



LANGARA
COLLEGE
Continuing Studies

Real Estate Programs

2011- 2012

Langara College – Continuing Studies
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Real Estate Education at Langara College

Langara College is a leading provider of classroom-based real estate education. We offer: convenient evening and weekend classes; flexible and self-paced certificate programs; knowledgeable and experienced instructors; plus recognition from the University of British Columbia, the Appraisal Institute of Canada, the Professional Association of Managing Agents, and the Real Estate Institute of British Columbia.

For course or program advice call 604-323-5409 or email bpink@langara.bc.ca

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Property Management Certificate

This part-time program delivers a comprehensive body of knowledge and skills for success in the property management profession. The certificate includes six required courses.

Required Courses

Core Courses (5)

- Property Management – Residential
- Property Management – Commercial
- Negotiation and Dispute Resolution

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- Financial Skills for Managers
- Business Communications

Elective Courses (select 1)

- Building Operations Management
- Building Systems and Analysis

Note: The elective course requirement does not apply to students who began taking program courses before September 2011.

The residential and commercial property management courses examine legal, operating, and management topics in regard to residential rental buildings, residential strata buildings, and commercial properties including office, retail, and shopping centre developments. The balance of the program develops essential skills in communications, negotiation, dispute resolution, financial statement review, and building operations. The program curriculum is designed to give students a thorough understanding of the foundations of professional property management. Students may register in any individual course.

Note on property management licensing: A property management license is only required if the property manager is employed by a property management brokerage (agency) to directly manage client-owned properties under a fee management agreement. Licensing is not required if you are managing property owned by your employer or owned by you. For information on licensing and licensing courses, visit the Real Estate Council of BC website www.recbc.ca. Also see page 8 of this brochure. Students with a current Rental Management or Strata Management license may apply for an exemption from the Property Management – Residential course.

See page 16 of this brochure to locate current information on course dates, fees, and registration procedures. Course descriptions begin on page 10. See the Course Planner on page 17 for courses offered by semester.

Certificate Completion Requirements

To earn the Property Management Certificate, students must complete six certificate courses within a three-year period with a minimum grade of C (60%) in each course. The six courses include five core courses and one elective course. Note: The elective course requirement does not apply to students who began taking program courses before September 2011.

Upon successful completion of all required courses, students may apply for the certificate at the Continuing Studies office.

Social Housing Management Certificate

This part-time program was developed through a partnership between Langara College and the British Columbia Non-Profit Housing Association. It is designed for staff, managers, and volunteers engaged in social housing operations or development. The certificate program includes five required courses.

Required Courses

- Social and Affordable Housing in BC
- Social Housing Management
- Negotiation and Dispute Resolution
- Financial Skills for Managers
- Business Communications

Students may register in any individual course, subject to a prerequisite in the case of Social Housing Management.

See [page 16](#) of this brochure to locate current information on course dates, fees, and registration procedures. Course descriptions begin on [page 10](#). Also see the Course Planner on [page 17](#) for courses offered by semester.

Certificate Completion Requirements

To earn the Social Housing Management Certificate, students must complete the five required courses over a three-year period with a minimum grade of C (60%) in each course. Upon successful completion of all required courses, students may apply for the certificate at the Continuing Studies office.

Professional Building Manager Certificate

This part-time program covers supervisory and management skills specifically related to building operations. The program content is applicable to residential and commercial buildings, as well as hospitality and health facilities.

The core courses develop essential knowledge and skills in building management, building operating systems, writing and communications, tenant relations, and creating productive relationships with staff, trades, and other professionals on the property management team. The elective courses allow

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students to tailor the program to suit their individual learning objectives and career plans.

To earn the certificate, students complete four core courses and three elective courses.

Core Courses (4)

- Building Systems and Analysis
- Building Operations Management
- Negotiation and Dispute Resolution
- Business Communications

Elective Courses (select 3)

- Managing Residential Tenancies
- Commercial Lease Analysis
- Project Supervision
- Leading and Managing Employees
- Managing Cleaning Services
- House Construction

Students may register in any individual course.

