



OACIQ digital certification examination preparation guide

Real estate brokerage
2024-2025 version



THE OACIQ IS THE AUTHORITY OF
REAL ESTATE BROKERAGE IN QUEBEC



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Introduction



In 2023, to adapt its practices to new technologies, the OACIQ shifted toward digital examinations.

Today, residential and commercial real estate brokerage exams are offered digitally. Reading this guide is the first step to familiarize yourself with the OACIQ digital certification examinations. You will have access to information on how to prepare for the certification examination and what to expect the day of the exam.

A section of 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.

Furthermore, you will get an overview of the different features of the exam's digital platform and a better understanding of how to navigate during the exam session.



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.

Preparing for the exam

1.1. Competency evaluation

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 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

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



Frequently asked questions – OACIQ certification examination:

www.oaciq.com/en/articles/faq-digital-commercial-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



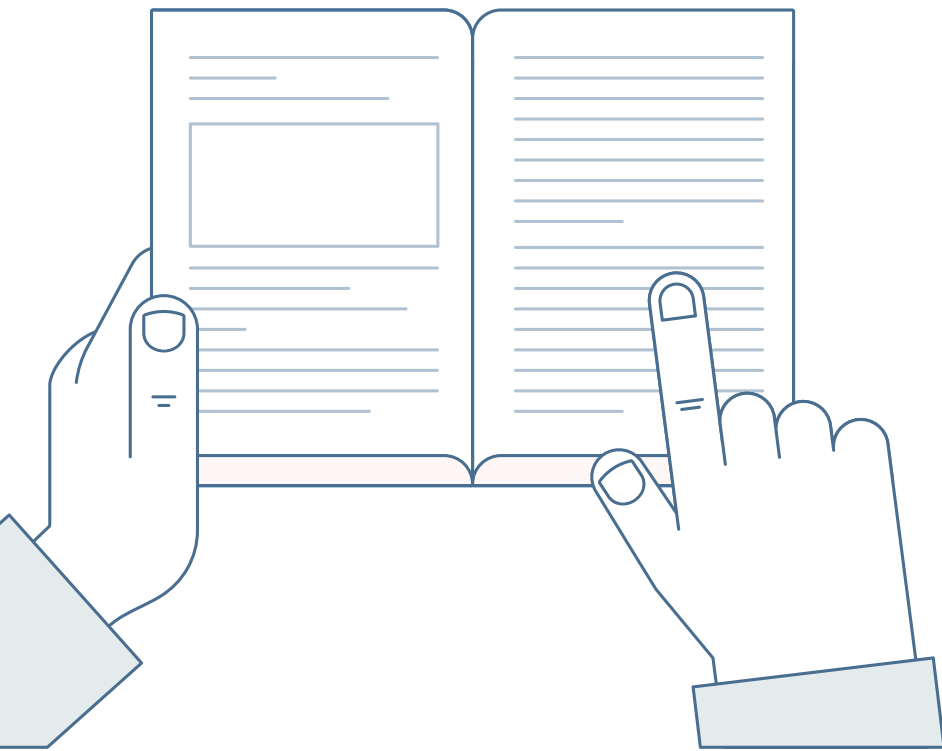
Competency frameworks (by brokerage type):

www.oaciq.com/fr/pages/les-referentiels-de-competences



Synbad.com:

www.synbad.com/en/login



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.*

1.2. 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.

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 digital certification examination will start. Silence must be observed at all times in the examination room. 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.*

1.3. The certification exam

The development of exams is based on the competency frameworks.

The exams include fictional situations you might encounter in the course of your professional practice.

The certification exams evaluate all the competencies of the framework, you are required to successfully complete all competencies of the framework to pass the certification exam and then apply for your licence issuance.

This allows the OACIQ to protect the public.

A section of the certification exam includes forced-choice questions (FCQ) and open-ended short answer questions (OSAQ). These are short questions related to real estate brokerage. These questions present an action to be taken by the broker in a specific situation.

Each exam contains a transaction file you will need to process. The transaction file includes a scenario inspired by professional situations you will be faced with as a real estate broker when entering the profession.

The transaction file will enable you to undertake professional actions as a real estate broker who is representing the seller or the buyer. You will need to fill-out real estate forms to sell, rent or purchase a property or an enterprise (commercial real estate brokerage). The transaction file includes all the necessary information and documents to answer your client's needs.

1.4. Pass requirements

To pass 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.

It is important to answer all the questions, even in the case of a supplemental examination. Answer all the questions in the certification examination, thus ensuring you will be evaluated on all the competencies of the framework.

Forced-choice questions and open-ended short answer questions

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.

Each question (FCQ and OSAQ) in the certification examination evaluates one of the competencies from the framework. Any error or omission to answer a question therefore has an impact on the competencies. 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.

