



Certification Examination Preparation Guide

Residential Real Estate Brokerage
2020 version



THE OACIQ IS THE AUTHORITY OF
REAL ESTATE BROKERAGE IN QUEBEC



Edited and produced by Organisme d'autoréglementation du courtage immobilier du Québec
© All rights reserved.

4905 Lapinière Blvd., Suite 2200
Brossard (Québec) J4Z 0G2

Edition : November 2020

Table of contents

Introduction	2
1. OACIQ and certification	4
1.1. A brief introduction to the OACIQ	5
1.2. Objectives of the certification examinations	5
2. Competency evaluation	6
2.1. Expected competencies: the competency framework.....	7
2.2. The certification examination.....	8
2.2.1. Preparing for the certification examination.....	9
2.2.2. The day of the examination.....	12
2.2.3. Pass requirements	13
2.2.4. Forced-choice questions (FCQ).....	13
2.2.5. Open-ended short answer questions (OSAQ).....	16
Annex 1	20
A1.1. Sample questions in residential real estate brokerage	21
A1.2. Answers	25

Introduction

In 2021, forced-choice questions (FCQ) and open-ended short answer questions (OSAQ) will be gradually introduced to OACIQ certification examinations. The questions will continue to be based on realistic situations that you might encounter in your real estate brokerage practice, and will be linked to the competencies outlined in the applicable competency framework.

This guide explains forced-choice questions (FCQ) and open-ended short answer questions (OSAQ) and how they relate to the competencies concerned. It also contains examples and exercises to help you familiarize yourself with these types of questions.



STRATEGIES

This guide contains boxes offering winning strategies to help you successfully take the certification examination. Here is our first tip:

- *Preparation for a certification examination starts **as soon as you begin your training**. Avoid having to review everything at the last minute.*

OACIQ and certification

1.1. A brief introduction to the OACIQ

The Organisme d'autoréglementation du courtage immobilier du Québec (OACIQ) is the authority in the field of real estate brokerage. Its sole mission, entrusted to it by the Government of Québec, is to ensure the protection of members of the public who use the real estate brokerage services governed by the *Real Estate Brokerage Act*.

1.2. Objectives of the certification examinations

OACIQ certification examinations use a skills-based approach. They enable the Organization to validate a candidate's proficiency with the competencies identified in the applicable competency framework. The content of a certification examination allows us to assess behaviours expected.

The OACIQ:

- is responsible for developing, administering and marking certification examinations;
- ensures that the examinations assess the competencies identified in the frameworks and are consistent with the reality in the field;
- ensures that each examination session is evaluated consistently;
- establishes and enforces strict rules for the conduct of examination sessions;
- ensures fair and equitable marking of the examinations, according to predefined guidelines.



You can find out more by visiting the Organization's website at:

www.oaciq.com/en

Competency evaluation

2.1. Expected competencies: the competency framework

The skills-based approach is a way for the OACIQ to ensure that each person to whom the Organization issues a licence is able to carry out a real estate transaction and to act according to established professional standards in the field of residential real estate brokerage.

A competency framework is a guide to help future brokers understand the skills they must develop and become proficient with in order to act ethically and responsibly in their brokerage practice.

OACIQ examinations are based on these competency frameworks.



For more details on competency frameworks, visit:

www.oaciq.com/en/pages/competency-frameworks

Competency framework in residential real estate brokerage: Comprised of seven competencies towards the attainment of two professional purposes.



Note that competency 1 “Acting ethically and responsibly in one’s brokerage practice” is present in all frameworks, as it is a mandatory competency regardless of the work environment. It is referred to as a central competency, meaning that it is part and parcel of each of the other competencies in the framework. This competency relates to the professionalism and ethics that apply to every situation and every action of a real estate broker.

Consequently, all the questions (FCQ and OSAQ) in a certification examination evaluate one of the competencies from the framework AND competency 1. Any error or omission to answer a question therefore has an impact on this competency. This is why we recommend that you always answer all the questions in the examination, whether you are taking it for the first time or whether it is a supplemental examination.

2.2. The certification examination

The forced-choice questions (FCQ) and the open-ended short answer questions (OSAQ) have been designed following a recognized method, based on situations that resemble actual cases you will be required to deal with in your practice. They are meant to enable you to demonstrate that you know what to do, and when and how to do it.