Note on course length: The core courses are longer than the elective courses. The core courses are thirty or thirty-six hours, scheduled over 10 or 12 weekly sessions. Most elective courses are twelve hours in duration, scheduled over 4 weekly evening sessions or 3 Saturday sessions.

Certificate Completion Requirements

To earn the certificate, students must complete all required courses within a four-year period with a minimum grade of C (60%) in each course. Upon successful completion of all required courses, students may apply for the certificate at the Continuing Studies office.

See [page 16](#) of this brochure to locate current information on course dates, fees, and registration procedures. Course descriptions begin on [page 10](#). See the Course Planner on [page 17](#) for courses offered by semester.

Real Property Analyst Certificate

The Real Property Analyst Certificate provides a strong academic foundation in real estate investment analysis, combined with practical knowledge of the operating aspects of income-producing real estate. All courses are offered on a part-time schedule.

The core courses examine the principles and techniques of real estate valuation, mathematics, investment analysis, and law. The elective courses offer students some latitude to develop their knowledge in different areas of related expertise, such as property management, non-profit housing management, residential construction, building operating systems, and the art of negotiation.

Students may enroll in any individual course, subject to a prerequisite in some cases. To earn the certificate, students complete a total of eight courses.

Core Courses (4)

- Real Estate Appraisal *equivalent to UBC BUSI 330*
- Real Estate Mathematics *equivalent to UBC BUSI 121*
- Real Estate Investment Analysis *equivalent to UBC BUSI 331*
- Real Estate Law *equivalent to UBC BUSI 111*

Elective Courses (select 4)

- Residential Construction *equivalent to UBC BUSI 400*
- Property Management – Residential
- Property Management – Commercial
- Social and Affordable Housing in BC
- Social Housing Management
- Building Systems and Analysis
- Negotiation and Dispute Resolution
- Economics – Micro & Macro
- Financial Skills for Managers

See [page 16](#) of this brochure to locate current information on course dates, fees, and registration procedures. Course descriptions begin on [page 10](#). See the Course Planner on [page 17](#) for courses offered by semester.

Certificate Completion Requirements

To earn the certificate, students must complete all required courses within a five-year period with a minimum grade of C (60%) in each course. Upon successful

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completion of all required courses, students may apply for the certificate at the Continuing Studies office.

Students may register in any individual course, subject to a prerequisite in the case of Real Estate Investment Analysis and Social Housing Management.

Course Transfer to UBC

The following courses in Langara's *Real Property Analyst Certificate* program have equivalencies in the Real Estate Division of the Sauder School of Business at UBC:

<u>Langara</u>	<u>UBC Real Estate Division</u>
Real Estate Appraisal	BUSI 330
Real Estate Mathematics	BUSI 121
Real Estate Investment Analysis	BUSI 331
Real Estate Law	BUSI 111
Residential Construction	BUSI 400

Students may transfer all of the above courses toward the UBC *Diploma in Urban Land Economics* and/or the UBC *Bachelor of Business in Real Estate* degree. Students with a business degree may apply two courses (i.e. Real Estate Appraisal and Real Estate Investment Analysis) toward the UBC *Post-Graduate Certificate in Real Property Valuation*, an accelerated pathway to the AACI designation from the Appraisal Institute of Canada.

Visit www.realestate.ubc.ca for information on UBC certificate, diploma, and degree programs in real estate. Students who intend to transfer course credit from Langara to UBC should discuss their education plan with UBC.

Appraisal Institute of Canada Education Program

The following three courses in Langara's *Real Property Analyst Certificate* program may be applied toward the CRA designation (Canadian Residential Appraiser) from the Appraisal Institute of Canada:

- Real Estate Appraisal
- Residential Construction
- Real Estate Law

The above three courses, plus the following two courses, may be applied toward the AACI designation (Accredited Appraiser Canadian Institute) from the Appraisal Institute of Canada:

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- Real Estate Mathematics
- Real Estate Investment Analysis

Note: The entire Appraisal Institute of Canada Education Program is administered by UBC and delivered across Canada on a distance education basis. Langara delivers part of the program on a classroom basis to serve local students. Visit www.realestate.ubc.ca for complete information on the Appraisal Institute of Canada Education Program. Students who plan to transfer course credit from Langara to UBC should discuss their education plan with UBC.