2.1. 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; he must choose the best answer, based on the information that is provided and the client's needs, as the case may be. Only one answer is accepted.



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 selecting 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 real estate brokerage



QUESTION

You meet with a client who wishes to retain your services to sell his property. After completing the required forms with your client, 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.

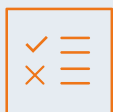
When must you forward these documents to your real estate agency?

- 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 FCQ question to evaluate competency 3.

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. 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 answering the FCQ and OSAQ questions, you must answer questions 1 and 2 in the digital exam.
- Then, read each situation in the FCQ and OSAQ questions. This will help you plan your time wisely.
- Answer the questions which you are confident you can answer correctly.
- Make sure you understand the question: what is being asked?
- Answer each question.
- 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 pages for your draft, however this content will not be marked and will be destroyed after the examination session. Make sure all your answers are saved in the digital exam platform.

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.
- Keep to the number of answer elements required.
- If you are asked to name the document required, enter only one answer.

Annex

Questions in residential real estate brokerage

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

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 3

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 4

On March 20, 2050, you signed an exclusive brokerage contract 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 brokerage contract 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.

QUESTION 5

You represent a seller who owns a multi-dwelling immovable. 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 in the two dwellings located on the second floor 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

Answers

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.*



FCQ to evaluate competency 6

QUESTION 2

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

QUESTION 3

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

QUESTION 4

What answer must you give her?

a) Reassure her by saying that it will be my pleasure to represent her in accordance with the brokerage contract 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) **Je l'informe qu'elle devrait nommer quelqu'un de confiance à titre de mandataire pour la représenter.**

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



FCQ to evaluate competency 3

QUESTION 5

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

OACIQ digital certification examination



Introduction

To adapt its practices to new technologies, the OACIQ shifted toward digital examinations. This shift will significantly reduce the use of paper.

Reading this section of the guide is the first step to familiarize yourself with the OACIQ digital certification examination platform. This will give you an overview of the different features of the platform and a better understanding of how to navigate during the exam session.

You will then **be required to take the mock exam**, which will be provided to you when you register for the certification exam, At the same time, you will need to change your temporary password. The procedure for logging in to your digital platform and the mandatory mock exam will be emailed to you in the exam invitation, approximately 20 days before your exam date.

At the time of the exam, no extra time will be granted to complete the exam if you experience problems with your password and have not previously taken the mock exam.

This section of the guide and the mock exam will enable you to familiarize yourself with the digital platform and be well prepared for your examination session.



IMPORTANT

- This mandatory mock exam must be completed 10 days before your examination date.
- You will need to use your new password to start the exam. Therefore, you will need to memorize it.



The main features of the OACIQ digital examination platform

- 1 The time remaining in the current section
- 2 The section progress bar
- 3 The Next question button
- 4 The Previous question button
- 5 The answered and unanswered questions of the section
- 6 The button to mark questions for review and the section to view marked questions
- 7 Exam sections
- 8 The button to finish the section (without finishing the exam)
- 9 The button to finish the exam

The screenshot displays the OACIQ digital examination platform interface. The main content area shows a question titled "EXAMINATION SIMULATION (English) > SIMULATION - OACIQ certification examination (English)". The question text is: "You meet with a client who would like to enlist your services to sell his property. After filling-out the required forms, you add the documents that he provided you with to the ones you collected prior to your meeting with him, i.e. invoices and receipts for municipal and school taxes and the deed of sale. At what moment do you need to transfer these documents to your real estate agency?" Below the question, there are four multiple-choice options, each with a radio button. The interface includes a "Previous question" button (4) and a "Next question" button (3). A "Finish section" button (8) and a "Finish test" button (9) are located in the top right. A "Section progress bar" (2) shows the current progress of the section. A "Review list (2)" button (6) is also present. The bottom right corner features a grid of question numbers (1-10) and a legend for "Not answered" and "Answered" questions. The top right corner displays the "Remaining time for entire test" as 00:51:52.

Types of questions

Here is an overview of the different types of questions you will find in your digital exam.



Forced-choice questions

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 you to make a **single choice** among several answers. **You will have to choose the right or best answer**, as the case may be.

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 been 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 were 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:

Select one correct answer from the list

1. \$337,000

2. \$322,000

3. \$329,000

4. \$358,000



Open-ended short answer questions

For its part, an open-ended short answer question (OSAQ) requires you to write your own answer precisely and succinctly. For example, this could involve:

Entering a word or a short sentence (only one field to answer)

You represent a client who is interested in buying an income property.

In real estate brokerage, which form must you use to successfully complete this type of transaction?

Write down your answer

Naming four documents (four fields to answer, i.e. one document per field)

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

Name four documents that your client will need to provide.