You can also take advantage of the free information session available from the OACIQ in webinar format called Information session for future certification examination candidates.

www.oaciq.com/en/pages/information-session-for-future-brokers

2.2.1. Preparing for the certification examination

Use the OACIQ website to prepare for your certification examination. It contains several tools that can help you:



FAQ – OACIQ certification examination:

www.oaciq.com/en/faqs/faq-oaciq-certification-examination



Frequently committed errors:

www.oaciq.com/en/faqs/frequently-commited-errors-certification-examination



Real Estate Brokerage Act and Regulations:

www.oaciq.com/en/pages/publications-by-laws-and-regulations



Preparing for the certification examination:

www.oaciq.com/en/pages/preparing-for-the-certification-examination and www.oaciq.com/en/pages/become-broker-steps-to-take



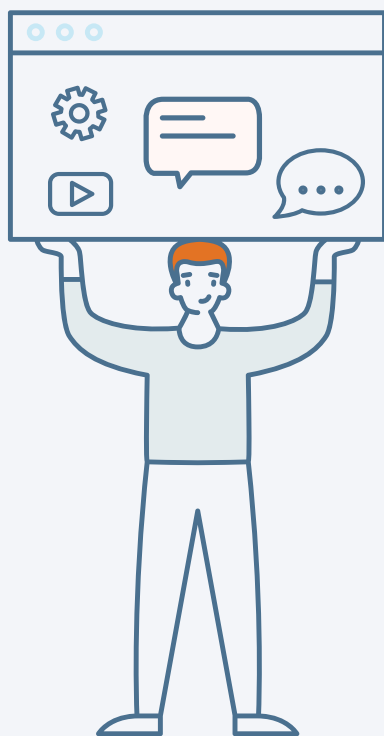
Competency frameworks (by brokerage type):

www.oaciq.com/en/pages/competency-frameworks



Synbad.com:

www.synbad.com/en/login



Information session for the certification examination candidates



Registration for this information session is done through the Catalogue of training courses on the Professional Development Portal via oaciqtrainings.com for which an access code to synbad.com is required.

www.oaciq.com/en/pages/request-for-access-to-synbad



WINNING STRATEGIES

- *Prepare ahead of time by planning study periods. Start studying during your training rather than wait until the end.*
- *Continually review the course material you receive during your training as well as your class notes.*
- *Improve your chances of success by studying with a team. Creating scenarios and roleplays (broker and client) will enable you to validate your skills as you analyze a given situation in order to formulate appropriate recommendations or take the necessary professional actions. In addition, group study allows you to exchange views on the various topics and to gain an overall vision of the analysis of a given situation.*
- *Identify your challenges in relation to the course material and the OACIQ competency framework. Target your weaker points and spend more time on them. If necessary, ask for assistance from a representative of your teaching establishment.*
- *Decrease your stress by being well prepared. This will give you the best chance of passing the OACIQ certification examination.*

2.2.2. The day of the examination

Plan your travel to arrive at least 15 minutes ahead of time; arriving late or at the last minute can increase your stress.



In the event of a major problem (power failure, storm), check the OACIQ website:

oaciq.com

When you arrive, locate the room where the examination is taking place. Signs will direct you to where you need to go.

Examination sessions are subject to specific rules that are strictly enforced. These rules are summarized in the notice of examination you will receive confirming your registration.

It is important to read them before you write the exam.

As a reminder, here are some of these rules:

- There are signs on site indicating what is or is not allowed in the examination room. Be sure to read them. Take with you only what is absolutely necessary. Leave your personal belongings and your cell phone or other electronic devices (such as smart watches) at home or in your car.
- Have a valid photo ID (mandatory).
- Make sure you go to the washroom before registering and entering the examination room. No one may leave the room during the first half hour of the examination.

Once your attendance has been recorded, sit at the table to which you have been assigned. Place your ID on the corner of your desk. Relax, you have prepared for this.

When all candidates are sitting at their respective tables, you will be given instructions on the examination session, after which the examination will be handed out. **Compliance with these instructions is critical; failure to do so may result in expulsion.**



STRATEGIES

- *Use all the time allotted. Make sure to review your answers.*

2.2.3. Pass requirements

To get a passing grade on the certification examination, you must be proficient with the competency framework for the field of brokerage in which you wish to practice. OACIQ examinations are developed based on these frameworks.

- To pass the certification examination in **residential real estate brokerage**, you must successfully complete each of the framework's 7 competencies.
- Remember that an error on a question regarding **any competency** will have an impact on the evaluation of **competency 1**. It is therefore important to answer all the questions, even in the case of a supplemental examination.

2.2.4. Forced-choice questions (FCQ)

A forced-choice question (FCQ) consists in a short scenario that may be accompanied by documents, followed by a question and a choice of answers. This type of question requires that the candidate make a choice among several answers, choosing the right or best answer, as the case may be.



