

REGULATORY REVIEW ACTION PLAN

RECOMMENDATION 1: COMMIT TO FOCUS ON PUBLIC/CONSUMER PROTECTION

RECOMMENDATIONS ACTION PLAN

1a.

RECA should be more confident in asserting its consumer protection mandate and challenge those who suggest it should work for the industry rather than for the public. This should be a focus for regulatory functions, the Board and management.

1. Open discussions with government on accreditation of course providers
2. Implement relicensing requirements
3. Increase frequency of practice reviews and ensure follow up on previous recommendations
4. Ensure all communication to applicants/licensees on decisions to clearly outline consumer protection rationale
5. Update content on all communications vehicles
6. Implement HR hiring strategy to focus on candidates who understand consumer protection mandate
7. Enhance internal communications strategy to build PIE culture
8. Explore potential internal ombudsman role
9. Review forms content to enhance consumer protection

1b.

RECA should ensure that information about its regulatory functions and decisions, including information on the website, clearly reflect its consumer protection mandate as the foundation for all its regulatory activities and decisions.

1. Develop and implement calendar for regular mandated review of all internal policy
2. Review all communications content to ensure consumer protection mandate clearly articulated
3. Publish license refusals

RECOMMENDATION 2: ENHANCE TRANSPARENCY AND CONSISTENCY

RECOMMENDATIONS ACTION PLAN

2a.

RECA should continue to support stakeholders, applicants, licensees and public understanding of its role, mandate and regulatory processes.

1. Create visual road map on investigations processes and outcomes to publish on website
2. Review and enhance communications strategy on exam reports to benefit course providers
3. Enhance current Guides to Practice Review to improve understanding of process and objectives
4. Review and enhance Registration information and communications vehicles and ensure link to FRPA requirements
5. Develop communications strategy to enhance outreach objectives
6. Develop and implement HR hiring strategy to align with role and mandate
7. Broaden consumer and industry surveys to track awareness of role, mandate and regulatory processes
8. Increase frequency of brokerage presentations

2b.

Decisions made as part of a regulatory function should ensure participants receive sufficient information to support their understanding of the reasons for decisions and the evidence used to inform decisions.

1. Develop a guideline for information to include in all Investigation outcome letters
2. Document and publish penalty consequences
3. Review and enhance Case Summaries communications
4. Implement new complaints process to allow complainants to review status

RECOMMENDATIONS

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2c.

When seeking feedback or consulting with its stakeholders, RECA should be clear about the purpose and rationale for engagements, and publicly report on the breadth of feedback received, how it was considered and acted upon.

1. Enhance surveys on all processes for feedback
2. Develop new publications on results and outcomes of Practice Reviews
3. Ensure feedback loops are closed with "What we Heard" communications

2d.

RECA should establish regular review and evaluation schedules of its regulatory processes and timelines to ensure they are up-to-date, evidence informed and align with good practices.

1. Develop and publish review and evaluation schedule
2. Enhance central policy repository with robust review schedules
3. Hire new Regulatory Policy role

2e.

RECA should enhance public reporting of the performance of its regulatory functions using relevant data.

1. Develop new performance reporting strategy and communications plan

2f.

RECA has identified broadening its external engagements as a strategic priority. We encourage it to continue to consider other groups who would benefit from RECA's engagement and resources, which may include groups such as Indigenous communities. It should further

1. Review all external engagement stakeholder groups to ensure more inclusiveness
2. Develop more translated materials for publication

RECOMMENDATION 3: IMPROVE REGULATORY EFFICIENCY AND EFFECTIVENESS

RECOMMENDATIONS ACTION PLAN

3a.

RECA should ensure consistency, fairness and enhanced rigor with the Licensing, Credentialing, and Practice Review processes and how they are operationalized, and should include clear policies and criteria for decision making aligned with consumer protection.

1. Undertake comprehensive policy study on regulatory processes to identify areas for improvement
2. Review all communications on regulatory processes to ensure greater understanding of criteria and policy

3b.

RECA should consider implementing oversight mechanisms for educational programs with a focus on consumer protection.

1. Open discussions with government on potential for accreditation of pre-licensing course providers

3c.

RECA should review its Investigations function to ensure processes are proportionate to risk, timely and fair to those who raise concerns, as well as to licensees.

1. Plan and implement a regulatory impact assessment review
2. Develop and implement a comprehensive policy and procedures study related to investigations
3. Create more awareness regarding current assessment tools

RECOMMENDATION 4: FORMALIZE POLICY DEVELOPMENT

RECOMMENDATIONS ACTION PLAN

4a.

RECA should create a framework for policy development, including how new policies are researched, approved, consulted on, and finally determined. New policies should have a regulatory impact assessment approved by Industry Councils and Board.

1. Develop and implement a policy framework
2. Develop an internal Regulatory Impact Assessment criteria as part of regulatory function reporting

4b.

When undertaking policy related activities, RECA should expand its considerations of evidence and regulatory practices beyond the real estate industry and by looking at other regulators outside Alberta.

1. Hire new Regulatory Policy role
2. Undertake regular reviews of best practices and jurisdictional scanning as part of regulatory function reporting