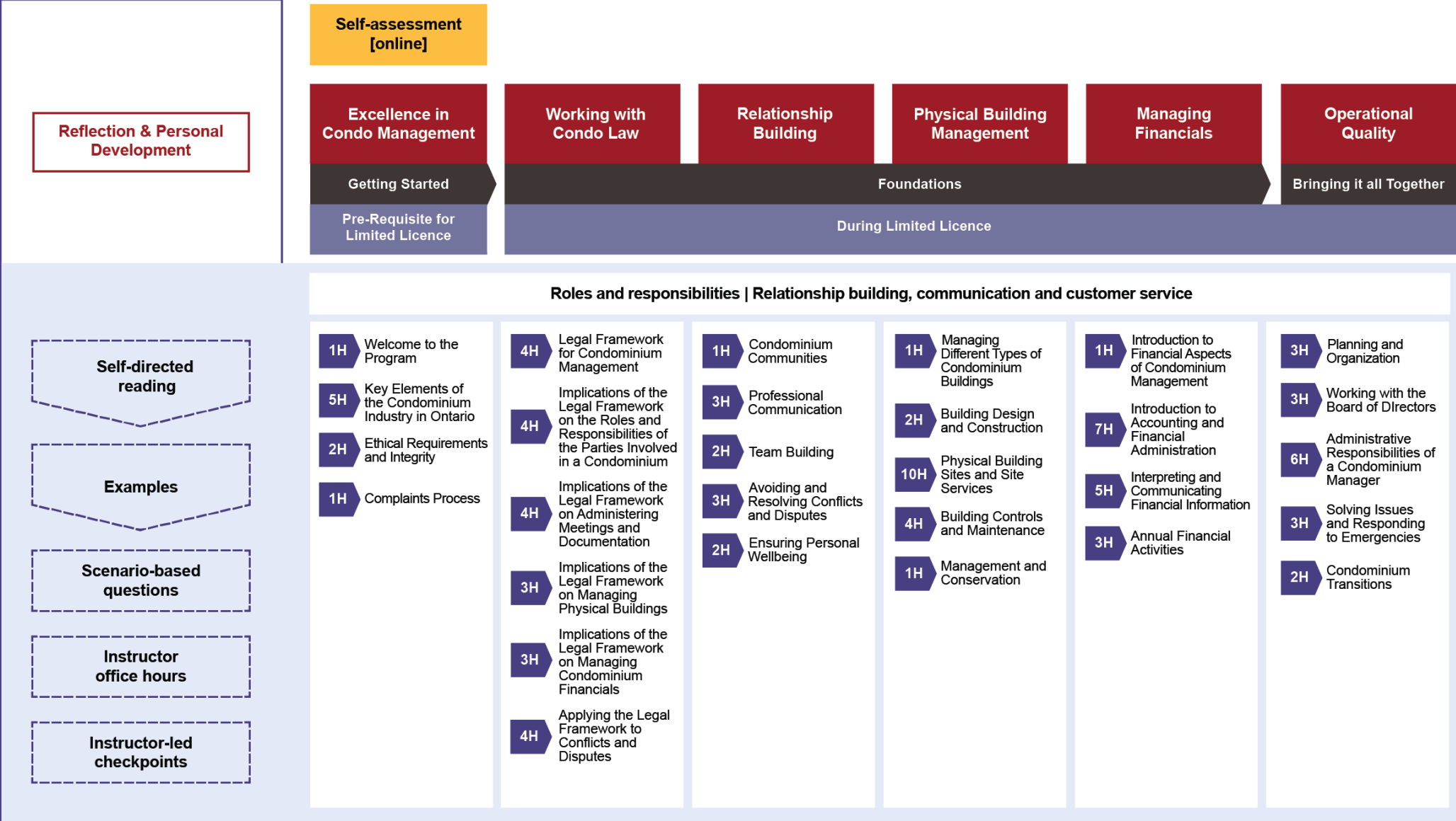
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CONDO MANAGER GENERAL LICENCE EDUCATION ROADMAP



