



Janice Schenk, BA, BEd
(Adult Education)
ACMO's Director of Education

Forward Momentum for a Licensed Profession

Based on the Report on the Competency Profile for Condominium Managers in Ontario 2019, published by the CMRAO.
www.cmrao.ca/resources/publications/competencyprofileconsultationreporten.pdf

It has been just over two years since the Ministry of Government and Consumer Services (MGCS) introduced the licensing of condominium managers and condominium management providers, and established the Condominium Management Regulatory Authority of Ontario (CMRAO) to oversee licensing and regulation of the profession. The CMRAO acts to protect the public by making sure that condominium managers and firms practice safely, competently and ethically.

As of January 6, 2020, there were 3499 licensed condominium managers and condominium management providers in Ontario, up about 5% from September 2019. As the profession develops, what is the next step to ensure continued forward momentum for condominium managers and management providers?

In the Fall of 2019, CMRAO undertook to develop a competency profile for the profession. This was driven by the fact that in November 2021, the author-

ity for setting education requirements for licensing will shift from MGCS to the Registrar of the CMRAO. Consultants were hired, input was sought from the CMRAO Advisory Committee, and a group of subject matter experts (SMEs) began meeting, along with CMRAO staff, to develop the competency profile. I was honoured to be appointed to the SME Panel, and to participate with seven condominium managers from across the Province in this process.

What is a competency profile?

As defined in the Report on the Competency Profile for Condominium Managers in Ontario 2019, “the competency profile describes the minimum expectations (i.e. professional competencies) of an individual applying for a General Licence with the CMRAO” (Report, page 15). The expectations are not only for those at the point of applying for the General Licence but also for all

General Licensees through their career. The expectations are further defined as:

“an observable ability of a condominium manager at the point of qualifying for a General Licence that integrates the knowledge, skills, and judgement required to manage and protect the condominium corporation and its assets in accordance with applicable legislation.” (Report, Page 15)

What is the purpose of a competency profile?

One of the most obvious uses of a competency profile is as a standard against which to assess condominium manager licensing education and its outcomes. Once a Limited Licensee has completed the required education (and met all the other requirements of a General Licence), have they received a thorough grounding in the competencies required? The CMRAO is currently developing a course curriculum and blueprint matched to the competency profile to ensure that the



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answer to this is a resounding “yes”!

But what other purposes does a competency profile serve, and why is it published prominently on the CMRAO website? In the future, the competency profile can potentially be used to:

- Provide advice/guidance to members (of the profession)
- Develop standards and policies
- Inform matters related to professional conduct
- Assess applicants for entry and/or re-entry into the profession

- Inform continuing education requirements (*Report, page 5*)

What should condominium managers do?

Every active, licensed manager in Ontario was sent the draft competency profile and was asked to respond to a survey about it in September 2019. There were 513 licensees who responded. Once the final profile was published, I have heard from a number of managers who feel that the list of competencies is over-

whelming and who are concerned that they won’t “measure up.” I would suggest that managers visit the CMRAO website and spend some time reading the Report and Competency Profile. Familiarize yourself with the context of the profile and look at the 79 competencies, how they are broken down, and how they are categorized. In particular, look at the description of each of the domains under which the competencies are grouped: foundational, management and professional. The domain description is a summary of the competencies in that domain as follows:

Foundational: Professional condominium managers have a strong foundation in building and maintaining relationships with stakeholders using effective communication strategies and critical thinking to enhance condominium communities.

Management: Professional condominium managers are responsible for the effective operations of the condominium corporation within the legal framework. They protect financial and physical assets to ensure the property is well managed.

Professional: As regulated professionals, condominium managers promote and protect the best interests of the condominium corporation while upholding ethical standards of behaviour. They are also committed to continuous professional development to ensure consumer protection. (*Report, pages 17, 18 and 20*)

Once you are familiar with what is outlined, I think it will become clear that these are competencies that managers demonstrate every day. Condominium managers are smart, competent professionals who deliver a high level of service to their corporations. Do not fear the list of competencies; embrace it as a way to demonstrate to your board the width and breadth of the knowledge and skills you bring to their community and the value you add each and every day. Be proud of what you do and stand tall as the competent professionals you are. And for those who wish to demonstrate an even higher standard of commitment and dedication to the profession, consider joining ACMO and becoming a Registered Condominium Manager (RCM). ■

Janice Schenk has been ACMO’s Director of Education since 2008. She has been involved in the revision and supervision of the four ACMO courses now required for the General Licence. acmo.org



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