



Webinar: **Continuing Professional Education Requirements**

Presentation and questions from the sector

Presented by:

Sandy Vizely (Deputy Registrar)



Sandy Vizely

Today's Agenda

- 1. Overview of Continuing Professional Education (CPE) program**

- 2. Components and Requirements**

- 3. Eligible Activities and Examples**

- 4. Questions and Answers**



Sandy Vizely

Deputy Registrar

CPE Program Overview

Purpose of Mandatory Continuing Education Requirements



New education program for new applicants for a General Licence introduced by the CMRAO on **November 1, 2021**



Mandatory Continuing Professional Education (CPE) program in effect **July 1, 2023**, as an annual requirement to maintain a General Licence

Purpose of Mandatory Continuing Education Requirements



The new CPE program supports the CMRAO's mandate to **strengthen the condominium management profession and help protect consumers** in Ontario's complex and rapidly growing condominium sector. It assists managers to:

- maintain and improve professional competencies
- acquire new knowledge and skills
- stay up to date with legislation, best practices, and technology



Visit: www.cmrao.ca

**Continuing Professional
Education Framework**



© CMRAO 2014

www.cmrao.ca | info@cmrao.ca

Components and Requirements



Components and Requirements



- Starting with the 2023–24 licensing cycle (July 1, 2023 to June 30, 2024), General Licensees will be required to accumulate a minimum of **ten** CPE credits annually from eligible educational or professional development activities.
- For new General Licensees, the initial reporting period will begin the following licensing cycle. For example, if a person receives their General Licence in December 2023, their initial reporting period will start on July 1, 2024.

A stack of books is visible on the left side of the slide, with a laptop keyboard partially visible behind them. The background is dark and slightly blurred.

Reporting Requirements

- General Licensees will be required to report completion of all CPE credits to the CMRAO through their user account on the CMRAO website.
- Organizations offering the CPE activities will be required to report to the CMRAO when a General Licensee completes a CPE activity. The CMRAO will use this information for the purposes of processing licence renewal applications.
- Organizations will also be required to provide the General Licensee with a confirmation of completion of the CPE activity.



Sanctions

- Non-compliance with the CPE program will result in non-renewal and expiry of the licence.
- An individual whose licence has expired will not be able to provide condominium management services and will be able to resume providing condominium management services only after they satisfy all of the licensing requirements, and their General Licence has been reinstated by the Registrar; this includes completion of the required number of CPE units for the previous CPE period.

A photograph showing a stack of books on the left and a laptop keyboard on the right, both with a reddish tint. The books are stacked vertically, and the laptop is open, showing the keyboard.

Fraudulent Reporting

- Any individual who fraudulently reports completion of CPE activities to the CMRAO will be subject to regulatory action, such as:
 - refusal to renew a licence
 - licence revocation
 - licence suspension

Eligible Activities and Examples



Report on the Competency Profile
for Condominium Managers
in Ontario 2019

REPLACE
IMAGE

 **CMRAO**
Condominium Management
Regulatory Authority of Ontario
www.cmrao.ca | info@cmrao.ca

Each year in the month of June, the CMRAO will publish an updated list of eligible activities that:

- focus on the individual's skills and knowledge needs, and align with the **Competency Profile** developed by the CMRAO
- cover **three out of the following five categories**:
 - Communication and Interpersonal Skills
 - Physical Building
 - Building Operations and Information
 - Legal and Ethics
 - Finance

Potential Activities



- Formal education (course offered through post-secondary institutions)
- Industry conferences/seminars/webinars on topics related to the condominium management industry
- Teaching a condominium management General Licence course
- Speaking at industry events on topics relevant to the duties of condominium managers
- Training sessions (online or in person) and/or webinars offered by the CMRAO or other administrative authorities relevant to the duties and responsibilities of condominium managers