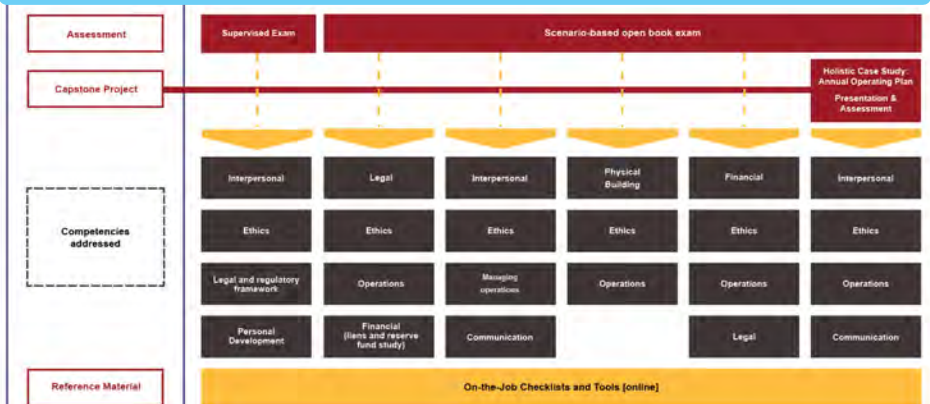
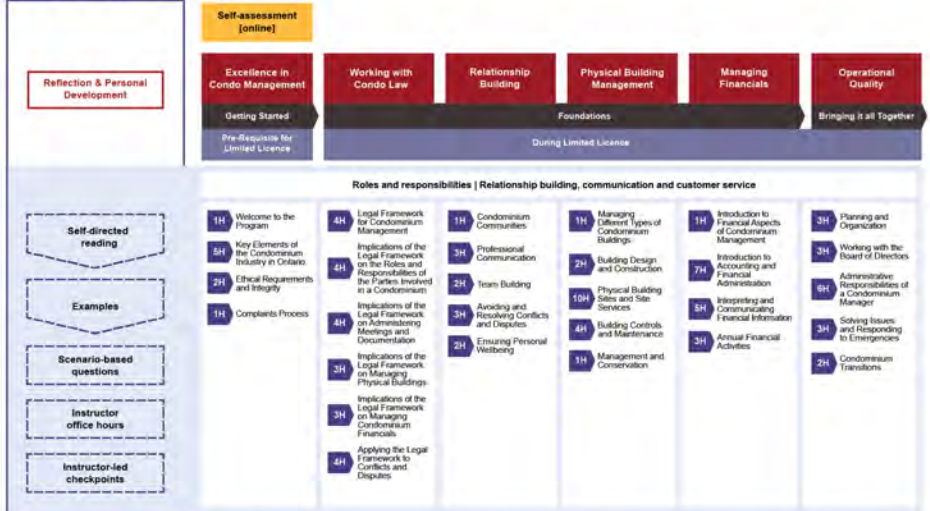
Curriculum Roadmap

Curriculum Roadmap



CONDO MANAGER GENERAL LICENCE EDUCATION ROADMAP

Learner Journey



Curriculum Roadmap

Curriculum Roadmap

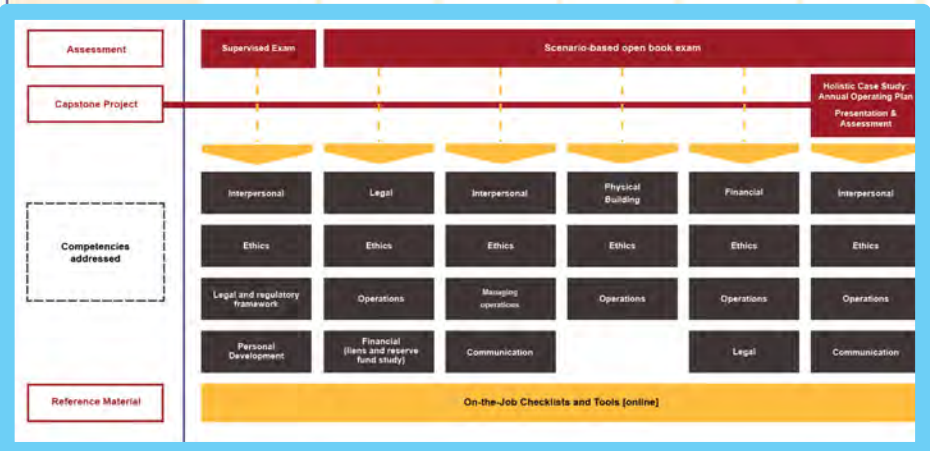
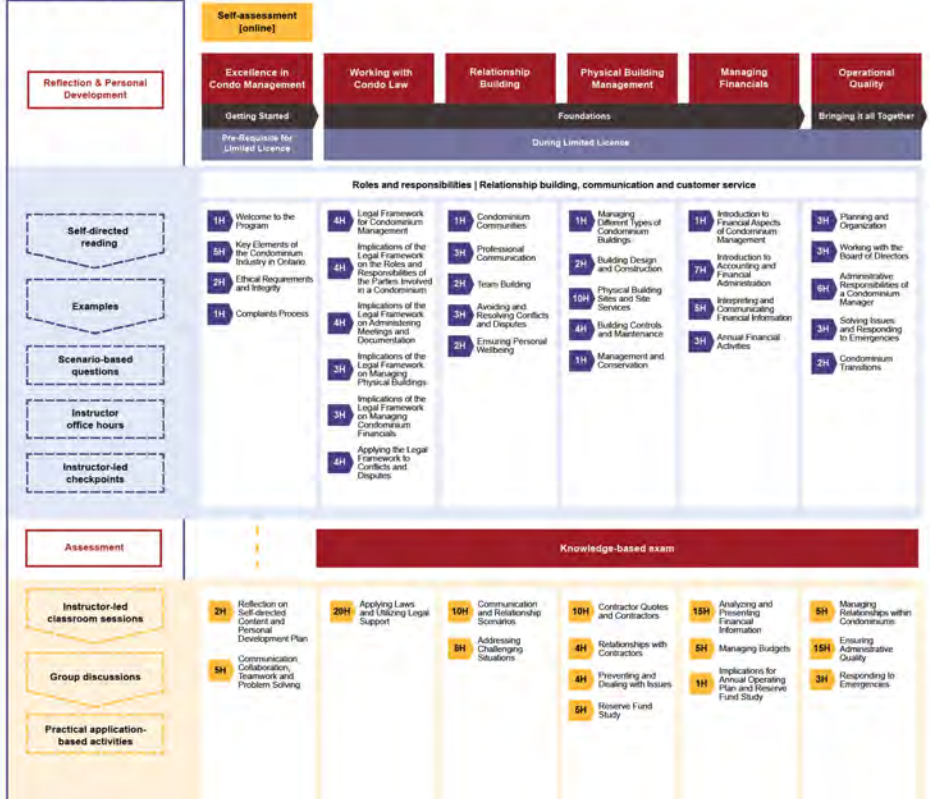
Assessment

