

Evolving the Effective Condo Manager

Recently, eighty-two condominium managers successfully completed ACMO's very first Certificate Course in *Advanced Plumbing and Water Management* – they did so because they want to evolve and be more effective; to be the best they can be.



This inaugural Certificate Course was the culmination of work that began two years ago as part of a strategy to gradually pivot away from providing licensing education to focus on continuing education and bolstering the value and profile of our RCM designation. This pivot became necessary because the CMRAO recently introduced a new 6-course curriculum for those wishing to get licensed that supersedes ACMO's four courses which won't be valid for licensing purposes in a year's time, effective Nov 1, 2022.

Since 1977, ACMO has been committed to educational excellence and has led the way in delivering condominium management education. The ACMO Certificate Course program represents the next evolution in condominium management training. It consists of a series of practical courses that provide a higher level of knowledge and training in specific condominium management topics.

The *Advanced Plumbing and Water Management* course covers the function, features and maintenance of domestic plumbing systems typical in today's condominiums. Launching the program with a plumbing course might seem a little odd, but it's not. This topic is consistent with the program's goal, which is to provide practical, applied continuing education beyond the

RCM course content to improve the effectiveness of RCMs. An equally important goal of the program is to make education accessible to everyone regardless of geographic location, so we offered the course online. Registrants watched a pre-recorded 'refresher' video before the live session and then participated in a live 2.5-hour online session that provided a deeper dive into the topic. Following the course, attendees that passed a short online test got their certificate and received 10 continuing education points.

An exit survey of course participants revealed that the main reason they took the course was "to enhance their knowledge and be a more effective manager," and they scored the course a 93 out of 100 for overall satisfaction. This is very encouraging and reaffirms that we are on the right track with the Certificate Program. In the coming months and years, we will develop a wide variety of condominium management topics with the goal of offering seven courses annually, beginning in 2022. In 2023, successful completion of a number of Certificate courses will also become a requirement for those wishing to achieve the RCM designation.

The program's ultimate objective is to improve the capability and performance of RCMs, build more value into the designation, and further differentiate RCMs from those managers content with the minimum general licence. As they have done in the past, RCM's will be evolving and leading the industry by pursuing the highest standard in condominium management. ■

A stylized, handwritten signature in black ink, appearing to read 'Paul B. MacDonald'.

Paul B. MacDonald
Executive Director