Sample Continuing Education Program



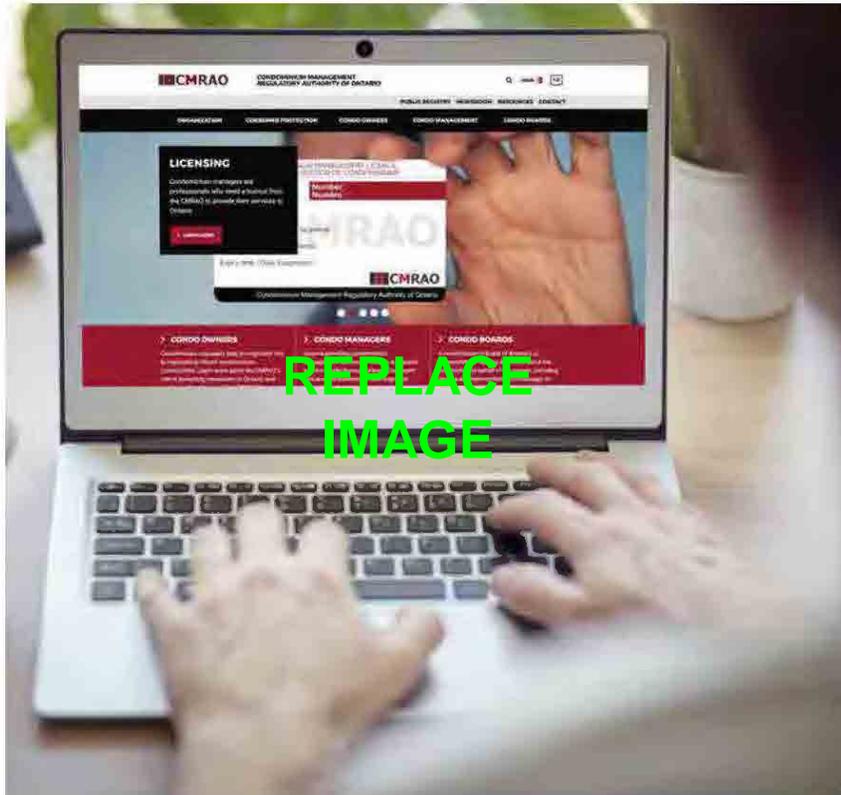
Activity	Credit
Attend in-person training sessions through industry associations, such as: <ul style="list-style-type: none"> • Condo Conference (non plenary) • CCI training activities • CAI training activities 	1 hour session = 1 CPE credit
College course relevant to the condominium management profession	39 hours of education = 5 CPE credits
Teach GL course	8 CPE credits
Teach Excellence course	5 CPE credits
Take CAO Director Training	Basic 1 CPE credit Advanced 1 CPE credit
Attend industry association webinars	1 CPE credit per hour

Advisory Committee Feedback

The CMRAO acknowledges the Advisory Committee's review and feedback on the new continuing professional education framework.

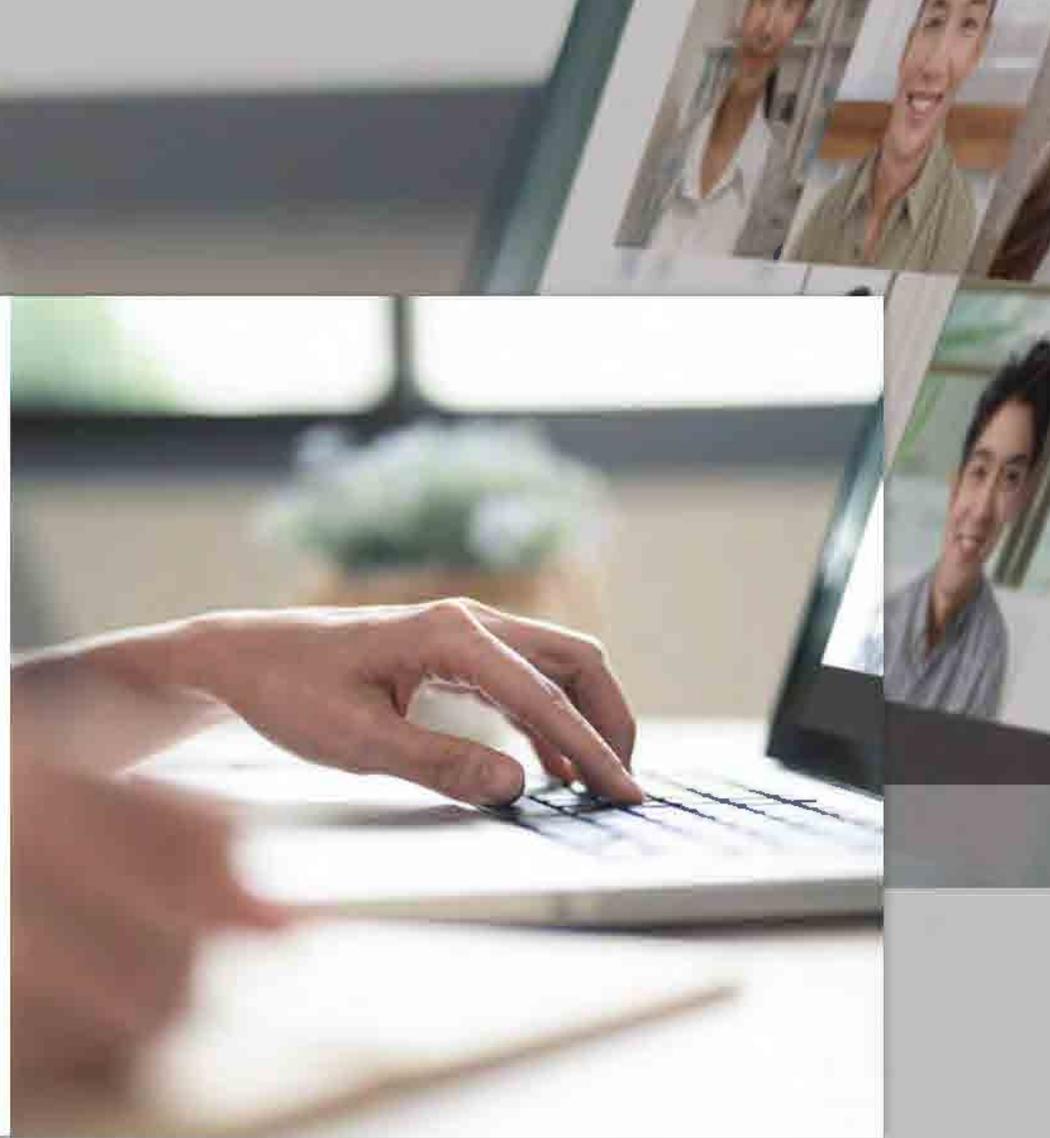
During the review, the committee stressed the importance of a streamlined and simple reporting process to track condominium managers' completed activities.