Knowledge-based exam

<p>Instructor-led classroom sessions</p>	<p>2H Reflection on Self-directed Content and Personal Development Plan</p>	<p>20H Applying Laws and Utilizing Legal Support</p>	<p>10H Communication and Relationship Scenarios</p>	<p>10H Contractor Quotes and Contractors</p>	<p>15H Analyzing and Presenting Financial Information</p>	<p>5H Managing Relationships within Condominiums</p>
<p>Group discussions</p>	<p>5H Communication, Collaboration, Teamwork and Problem Solving</p>		<p>6H Addressing Challenging Situations</p>	<p>4H Relationships with Contractors</p>	<p>5H Managing Budgets</p>	<p>15H Ensuring Administrative Quality</p>
<p>Practical application-based activities</p>				<p>4H Preventing and Dealing with Issues</p> <p>5H Reserve Fund Study</p>	<p>1H Implications for Annual Operating Plan and Reserve Fund Study</p>	<p>3H Responding to Emergencies</p>

CONDO MANAGER GENERAL LICENCE EDUCATION ROADMAP

Learner Journey



Curriculum Roadmap

Curriculum Roadmap

Assessment

Capstone Project

Competencies addressed

Reference Material

Supervised Exam Scenario-based open book exam

Holistic Case Study:
Annual Operating Plan
Presentation &
Assessment



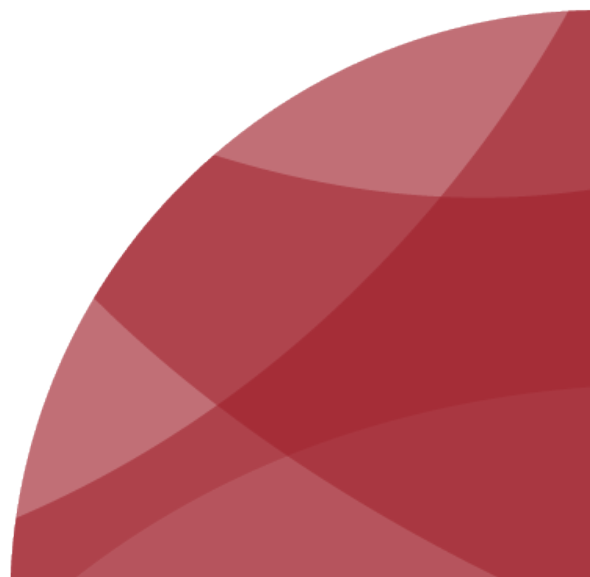
Interpersonal	Legal	Interpersonal	Physical Building	Financial	Interpersonal
Ethics	Ethics	Ethics	Ethics	Ethics	Ethics
Legal and regulatory framework	Operations	Managing operations	Operations	Operations	Operations
Personal Development	Financial (liens and reserve fund study)	Communication		Legal	Communication

On-the-Job Checklists and Tools [online]



