



Guidelines for Preparing to Meet AIREP Standards

Guidelines for organization to Prepare to Meet AIREP Accreditation Standards

Introduction

Becoming accredited is a long and difficult journey that often requires significant changes in customary practices and individual behavior. It requires the organization and its entire staff to thoroughly evaluate their current performance and identify practices that must change or processes that must be newly created. Perhaps the most difficult change to accept is the need for documentation. Many of the AIREP standards require documentation such as written policies, procedures, plans. It is important that the leaders of the organization understand and communicate the value of documentation. It is not just a requirement of a standard. Documentation supports continuity of processes even when staff changes; it allows managers and other leaders to know that processes or performance are uniform and not dependent on personal choice; it facilitates orientation of new personnel.

The process of becoming accredited by AIREP can be divided into a series of sequential steps.

1. The leaders embrace the concept of accreditation and the value of having standards against which the organization's performance can be measured.
2. The leaders communicate the concept and value of working toward accreditation to all the organization employees and staff.
3. Since the fundamental concept of accreditation is to improve quality, the organization develops and widely communicates its definition of what is meant by quality.
4. The organization creates a quality improvement committee and begins to keep minutes that reflect the work and successes of quality improvement, including meeting accreditation standards.
5. The organization educates its employees and staff about the individual accreditation standards.
6. The organization completes a self-evaluation of its current status of compliance with the accreditation standards.
7. The self-evaluation is supported by evidence, including documentation, of compliance or non-compliance.
8. For all standards that are not fully met, the organization creates an action plan that defines the following:
 - a. Finding or findings that support the conclusion that the standard is not fully met.
 - b. Recommended action that should be taken to fully meet the standard.
 - c. Name of an individual who will assume the primary responsibility for ensuring that the action is taken and is effective.
 - d. Estimated date for the completion of the action.
9. Impartial external evaluation of the accuracy and validity of the self-evaluation findings and the action plan.
10. One or more preparatory surveys by external (not self-evaluation) surveyors.
11. Final accreditation survey.
12. Accreditation decision.

Cluster 1

AIREP Technical Requirements

TR.1 Legitimacy

The applicant company must meet the legal requirements to trade within its sector, in the country where it is based, and if it proceeds, where it operates.

The applicant company must provide certification of “good standing” delivered by the organisation that processes company registration (Chamber of Commerce, Companies House, Town Hall etc.). The applicant company will also demonstrate that it has all of the licenses in place, and holds, or employs professionals that hold, the diplomas or qualifications necessary to carry out its activity .

TR.2 Viability

The applicant company must demonstrate that it’s accounts are in order and that it is a “going concern”.

The applicant company must provide approval of its annual accounts and certification that it is a “going concern”, by an external, reputable and IRCA certified auditor.

TR.3 Credibility

The applicant company must show that it has a clean track record and is of good repute.

The applicant must provide affidavit signed by a senior director of the company before a public officer authorized by law to administer oaths and affirmations, that:

For a period of ten years prior to the application none of those that form the companies board of directors has been convicted, for any criminal offence (excluding any motoring offence not resulting in a custodial sentence) nor have they been found guilty of conduct which would bring AIREP accreditation into disrepute.

Nor has any of those that form the companies board of directors been the Director of a Company which within the period of 5 years prior to

application, entered into liquidation whether compulsory or voluntary (save for the purpose of amalgamation or reconstruction of the solvent company), nor had a receiver appointed of its undertaking, nor had an administration order made against it, nor entered into an arrangement or composition with its creditors; nor at any time been disqualified from acting as a Director of a Company, nor subject to a warning or banning order from the equivalent to the Office of Fair Trading, or the Department of Trade.

TR.4 Commitment

The applicant must undersign his agreement to comply with our moral and professional code of conduct.