Complete the gaps with the correct word(s)

Document No. 1: Document No. 2: Document No. 3:

Document No. 4:

Transaction record

In this section of the certification exam, you must show the skills you have acquired, take the necessary actions and act as a professional licensed by the OACIQ. It is therefore essential to accomplish the required actions, such as filling out forms.

Approach

- Read the transaction file. During the exam, the transaction file will be available in paper and digital formats (the digital format will be included as an attachment to question 1). The paper copy must be returned to the invigilators at the end of your exam. The contents of the paper copy will not be corrected, this copy will be destroyed.
- When calculations should be performed, use the back of the transaction file pages (paper document). However, the contents of these pages will not be corrected.
- **Only answers entered in the digital exam will be corrected.**



Forms

In this section of the exam, you will have access to dynamic PDF forms that you will or will not have to complete, depending on the scenario presented in the transaction record. These forms will be available on the digital exam platform. Please note that all the real estate forms are available as one document, one after the other by using the scroll bar. You will need to fill out the form, then save it to the digital exam platform.

The mock exam you will have to complete before the exam will help familiarize yourself with this process.

In this exam section, you must assess whether any action on your part is necessary. If this is the case, you must write your text in the required field on the brokerage form. If no action is required, simply leave the field empty. This procedure applies to every action to be taken that is outlined in the transaction record. If you deem that clauses or sections of forms in connection with the party to the transaction you represent should be completed, you must do so.

- This includes blank forms and the forms completed and provided by the other party and for which your party should take action, e.g. sign, acknowledge receipt, reply, etc.
- So, as you would in reality, complete all the forms or sections of forms that should be filled out, in a clear and detailed manner.
- If your client is required to complete a form, do it for him. **Wherever your customer has to sign, do it for him** (these are exceptional measures for the purpose of the certification examination).

Once you have finished filling out the forms, you will need to save them to the digital platform.



Save PDF document



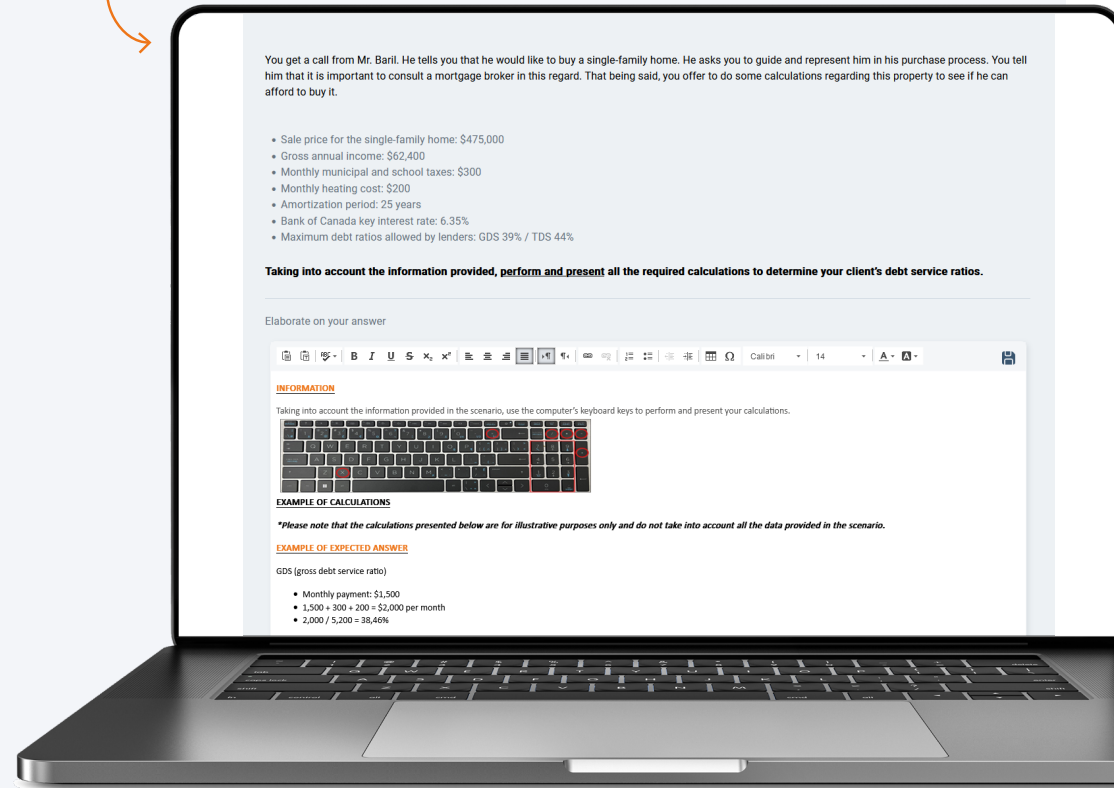


Approaches and answers



IMPORTANT

Note that **your mathematical approaches and calculations must be written in your digital exam** so that they can be taken into account during the correction.





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