Transition Plan

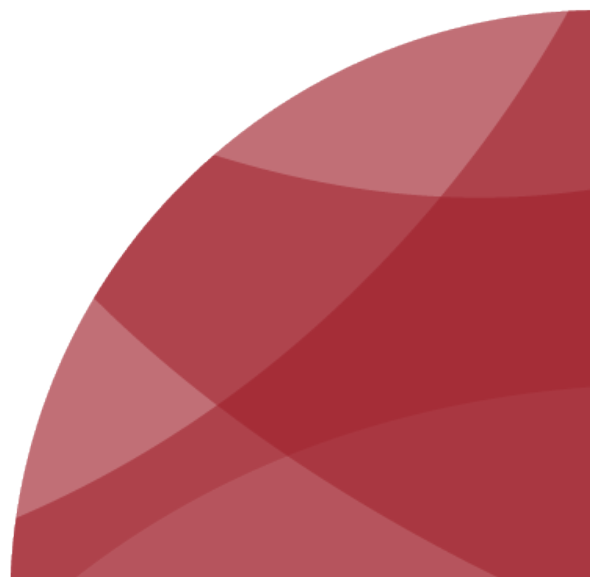
All applicants for a General Licence who have enrolled in or have completed any of the original educational requirements for a General Licence prior to November 1, 2021, **AND** who successfully complete all of these requirements by October 31, 2022, will be deemed to have complied with the educational requirements for a General Licence.





Transition Plan

The Request for Prior Learning (RPL) assessment process for all applicants for a licence **on or after November 1, 2021**, will be based on the new educational program.





Transition Plan

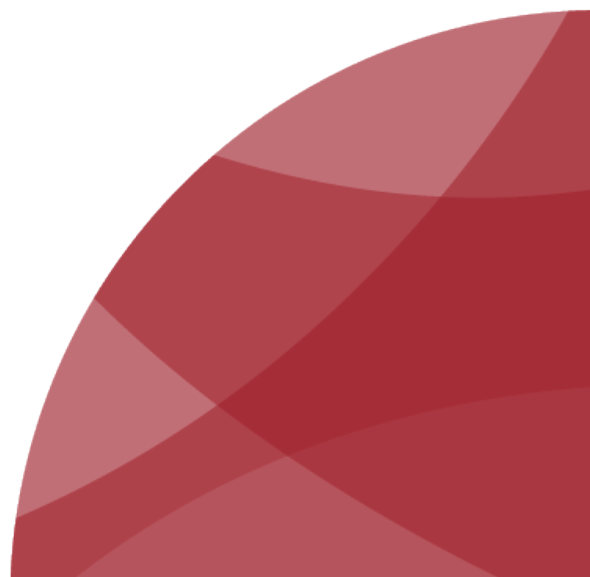
All applicants for a Limited Licence who apply for a licence on or after November 1, 2021, shall complete the **Excellence in Condominium Management** course as part of their application. Applicants will be required to successfully complete this course in order to be granted a Limited Licence.





Transition Plan

All applicants for a General Licence who have enrolled in or have completed any of the original educational requirements for a General Licence prior to November 1, 2021, **AND** have not successfully completed all of these requirements by October 31, 2022, will be subject to the new educational requirements set by the Registrar.





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Questions from the Sector



Question:

Will managers with an existing General Licence be required to take the six new courses?

Answer:

Condominium managers who currently hold a valid General Licence do not have to complete any of the new courses. They will be subject to the new continuing education requirements, which will be **set annually after November 2021**.

Question:



If I completed all the required courses and I am still working on obtaining two years work experience, do I have to do these new courses?

Answer:

Limited Licensees who have already completed all four ACMO courses only need to complete the two-year work experience requirement under supervision (performing mandatory functions) to be eligible for a General Licence.



Question:

Are current Limited Licence condo managers enrolled in courses over the past two years grandfathered into current requirements?

Answer:

Individuals who have started the current education program (i.e., four ACMO courses) have until **October 31, 2022**, to complete all four courses. Those who do not complete all four courses by October 31, 2022, all previous education will be assessed under the CMRAO's **Request for Prior Learning** (RPL) process.

Question:



If I currently have a Transitional General Licence and I can't complete my courses by July 2021, what options do I have in terms of continuing with my education program and my licence?

Answer:

A Transitional General Licensee may not apply for a renewal of their licence or reapply for a licence if **more than three years** have passed since the licence was first issued to them.

You will continue to have the opportunity to complete all four current courses until **October 31, 2022**.



Question:

Are there any requirements for continuing education?

Answer:

There will be continuing education requirements under the new education program. The CMRAO is currently working on defining what the continuing education requirements will be under the new education requirements.



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Additional Questions



RECAP

Future Education Program for Condominium Managers

- Legislation outlining the transition on November 1, 2021
- Current and future education requirements
- Preparation for the transition:
 - Competency Profile
 - Curriculum Design
 - Course Blueprints
- Transition plan



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Questions?



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Thank you for attending!