AIREP code of conduct

4.1. General

- 4.1.1** In the execution of their profession, Accredited International Real Estate Professionals shall behave correctly, honestly and with the utmost integrity, both when dealing with the general public or with other property professionals.
- 4.1.2** The duties imposed by this Code of Conduct encompass all real estate-related activities and transactions whether conducted in person, electronically, or through any other means.
- 4.1.3** Accredited professionals shall not deny equal professional services to any person for reasons of race, colour, religion, sex, handicap, familial status, or national origin.
- 4.1.4** Accredited professionals shall not be parties to any plan or agreement to discriminate against a person or persons on the basis of race, colour, religion, sex, handicap, familial status, or national origin.
- 4.1.5** The services which Accredited professionals provide to their clients and customers shall conform to the standards of practice and competence which are reasonably expected in the specific real estate disciplines in which they engage.
- 4.1.6** Accredited professionals shall not themselves, or through associates, or through fully or partly owned enterprises, trade in real estate on a speculative basis.
- 4.1.7** Accredited professionals shall refrain from misleading statements and exaggerated claims in all of their professional dealings.
- 4.1.8** Accredited professionals shall adopt a free and independent position in the execution of their professional activities.
- 4.1.9** Accredited professionals must not give advice or make recommendations on matters or in areas beyond their competence.

4.2. Instruction / Sales / Transactions

- 4.2.1** Accredited professionals shall not accept sales instructions which conflict with the laws and regulations of the country in which they are established / operate or with this Code of conduct.
- 4.2.2** On receiving a sales instruction, accredited professionals are obliged to make the necessary inquiries concerning the object of the instruction.
- 4.2.3** Accredited professionals shall avoid exaggeration, misrepresentation, or concealment of pertinent facts relating to a property or transaction. Accredited professionals shall not be obligated to discover latent defects in a property, to advise on matters outside the scope of their competence, or to disclose facts which are confidential under the scope of agency or non-agency relationships.
- 4.2.4** Accredited professionals must make clear to all parties their position and whose interests they represent.
- 4.2.5** Accredited professionals should not accept instructions in which they may have an economic interest beyond the claim for compensation for fulfilling the instruction.
- 4.2.6** In a transaction, accredited professionals shall not accept compensation from more than one party, even if permitted by law of the country in which they operate, without disclosure to all parties and the informed consent of the their client or clients.
- 4.2.7** The parties instructing the accredited professionals must be informed clearly and unambiguously, about any self-interest the accredited professional may have beyond the compensation for fulfilling the instruction.
- 4.2.8** An accredited professional may represent the seller/landlord and buyer/tenant in the same transaction but only after full disclosure to and with informed consent of both parties.
- 4.2.9** If an accredited professional offers for sale properties in which they have a personal financial interest.
- 4.2.10** Accredited professionals should not oblige potential buyers to sign binding preliminary purchase contracts nor to compromise themselves financially by paying non returnable deposits or reservations. Before signing any contract potential buyers should be given reasonable opportunity to reflect and to obtain legal advice.
- 4.2.11** Accredited professionals shall submit offers and counter-offers objectively and as quickly as possible.
- 4.2.12** Within the framework of the law and to the best of their ability, accredited professionals have the duty to protect the interest of all intervening parties, irrespective of which made the instruction.
- 4.2.13** Where necessary, accredited professionals shall keep in a special account in an appropriate financial institution, separated from their own funds, monies coming into their possession in trust for other persons, such as escrows, trust funds, clients' monies, and other like items.
- 4.2.14** Accredited professionals may not accept such a high number of instructions that it adversely affects the professional standard of their work.

4.3 Confidentiality

- 4.3.1** Accredited professionals must at all times preserve confidential information provided by their clients.
- 4.3.2** The obligation of accredited professionals to preserve confidential information provided by their clients, in the course of any professional relationship, continues even after that relationship ends.
- 4.3.3** Accredited professionals must not use confidential information of clients to the disadvantage of same.
- 4.3.4** An accredited professional must not use clients confidential information for their own, or third party advantage, unless:
 - 4.3.4.1** clients consent after full disclosure; or
 - 4.3.4.2** accredited professionals are required by court order; or
 - 4.3.4.3** it is the intention of a client to commit a crime and the information is necessary to prevent the crime; or
 - 4.3.4.4** it is necessary to defend an accredited professional or the accredited professionals employees or associates against an accusation of wrongful conduct.

4.4 Legal

- 4.4.1** Accredited professionals must comply with the laws and regulations relating to real estate professionals in force within the country in which they are established or operate at any given time.
- 4.4.2** Accredited professionals shall not engage in activities that constitute the unauthorised practice of law and shall recommend that independent legal advice be obtained when the interest of any party requires it.
- 4.4.3** Accredited professionals will be directly responsible for the actions of their employees.

