

Real Estate Training Program Directive

Facilitator Conduct

Classification	Real Estate Training Programs
Responsible Authority	Program Manager, Real Estate Training
Executive Sponsor	Senior Vice President, Academic
Approval Authority	Executive Director, Online and Professional Training
Date First Approved	2025-06-13
Date Last Reviewed	N/A
Date to Complete Mandatory Review	2026-06-12

Purpose

To clarify the responsibilities of staff and facilitators delivering components of the Real Estate Training Programs at Algonquin College. This directive outlines expected standards of conduct and provides a framework for addressing unprofessional or unethical behaviour.

Scope

This directive applies to all facilitators and staff involved in the delivery of Real Estate Registration Training Programs. These programs include the Real Estate Salesperson Program, consisting of the Pre-Registration Phase and the Post-Registration Phase, and the Real Estate Broker Program, offered through Algonquin College.

Definitions

Facilitator	A subject matter expert contracted by Algonquin College to deliver learning components of the program.
Learner Misconduct	Any action by a learner that violates an Algonquin College policy or Real Estate Training program directives.
RECO	Real Estate Council of Ontario, the regulatory body overseeing real estate training and licensing in Ontario.

Directive

1.0

Facilitators are expected to uphold the highest standards of professional conduct while engaged in facilitating and representing Algonquin College and Real Estate Training programs.

2.0

Facilitators must maintain all RECO requirements as outlined on the Facilitator Job Description. This includes current knowledge of Ontario's real estate principles and practices, including the Trust in Real Estate Services Act, the Code of Ethics, and all other relevant legislation. Facilitators must be registered and in good standing with RECO. Facilitators must immediately disclose any investigations or alleged misconduct.

3.0 The following are prohibited while delivering components of the program:

1. Recruiting or prospecting learners for the facilitator's own brokerage or any affiliated organization.
2. Participating in or enabling breaches of learner code of conduct or program directives.
3. Involvement in or acquiescence to exam theft or other forms of academic dishonesty.

4.0

Facilitators must promptly report any instance of suspected learner misconduct to the Algonquin College Real Estate Training Program Manager.

5.0

Instances of facilitator misconduct may be reported to RECO and RECO may participate in any investigation or sanctioning process.

Procedure

	Action	Responsibility
01	Provide all new facilitators with the Facilitator Conduct Directive during onboarding.	Program Manager
02	Monitor facilitator compliance with conduct expectations during delivery of the Real Estate Training programs.	Program Manager
03	Report suspected misconduct by facilitators to the Algonquin College Program Manager.	Learners, Staff
04	Investigate allegations of misconduct in accordance with Algonquin College procedures and involve RECO where appropriate.	Program Manager
05	Determine appropriate actions or sanctions, up to and including removal from facilitation duties.	Program Manager
06	Notify RECO of confirmed misconduct and provide documentation as required.	Program Manager

Related Directives

Real Estate Training Attendance Directive

Real Estate Training Learner Conduct Directive

Additional Resources

Real Estate Training Facilitator Onboarding Guide