STRATEGIES FOR ANSWERING FORCED-CHOICE QUESTIONS (FCQ)

- *Manage your time; it is important to plan an average response time per question in order to complete the entire examination.*
- *Read each situation in its entirety.*
- *Read each of the suggested answers.*
- *Identify the answer that you feel is most probable.*
- *Proceed by elimination: discard those answers that seem wrong or that do not answer the question or the situation presented.*
- *Answer each question by entering the letter corresponding to your chosen answer.*
- *If you are unsure about a question, move quickly to the next one and come back to it later.*
- *If you have some time left, check each of your answers, especially those about which you are unsure.*

Sample FCQ in residential real estate brokerage



QUESTION

You meet with a client who wishes to retain your services to sell his property. After completing the forms *Declarations by the seller of the immovable* and *Exclusive brokerage contract – Sale*, you add the documents he provides to those you gathered before the meeting, such as municipal and school tax statements and receipts or the deed of sale.

When must you forward these documents to your real estate agency?

- a) *Without delay following the signing of the brokerage contract to sell.*

- b) *After a Promise to purchase is accepted, but before the conditions are fulfilled.*

- c) *After a Promise to purchase is accepted and the conditions are fulfilled.*

- d) *At the signing of the deed of sale, when the file is complete.*



ANSWER

When must you forward these documents to your real estate agency?

- a) Without delay following the signing of the brokerage contract to sell.**
- b) After a Promise to purchase is accepted, but before the conditions are fulfilled.
- c) After a Promise to purchase is accepted and the conditions are fulfilled.
- d) At the signing of the deed of sale, when the file is complete.



This is a question to evaluate competency 3 (and, of course, competency 1).

Reference*

According to section 1 of the *Regulation respecting records, books and registers, trust accounting and inspection of brokers and agencies*:

A broker or agency must keep and maintain up to date the registers and records prescribed by this Chapter.

Where a broker acts for an agency, the obligations related to the keeping of registers and records are delegated to the agency. The broker must send all the information required for that purpose to the agency without delay.

Since the agency has a duty to maintain the registers and records up to date, it must have access to the documents and information needed to do so.

* This explanation is provided for the purpose of this guide only.

2.2.5. Open-ended short answer questions (OSAQ)

As seen earlier, in a forced-choice question (FCQ), a choice of answers is provided and the candidate must choose one.

In an open-ended short answer question (OSAQ), the candidate must write his own answer, which must be precise and succinct. It will consist, for example, in a word or a short phrase, or require completing certain sections of a form.



STRATEGIES TO ANSWER OPEN-ENDED SHORT ANSWER QUESTIONS (OSAQ)


- Before you start, read each situation in its entirety. This will help you plan your time wisely.
- Start by answering the questions which you are confident you can answer correctly.
- Make sure you understand the question: what is being asked?
- Answer each question.
- Write legibly.
- If you are unsure about a question, move quickly to the next one and come back to it later.
- If you have some time left, check each of your answers, especially those about which you are unsure.
- If necessary, use the back of the examination page for your draft, however this content will not be marked.

If you are required to complete a section of a brokerage form:

- If your client is required to complete a form, do it on his behalf (this is an exceptional measure for the purpose of the certification examination).
- Wherever your client's signature is required, sign on his behalf (this is an exceptional measure for the purpose of the certification examination).

If you are required to answer the question directly (OSAQ):

- How much space (how many lines) have been allocated to the answer? Be brief and stick to the allotted space; the examination is designed to provide an adequate number of lines to answer the question.
- Enter only one answer element per line.
- Any answer or portion of answer that is not contained in the allotted space will not be marked.
- Keep to the number of answer elements required.
- If you are asked to name the document required, enter only one answer.
- Write legibly.



*Start by answering
the questions which you
are confident you can
answer correctly.*

Sample OSAQ in residential real estate brokerage



QUESTION

You meet with a client who wishes to retain your services to sell his property. After completing the forms *Declarations by the owner of the immovable* and *Exclusive brokerage Contract – Sale*, you add the documents he provides to those you had gathered before the meeting, such as municipal and school tax statements and receipts or the deed of sale.

When must you forward these documents to your real estate agency?



ACCEPTABLE ANSWERS

When must you forward these documents to your real estate agency?

- ✓ *Without delay*
- ✓ *Without delay following the signing of the brokerage contract to sell*
- ✓ *Immediately after the meeting*
- ✓ *As soon as I finish meeting with my client*



This is a question to evaluate competency 3 (and, of course, competency 1).