4.5 Relations between Accredited professionals and AIREP

- 4.5.1** Accredited professionals shall abide by this Code of Conduct and with all rules and regulations made by AIREP.
- 4.5.2** Accredited professionals shall respond promptly to all correspondence from AIREP.
- 4.5.3** All accredited professionals and particularly "qualified" and "qualified expert" will notify AIREP within 15 working days, of any changes to their professional status, or changes to the professional status of their employees, especially when those changes mean that they may no longer meet the requirements for Accreditation.
- 4.5.4** Upon request by the AIREP, accredited professionals will provide copies of any document relating to their dealings with any other person, or their business practices, which in the opinion of the AIREP may be necessary, in order to establish the accredited professionals compliance with his obligations under this code and other AIREP regulations.

4.6 Breach of code

- 4.6.1** If any dispute arises between an accredited professional and any seller, buyer or other customer, the accredited professional shall notify them as to the existence of this code of conduct and supply them with a copy of it.

- 4.6.2** If the seller, buyer or other customer believes that the accredited professional has violated this code of conduct and wishes to contact and advise AIREP of this, then the accredited professional shall promptly supply them with AIREP's full contact details.
- 4.6.3** If charged with unethical practice, violating this code of conduct or asked to present evidence or to cooperate in any other way, in any professional standards proceeding or investigation, accredited professionals shall place all pertinent facts before AIREP or tribunals to which AIREP may refer disputes and shall take no action to disrupt or obstruct subsequent proceedings.
- 4.6.4** Accredited professionals shall not make any unauthorized disclosure or dissemination of the allegations, findings, or decision developed in connection with an ethics procedure.
- 4.6.5** Accredited professionals shall not obstruct investigative or professional standards proceedings, by instituting or threatening to institute actions for libel, slander or defamation against any party to a professional standards proceeding or their witnesses based on the filing of an arbitration request, an ethics complaint, or testimony given before any tribunal.
- 4.6.6** Accredited professionals agree to respect dispute resolutions and decisions made by AIREP and / or tribunals to which the AIREP may refer disputes.

This Code of Conduct shall not limit any greater rights that accredited professionals might enjoy under local law or otherwise.

Cluster 2

Quality Improvement and Safety

QI.1 The organization has a quality improvement & safety committee assigned to improving the quality of services at the organization and it meets regularly.

QI.1.1 The committee is chaired by the organization director.

QI.2 There is an assigned quality improvement director whose role is to oversee all QI Accreditation activities.

.QI.2.1 There is a written job description for the QI director.

QI.3 There is an incident-reporting policy describing a system with written procedures on the following:

QI.4.3 How, when, and by whom incidents are investigated

Cluster 3

Management And Leadership

(ML)

ML.1 The organization has a clear mission statement developed and agreed upon by the organization senior management and governing board or entity overseeing the organization.

ML.1.1 The mission statement is made public.

ML.2 There is a clear system/process for coordination and communication between the organization director and the staff.

ML.3 The facility has a clear and written organizational structure with clear lines of authority.

ML.4 A full-time organization director is appointed by the governing body and is assigned to manage the organization in accordance with applicable laws and regulations. The organization director has a clear written job description. The job description defines at least the following responsibilities:

ML.4.1 Providing oversight of day-to-day operations

ML.4.2 Ensuring that necessary policies and procedures are developed and approved by the governing body when required

ML.4.3 Ensuring that the organization complies with all laws and regulations

ML.4.4 Providing oversight of human, financial, and physical resources

ML.4.5 Ensuring appropriate response to reports from any inspecting or regulatory agencies, including accreditation

ML.4.6 Ensuring oversight of all contract services

ML.5 The organization director and all department managers ensure that there is a planned, written, and documented orientation program for all employees.

ML.6 A department manager is assigned to each departments. The responsibility of department manager includes at least the following:

ML.6.1 Providing a written description of the services provided by the department

ML.6.2 Ensuring coordination and integration of these services with other departments when relevant

ML.6.3 There is a staffing plan defining the education, skills, and experience needed by each category of employee in the department

ML.6.4 Ensuring that there is an orientation and continuing education program for the department's employees

ML.7 The organization director and managers meet regularly to discuss problems, plan for solutions, and monitor results in the following but not limited to:

ML.7.1 customers satisfaction.