Real Estate Council of British Columbia – Licensing Course Credit

Students who complete the following courses at Langara College will be exempted from the Rental Property Management Licensing Course:

- Real Estate Law
- Real Estate Appraisal
- Real Estate Investment Analysis
- Property Management – Residential

Note: The above Langara courses provide an exemption from the Rental Property Management Licensing Course, but not the licensing exam.

The following Langara courses are approved for full-day Relicensing Education Program (REP) elective course credit and licensees will receive the appropriate REP elective course credit for successful completion of any of the following courses:

- Property Management – Residential
- Real Estate Law
- Real Estate Appraisal
- Real Estate Investment Analysis
- Residential Construction
- Real Estate Mathematics
- Advanced Strata Management

For full information on licensing course requirements, visit the Real Estate Council of B.C. website at www.recbc.ca or call 604-683-9664.

Note: The above courses (except Advanced Strata Management) are also approved for accreditation in the Professional Development Program (PDP) of the B.C. Real Estate Association. Visit www.bcrea.bc.ca for more information.

Strata Management

The following course is designed for licensed strata managers. The course is offered in cooperation with the Professional Association of Managing Agents (PAMA) and the Strata Property Agents of British Columbia (SPABC). This course is eligible for REP elective course credit. See the course description on page 10.

- Advanced Strata Management

Short Courses in Real Estate

The following “short” courses focus on specialty topics within the real estate field. They are introductory and practical.

- Managing Residential Tenancies*
- Commercial Lease Analysis*
- House Construction*
- Real Estate Development
- Development Application Process
- Buying Income Property
- Home Renovation Planning

The courses marked with an asterisk (*) may be taken for elective credit toward the *Professional Building Manager Certificate*.

See page 16 of this brochure to locate current information on course dates, fees, and registration procedures. Course descriptions begin on page 10.

Short Courses in Building Services

The following “short” courses may interest property administrators, building service managers, contract cleaners, and others engaged in the property services field. They are introductory and practical.

- Managing Cleaning Services*
- Successful Contract Cleaning
- Tendering Contracts

The course marked with an asterisk (*) may be taken for elective credit toward the *Professional Building Manager Certificate*.

Real Estate Career

The following one-evening events are offered at different times during the year. These special events give students an introduction to specific career areas within the broad field of real estate. There is no registration fee.

- Careers in Appraisal
- Careers in Property Management
- Careers in Social Housing

See page 16 to locate current schedule and registration information.

Do you want to be a real estate salesperson? Anyone interested in becoming a licensed realtor (salesperson) must complete the *Real Estate Trading Services Licensing Course*. This course is delivered by the Real Estate Division of the Sauder School of Business at UBC. For information on real estate licensing courses, visit www.realestate.ubc.ca and click on “Licensing Courses”. The UBC licensing courses are delivered via distance education methods.

Course Descriptions

Note on Course Scheduling: Courses normally run one 3-hour classroom session per week on a weekday evening or a Saturday. For example, a 36-hour course may run over 12 weekly sessions at 3 hours per session. See page 16 to locate current scheduling information. Also see the Course Planner on page 17. Tuition is subject to change.

Advanced Strata Management

This applied course is designed for working strata managers. You will develop “hands-on” knowledge and skills for problem solving. You will also acquire a deeper understanding of how to handle everyday challenges pertaining to statutory compliance, annual general meetings, council meetings, mixed-use stratas, budget preparation, financial reserves, building maintenance, insurance claims, and time management. This course is eligible for REP elective course credit. Prerequisite: A current strata management license. (30 hours) \$425

Building Operations Management

This course examines building operations from a management perspective. You will learn how buildings operate, how to develop a building maintenance plan, how to improve safety and efficiency, and how to solve maintenance problems. Topics include: planning and risk management, best practices, budgeting, tendering and purchasing, service contracts, capital upgrades, and project supervision. Course content applies to residential and commercial properties as well as institutional facilities. This is a required course in the *Professional Building Manager Certificate* program. (30 hours) \$405