Comment

Only one line is allocated to answer, and indeed each of these answers fits on one line.

Annex 1

Questions in residential real estate brokerage

A1.1. Sample questions in residential real estate brokerage

QUESTION 1

You are drafting a *Promise to purchase* with your buying client. After reviewing the document with him, you ask him to sign, and then you add your signature as witness. While you are emailing the seller's broker to arrange an appointment to present the *Promise to purchase*, your client tells you that he would like to have the dining room light fixture and wishes to add it to the inclusions.

What must you do to respect your client's wishes?

- a) *Since the Promise to purchase has not yet been presented, I add the light fixture in the inclusions.*

- b) *Since the Promise to purchase has already been signed, I add the light fixture in the inclusions and I ask my client to initial the addition.*

- c) *Since the Promise to purchase has already been signed, I add the light fixture in the inclusions, I ask my client to initial the addition, and I add my own initials.*

- d) *Since the Promise to purchase has already been signed, I send a revocation of the Promise to purchase in order to draft a new one that includes the inclusion.*

QUESTION 2

After passing your residential real estate brokerage examination, you join the ImmoNINABD agency. Aware of your potential, your older sister wishes to retain your services for the sale of her duplex. You have on hand all the documents required to complete the forms *Exclusive brokerage contract – Sale and Declarations by the seller of the immovable*.

In order to properly fulfill your role as broker, how must you disclose your interest in this property?

- a) *I must disclose my interest in this property under section D14 of the mandatory form Declarations by the seller of the immovable.*

- b) *I must disclose my interest in this property by calling any interested buyer or their broker.*

- c) *I must disclose my interest in this property using the form Notice of disclosure –Purchase-Sale-Exchange.*

- d) *I do not have to disclose an interest in this property since I am not acting in my own interest, but rather on behalf of my sister.*

QUESTION 3

You represent a client who wishes to sell his divided co-ownership property.

Name four documents that your client will need to provide.

QUESTION 4

You are representing the buyer. The left-hand column below contains descriptions of different types of properties. In the right-hand column, answer yes or no to the following question:

Is this property or a portion thereof taxable?

Description of property	Is this property or a portion thereof taxable?
A client wishes to buy a secondary residence for sale by an individual.	
A client wishes to purchase a new property directly from the developer.	
A client wishes to acquire an intergenerational home.	
A client wishes to acquire a triplex held by an individual.	

QUESTION 5

You represent the owners of a beautiful co-ownership property near the river. They would like the sale to take place within 90 days. You analyze the comparables that have sold in your client's area and inform them that, according to the information you gathered and the calculations you made using the comparables method, comparable co-ownership properties sold on an average of 2.25% lower than the asking price. You have estimated the value of their property at \$329,455 using the comparables method.

Which of the following is the best listing price to suggest to your client? Round the figure to the nearest thousand dollars:

- a) \$337,000
- b) \$322,000
- c) \$329,000
- d) \$358,000

QUESTION 6

On March 20, 2050, you signed an *Exclusive brokerage contract – Purchase* with Mrs. Dupuis for the purchase of a property. On April 1, 2050, she informs you that she would like to make a promise to purchase one of the properties you have shown her. She adds that she won't be reachable for the next three weeks as she will be travelling abroad. Although you will not be able to contact her, she would like you to represent her and negotiate on her behalf, because she trusts you.

What answer must you give her?

- a) Reassure her by saying that it will be my pleasure to represent her in accordance with the Exclusive Brokerage Contract – Purchase which she signed with me.

- b) Tell her that she will need to sign a power of attorney to allow me to negotiate on her behalf.

- c) Inform her that she should appoint someone she trusts as mandatary to represent her.

- d) Inform her that the Promise to purchase will be presented when she returns, as I cannot act as mandatary in this situation.

QUESTION 7

You represent a seller who owns a single-family home. You meet with him to help him complete the form *Declarations by the seller of the immovable* (DS). He tells you that six years ago, he took down the wall between the kitchen and the living room to create an open area, and he removed the carpet in the living room.

Which of the following statements summarizes the action you should take when a client gives you this kind of information?

- a) Inform my client that he must declare on the DS form that renovations were made to remove the wall between the kitchen and the living room to create an open area, and to remove the carpet in the living room. Ask him to provide me with invoices from the renovation company, the permits required for this work, and any plans and specifications, if possible.

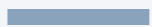
- b) Inform my client that he must declare that renovations were made to remove the wall between the kitchen and the living room to create an open area, and to remove the carpet in the living room. However, since the renovation was done several years ago and there is no problem, no further detail is required.