How the CMRAO is Preparing for the Transition



- Implemented IT and business solutions to support the sector in this regard, such as:
 - Designing licensee portal for reporting and tracking progress
 - Auditing self-reported results (through individuals and providers)
 - Defining penalties (for example, licence revocation) for instances of fraud or misrepresentation in any self-reporting model
 - Discussing logistics with industry partners

Answers to Frequently Asked Questions





Does this affect just General Licensees or Limited Licensees as well?

The CMRAO's Continuing Professional Education program only applies to General Licensees.



How many credit points would be earned per seminar, event or activity?

Generally, seminars and other eligible training events offered by industry associations are about one hour in length, which would be equivalent to one CPE credit.



What is the anticipated cost to managers for the new requirements?

The cost to condominium managers will vary depending on the nature of educational activities they attend. It is anticipated that the activities will include a combination of for-cost and cost-free activities.

How do licensed managers determine if a certain course qualifies for the CPE program?

Every June, the CMRAO will publish a list of educational activities that qualify for CPE credits. The list will also be updated throughout the year, providing new opportunities for condominium managers to complete their CPE credits.

Will the ACMO certificate courses count towards the CMRAO's CPE requirements?

Every June the CMRAO will publish a list of eligible educational activities that qualify for CPE credits. We anticipate that courses and seminars offered by industry associations, including ACMO, would qualify or be approved, and thus count towards a condominium manager's CPE requirements.

What happens if no programs are available in my area, for example, how would condo managers from small Northern Ontario towns accumulate the necessary credits?

As the CMRAO identifies and selects eligible CPE activities, we are mindful of the condominium managers located outside the GTA and in rural areas. We will ensure our list of eligible training activities includes courses and seminars that can be accessed online from anywhere in the province.

Will there be flexible professional development options to complete on our own time – similar to director training?

We anticipate that our list of eligible training activities will include many different formats, allowing condominium managers to learn on their timeline as well as during scheduled sessions.



What organizations will be administering the CPE program?

The CMRAO will administer the CPE program, and industry associations, other partners, and potentially the CMRAO itself will offer educational activities approved for CPE credits.



Can condo management provider firms host training for their employees that count towards the requirements?

If a management provider has a learning activity they would like considered as eligible for CPE credits, they must submit a detailed description of the course or seminar to the CMRAO for review and approval.



Are there any exams upon completion?

This will depend entirely on the actual learning activity. The CMRAO does not plan to administer any regulatory exams; however, different programs offered by post-secondary institutions or associations may require some form of test or exam as part of their program.



**Continuing Professional
Education Framework**



© CMRAO 2014

www.cmrao.ca | info@cmrao.ca

Visit: www.cmrao.ca

Contact Us



cmrao.ca



info@cmrao.ca



[@CMRAOn](https://twitter.com/CMRAOn)



Condominium Management Regulatory Authority of Ontario



Condominium Management Regulatory Authority of Ontario



[@thecmrao](https://www.instagram.com/thecmrao)