Building Systems and Analysis

This course provides a thorough examination of building systems and equipment, and how to analyze and rectify problems in building systems. Topics include: building structure and envelope, mechanical systems and HVAC, maintenance and inspection schedules, report research, building audits, energy efficiency, and problem-solving techniques. Course content applies to residential and commercial properties as well as institutional facilities. This is a required course in the *Professional Building Manager Certificate* program. (36 hours) \$485

Business Communications

This course introduces the fundamentals of interpersonal and group interaction including written, verbal, and non-verbal communication. The class will examine options in presentation preparation and delivery techniques, awareness of tone, consideration of audience, and selection of indirect and direct message organization. This is a required course in the *Property Management Certificate* program, the *Social Housing Management Certificate* program, and the *Professional Building Manager Certificate* program. (36 hours) \$395

Buying Income Property

Ideal for the novice investor, this course offers practical information on the selection and management of income-producing real estate. This includes: multi-unit rental houses, condominium units, apartment buildings, and other investment properties. Students will examine sample property investments on the basis of estimated net income, market value growth, deferred maintenance, routine maintenance, tenancy agreements, and tenant relations. A strong emphasis is placed on personal financial objectives. Non-credit (12 hours) \$215

Commercial Lease Analysis

This concise course examines commercial tenancies and commercial leases in British Columbia. Emphasis is placed on understanding and interpreting lease documents related to a variety of property types, including office and retail. The course is suitable for property managers, building managers, commercial landlords, and those who plan to rent commercial space. This is an elective course in the *Professional Building Manager Certificate*. (12 hours) \$225

Development Application Process

This course gives a practical introduction to the application and review process for property developments in Vancouver and adjacent municipalities. The course includes: (1) a description of the provincial and municipal planning and development review framework as defined by federal, provincial, and municipal law and regulation; (2) a step-by-step examination of the development application review process; and (3) actual examples of successful and unsuccessful development applications. Emphasis is placed on due diligence and advance preparation. Non-credit (9 hours) \$165

Economics – Micro & Macro

This course introduces the issues, concepts, and theories of micro-economics and macro-economics. It provides practice in applying economic reasoning to decision-making and forecasting problems in business, industry, and government. This is an elective course in the *Real Property Analyst Certificate* program. (39 hours) \$595

Financial Skills for Managers

This course explains accounting concepts, tools, and methods in concise and understandable terms. Students will learn basic skills such as reading financial statements, analyzing financial reports, developing and modifying revenue and expense forecasts, and identifying and monitoring critical measures of business performance. This is a required course in the *Property Management Certificate* program and the *Social Housing Management Certificate*. (24 hours) \$269

Home Renovation Planning

Learn how to plan a home renovation project, such as a kitchen, family room, secondary suite, or a major addition. Topics include: concept development and design detailing, planning and scheduling, legal issues, budget preparation, selecting contractors, and project supervision. Course content is relevant to houses, townhouses, and apartment suites. Non-credit (9 hours) \$165

House Construction

Learn about building techniques and the materials used in the construction of wood-frame homes in British Columbia. Construction topics include: footings and foundations, framing, the envelope system, mechanical systems, and interior finishes. The course also covers basic information on permits, zoning, inspections, codes, and important documents in the construction and approval process. This is an elective course in the *Professional Building Manager Certificate* program. (12 hours) \$225 *Note: For an in-depth course on this topic, see Residential Construction below.*

Leading and Managing Employees

What makes people want to do well and how can you motivate them? A stronger understanding of employee motivation will help you improve your personal and organizational performance. Explore how effective leadership and management practices can increase job satisfaction, boost employee morale, and create high performance teams. This is an elective course in the *Professional Building Manager Certificate* program. (12 hours) \$299

Managing Cleaning Services

This course is designed for property managers, property administrators, building managers, and others responsible for cleaning services. You will learn cleaning terminology, how to evaluate cleaning services, cleaning contracts, costing methods, and unique aspects of cleaning services across residential, commercial, hospitality, and health facilities. This is an elective course in the *Professional Building Manager Certificate* program. (12 hours) \$225