- c) Inform my client that he is not required to declare this information on the DS form, because this form is used only to declare problems with a property.

- d) Inform my client that he is not required to declare this information on the DS form, because this information will appear in the detailed description sheet and when the property is listed for sale.

Annex 1

Answers



A1.2. Answers

QUESTION 1

What must you do to respect your client's wishes?

- a) *Since the Promise to purchase has not yet been presented, I add the light fixture in the inclusions.*
- b) *Since the Promise to purchase has already been signed, I add the light fixture in the inclusions and I ask my client to initial the addition.*
- c) *Since the Promise to purchase has already been signed, I add the light fixture in the inclusions, I ask my client to initial the addition, and I add my own initials.*
- d) ***Since the Promise to purchase has already been signed, I send a revocation of the Promise to purchase in order to draft a new one that includes the inclusion.***

QUESTION 2

In order to properly fulfill your role as broker, how must you disclose your interest in this property?

- a) *I must disclose my interest in this property under section D14 of the mandatory form Declarations by the seller of the immovable.*
- b) *I must disclose my interest in this property by calling any interested buyer or their broker.*
- c) ***I must disclose my interest in this property using the form Notice of disclosure –Purchase-Sale-Exchange.***
- d) *I do not have to disclose an interest in this property since I am not acting in my own interest, but rather on behalf of my sister.*



*FCQ to evaluate competency 6
(and, of course, competency 1).*

QUESTION 3

Name four documents that your client will need to provide.

Possible answers (Source: *Exclusive brokerage contract – Divided co-ownership*):

- ✓ **Purchase contract and any other title of ownership**
- ✓ **Inspection report and any other expert report**
- ✓ **Municipal and school tax statements and receipts or the deed of sale**
- ✓ **Insurance policy documents (co-ownership and building)**
- ✓ **Declaration of co-ownership and by-law of the immovable and any amendments thereto**
- ✓ **Minutes of meetings of the co-owners and of board meetings for the last x years**
- ✓ **Financial statements of the co-ownership property, including statement of sums deposited in the contingency fund**
- ✓ **List of alterations or improvements made to the co-ownership property**
- ✓ **Service contracts**
- ✓ **Permit, proxy**

QUESTION 4

Is this property or a portion thereof taxable?

Description of property	Is this property or a portion thereof taxable?
A client wishes to buy a secondary residence for sale by an individual.	NO
A client wishes to purchase a new property directly from the developer.	YES
A client wishes to acquire an intergenerational home.	NO
A client wishes to acquire a triplex held by an individual.	NO



OSAQ to evaluate competency 2 (and, of course, competency 1).

QUESTION 5

Which of the following is the best listing price to suggest to your client? Round the figure to the nearest thousand dollars:

a) **\$337,000**

b) \$322,000

c) \$329,000

d) \$358,000



*FCQ to evaluate competency 5
(and, of course, competency 1).*

QUESTION 6

What answer must you give her?

a) *Reassure her by saying that it will be my pleasure to represent her in accordance with the Exclusive Brokerage Contract – Purchase which she signed with me.*

b) *Tell her that she will need to sign a power of attorney to allow me to negotiate on her behalf.*

c) ***Inform her that she should appoint someone she trusts as mandatory to represent her.***

d) *Inform her that the Promise to purchase will be presented when she returns, as I cannot act as mandatory in this situation.*



*FCQ to evaluate competency 3
(and, of course, competency 1).*

QUESTION 7

Which of the following statements summarizes the action you should take when a client gives you this kind of information?

- a) *Inform my client that he must declare on the DS form that renovations were made to remove the wall between the kitchen and the living room to create an open area, and to remove the carpet in the living room. Ask him to provide me with invoices from the renovation company, the permits required for this work, and any plans and specifications, if possible.*

- b) *Inform my client that he must declare that renovations were made to remove the wall between the kitchen and the living room to create an open area, and to remove the carpet in the living room. However, since the renovation was done several years ago and there is no problem, no further detail is required.*

- c) *Inform my client that he is not required to declare this information on the DS form, because this form is used only to declare problems with a property.*

- d) *Inform my client that he is not required to declare this information on the DS form, because this information will appear in the detailed description sheet and when the property is listed for sale.*



*FCQ to evaluate competency 6
(and, of course, competency 1).*

ΘΑΓΕΤΟ



4905 Lapinière Blvd., Suite 2200
Brossard (Québec) J4Z 0G2
T 450-462-9800 or 1-800-440-7170

oaciq.com • info@oaciq.com