ML.7.2 employee satisfaction.

ML.7.3 Safety.

ML.7.4 Budget preparation and monitoring.

ML.8 The organization has a strategic plan.

ML.8.1 The strategic plan is developed annual.

ML.8.2 The plan includes a mission, goals, and objectives:

ML.8.2.1 Goals and objectives.

ML.8.2.2 Action plans to achieve goals and objectives.

ML.8.2.3 Specific time frames spread out through the year.

ML.8.2.4 Resources required.

ML.8.2.5 Responsible person to achieve each action.

ML.9 The organization has an annual budget.

ML.9.1 The budget details month projected expenditures / income.

ML.9.2 Each department / service has an individual budget.

ML.9.3 There is evidence that each department manager has had involvement in budget preparation

ML.10 An administrative policy and procedure manual exists and includes policies and procedures related to but not limited to:

ML.10.1 Scope of services.

ML.10.2 Business hours.

ML.10.3 Community participation outreach programs.

ML.10.4 Human resources policies.

ML.10.5 Financial management policies.

Cluster 4

Human Resource (HR)

HR.1 The organization has a method to determine an adequate number and mix of staff to meet its mission.

HR.2 Each department has a written staffing plan. The plan defines the following:

HR.2.1 The total number of staff members needed to fulfill the department's responsibility

HR.2.2 The types of staff members needed

HR.2.3 The required education, skills, knowledge, and experience required for each position

HR.2.4 The plan is periodically reviewed and updated as required, but at least every two years

HR.3 Each employee has a current job description. The job description includes the required education, skills, knowledge, and experience and a description of the responsibilities of the individual

HR.3.1 There is documentation in each employee's file that the job description has been discussed with the employee.

HR.4 There is an implemented process that is uniformly applied for recruiting staff.

HR.5 There is an implemented process that is uniformly applied for evaluating the qualifications of new staff.

HR.6 There is an implemented process that is uniformly applied for appointing new staff members

HR.7 There is an implemented process that is uniformly applied for reevaluation of each category of employees, including the frequency of reevaluation.

HR.8 A personnel file is maintained for each employee. Each file must contain, when applicable to that employee, the following seven elements:

- Copies of diplomas, licenses, certifications.
- Work history.
- Current job description.
- Evidence of orientation to the organization, the assigned department, and the specific job.
- Evidence of initial evaluation of the employee's competence to perform the assigned job.
- In-service education received.
- Copies of annual evaluations.

HR.9 There is a formal orientation program for all employees: The program should include three levels of orientation: organization, departmental, and job specific.

HR.9.1 Orientation to organization structure and administration, provided by organization management.

HR.9.2 Orientation to organization policies.

HR.9.3 Orientation to the assigned department.

HR.9.4 Orientation to the specific job within the department.

HR.10 There are programs in each department for ongoing in-service training.

HR.10.1 The education is based on evaluation of the employees' needs.

HR.11 The organization surveys staff satisfaction at least once per year.

HR.11.1 The data from the survey are aggregated and analyzed at least once per year.

HR.12 A human resources policy and procedure manual exists and includes but is not limit to the following policies:

HR.12.1 Recruitment process

HR.12.2 Orientation

HR.12.3 Grievance procedures

HR.12.4 Termination of employment

HR.12.5 Performance evaluations of employees

HR.13 The human resources function collects, evaluates, and utilizes data for improving services and includes the following:

HR.13.1 Sick leave

HR.13.2 Employee accident rates

HR.13.3 Turnover rates by position and department

HR.17 A system of staff identification is in place

HR.18 The person leading the human resources department has received training in human resources management

Cluster 5

Management Information (MI)

IM.1 The organization has a written plan or plans to meet information needs. The plan(s) is based on at least the following:

IM.1.1 The identified information needs of managerial leaders of the organization.

IM.1.2 The size and the types of services provided by the organization.

IM.1.3 Confidentiality and security of data and information and protection from loss or damage.

IM.1.4 Determination of levels of required access to data and information

IM.2 The plan is being implemented.

IM.3 organization staff participate in selecting, integrating, and using information management technology.

IM.4 The organization has a policy on the retention time of records, data, and information.

IM.5 Records and information are protected from loss, destruction, tampering, and unauthorized access or use.

IM.6 The organization has a plan for maintaining the continuity of information.