Managing Residential Tenancies

This practical course is designed for managers and owners of apartment buildings, rental houses, and rental suites. Topics include: marketing suites, tenant selection, tenancy applications, tenancy agreements, serving notices, rents, eviction, arbitration, dispute resolution, and the Residential Tenancy Act. This is an elective course in the *Professional Building Manager Certificate* program. (12 hours) \$225

Negotiation and Dispute Resolution

Develop the dispute resolution, negotiation, and mediation skills essential in today's demanding workplace. Learn how to analyze complex issues, find common ground, deal with different communication styles, envision win-win outcomes, avoid litigation, and effectively resolve disputes. This is a required course in the *Property Management Certificate* program, the *Social Housing Management Certificate* program, and the *Professional Building Manager Certificate* program. (36 hours) \$410

Project Supervision

Develop the skills you need to successfully complete projects on time and on budget. Learn to analyze tasks and risks, define the scope of a project, build teams, and create resource plans. You will use Microsoft Project 2007 as a tool for project administration and organization. Prerequisite: Windows File Management, Computer Basics, or equivalent experience is strongly recommended. This is an elective course in the *Professional Building Manager Certificate* program. (18 hours) \$295

Property Management – Commercial

Learn the principles and practices of commercial, industrial, and retail property management. Topics include: property types, law, management agreements,

marketing, leases, maintenance and security, budgets and controls, insurance, assessment and taxation, special-use properties (e.g. medical, industrial parks, commercial strata), personnel management, and tenant relations. Emphasis is placed on critical thinking skills related to marketing and management challenges. This is a required course in the *Property Management Certificate* program. (39 hours) \$458

Property Management – Residential

Learn the principles and practices of professional residential rental and strata management. Topics include: property types, licensing and trust accounts, the Residential Tenancy Act, the Strata Property Act, management agreements, rental marketing, tenancy applications and agreements, budgets and controls, maintenance and security planning, insurance, and employee relations. This is a required course in the *Property Management Certificate*. (39 hours) \$465

Real Estate Appraisal

Learn concepts and techniques for appraising real estate value. This course is designed for persons who want to work in the areas of appraisal and assessment. Topics include: the appraisal profession, the appraisal process, property analysis, market and use analysis, valuation methods, value reconciliation, and report writing. Note on AIC/UBC Transfer: This course meets Appraisal Institute of Canada and UBC BUSI 330 requirements. This is a required course in the Langara College *Real Property Analyst Certificate* program. (39 hours) \$658

Real Estate Development

This course gives a practical overview of the real estate development process, from initial idea to completed project. Topics include: development planning and feasibility; site selection, acquisition and due diligence; the development review and approval process; financing, insurance, and construction; project design and marketing or holding the finished project. Emphasis is placed on feasibility analysis, with particular attention to projects under \$5m. Non-credit (15 hours) \$290

Real Estate Investment Analysis

This course explains valuation techniques for income-producing real estate, including the income method of appraisal, tax consequences of real property ownership, and portfolio analysis methodology. Note on AIC/UBC Transfer: This course meets Appraisal Institute of Canada and UBC BUSI 331 requirements. Prerequisite: Real Estate Mathematics and Real Estate Appraisal. A computer with spreadsheet software and a Hewlett Packard (HP) 10BII financial calculator are also required. This is a required course in the Langara College *Real Property Analyst Certificate* program. (39 hours) \$658

Real Estate Law

Learn British Columbia real estate law and professional standards of conduct. Topics include: the judicial system, torts, contracts, agency, interests in land, title registration, property transactions, mortgages, stratas, residential and commercial tenancies, land use regulation, and professional responsibility. Note on AIC/UBC Transfer: This course meets Appraisal Institute of Canada and UBC BUSI 111 requirements. This is a required course in the Langara College *Real Property Analyst Certificate* program. (39 hours) \$658

Real Estate Mathematics

This course introduces the techniques of investment and statistical analysis in a real estate context. Topics include: statistical techniques, cash-flow analysis, discounting, compounding, and the mathematics of real estate finance and investment analysis. There is also a brief overview of graphing and surveying. Note on AIC/UBC Transfer: This course meets Appraisal Institute of Canada and UBC BUSI 121 requirements. This is a required course in the Langara College *Real Property Analyst Certificate* program. (39 hours) \$658

Residential Construction

Gain a working knowledge of the physical aspects of residential properties. Learn how houses are sited, designed, and constructed in Canada, plus how factors such as design, material selection, and construction type affect their value. Discover how to identify and evaluate problems due to design, construction or deterioration, their effect on value, and how problems should be reported. Note on AIC/UBC Transfer: This course meets Appraisal Institute of Canada and UBC BUSI 400 requirements. This is an elective course in the Langara College *Real Property Analyst Certificate* program. (39 hours) \$658

Social and Affordable Housing in BC

Explore the history of social and affordable housing in BC and examine current government policy and social housing conditions. Management topics include: financial planning and budgets; operations and purchasing; risk and insurance; and working with staff, volunteers, and tenants. An introductory course for anyone involved in social housing operations or development. This is a required course in the *Social Housing Management Certificate*. (30 hours) \$360

Social Housing Management

This course includes an in-depth study of contemporary social housing management issues and challenges, with a particular focus on social housing in BC. Major topics include: assessing housing needs, redeveloping the housing stock, creating development partnerships, tenant support programs, community relations, and financial management. Each student will complete a major project offering analysis and recommendations on a contemporary management problem. Prerequisite: Social and Affordable Housing in BC. This is a required course in the *Social Housing Management Certificate*. (30 hours) \$405

Successful Contract Cleaning

Learn how to start and operate a successful contract cleaning business. Topics include: creating a realistic business plan and marketing plan, writing a sales proposal, bidding and estimating, insurance, bonding, and employee supervision. Emphasis is placed on quality control and proven business techniques that satisfy clients. Non-credit (15 hours) \$290

Tendering Contracts

Learn the process for professional tendering of service and supply contracts to get the best price from reliable businesses. Topics include: specification of contract needs and conditions, evaluation criteria, legal considerations, and the format of a tendering document. Non-credit (3 hours) \$75

Schedule and Registration Information

Langara College offers real estate courses in the fall term (*September-December*), spring term (*January-April*), and the summer term (*May-August*). Not all courses are offered every term. See the Course Planner on page 17 for courses offered each term.

For current course offerings, course dates, and other information, visit:

www.langara.bc.ca

Click on Continuing Studies and look for Real Estate listed in the Business category.

Note: The schedule for an upcoming term is displayed on the website approximately 6 weeks before the start of the new term. For example, the schedule for the Sep-Dec term will appear on the website by July 31. The schedule for the Jan-Apr term will appear on the website by November 30.

For a current Continuing Studies Catalogue (*print version*), visit the Continuing Studies office or call to have a current Catalogue sent by mail.

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Course Planner

2011 - 2012

The “X” indicates the term in which a course is offered. While every effort is made to follow this schedule, the College reserves the right to make adjustments due to unforeseen circumstances.

Course	Sep-Dec	Jan-Apr	May-Aug
Advanced Strata Management		X	
Building Operations Management		X	
Building Systems and Analysis	X		
Business Communications	X	X	X
Buying Income Property	X	X	
Commercial Lease Analysis	X		
Development Application Process		X	
Economics – Micro and Macro	X	X	X
Financial Skills for Managers	X	X	X
Home Renovation Planning	X	X	
House Construction	X		X
Leading and Managing Employees	X	X	X
Managing Cleaning Services		X	
Managing Residential Tenancies			X
Negotiation and Dispute Resolution	X	X	
Project Supervision	X	X	X
Property Management – Commercial	X	X	
Property Management – Residential	X	X	
Real Estate Appraisal	X	X	
Real Estate Development		X	X
Real Estate Investment Analysis		X	
Real Estate Law	X		
Real Estate Mathematics	X		
Residential Construction		X	
Social and Affordable Housing in BC	X		
Social Housing Management		X	
Successful Contract Cleaning	X		X
Tendering Contracts	X	X	