

PROFESSIONAL COMPETENCIES

APPRAISAL INSTITUTE OF CANADA

(Extracted from the AIC Applied Experience Guidelines, August 2010)

Appraisal Institute of Canada
403 ~ 200, rue Catherine Street
Ottawa, Ontario K2P 2K9



Appraisal Institute of Canada

Institut canadien des évaluateurs

WHAT IS A COMPETENCY?

A competency is defined as a skill, knowledge, ability or behavioural characteristic that is associated with superior performance. There are two basic levels of competencies: technical and behavioural.

Technical competencies are predominately about acquired knowledge and technical abilities and skills. Behavioural competencies, such as communication skills or critical thinking skills can be harder to see and develop but are key indicators of how an individual approaches his/her work. The Appraisal Institute of Canada's (AIC) Professional Competency Interview is the final step on the Candidate's path to designation and a successful performance is testimony that an individual is now ready to be granted the status of designated member.

All competencies identified as key competencies by AIC should be:

- Observable
- Measurable
- Linked to professional requirements for designated members of AIC
- Based on strong performance

These professional competencies are critical elements underlying the day-to-day work of AIC members. As such, it is imperative that these competencies are held in high regard by members as they conduct themselves in the completion of their work.

AIC Professional Competencies

Market Analysis	<p>The professional duties of an appraiser require the ability to collect and analyze information and statistics regarding the market characteristics of the area that one practices in. People with this competency demonstrate an understanding of administrative aspects related to real property transactions and property development and are aware of the unique economic variables within their areas of practice. They use this knowledge to effectively complete assignments.</p> <p>Responses in the Professional Competency Interview will be evaluated on the demonstration of the following key actions:</p> <ul style="list-style-type: none"> • Understands how land transactions are recorded within their province • Understands the role that provincial & local government play in relation to the use & development of real property • Aware of planning and zoning by-laws • Aware of emerging trends and transitional areas relative to real property within their local area. • Recognizes, verifies and utilizes various methods of obtaining market data, and statistical information relative to the type of valuation or consulting assignments that the Candidate is involved in.
Integrity	<p>The professional duties of an appraiser require the ability to consistently take actions that match stated values and standards. A professional appraiser is seen to have integrity, "walk the talk", follow through on commitments, and welcome frankness and honesty from others even if sometimes difficult.</p> <p>Responses in the Professional Competency Interview will be evaluated on demonstration of the following key actions:</p> <ul style="list-style-type: none"> • Admits mistakes • Takes a stand based on values and what is best for the organization • Challenges others to live values • Concerned for professional standards of practice



Critical Thinking	<p>The professional duties of an appraiser require the ability to analyze problems systematically, organize information, identify key symptoms and causes and apply solutions. This involves a demonstrated ability to use one's knowledge and experience to effectively solve problems through logical and careful analysis.</p> <p>Responses will be evaluated on the demonstration of the following key actions:</p> <ul style="list-style-type: none"> • Looks beyond apparent facts • Thinks laterally to develop solutions • Analyses relationships among many parts (e.g., symptoms/causes) • Uses Contingency planning to anticipate obstacles and plan ahead • Makes confident decisions even if controversial or challenging • Provides support to projects as needed
Relationship Building & Communication	<p>The professional duties of an appraiser require the ability to communicate with, understand and respond to others effectively. This includes being an effective communicator when dealing with English as a second language, emotional situations, and personality differences in both client and colleague situations. People with this competency demonstrate a sincere effort to understand others and are able to read between the lines for emotions and needs</p> <p>Responses in the Professional Competency Interview will be evaluated on the demonstration of the following key actions:</p> <ul style="list-style-type: none"> • Sees things from another's perspective (even when in disagreement) • Paraphrases and summarizes the ideas of others • Reads between the lines (body language, voice tones, etc) to understand real message • Anticipates the reactions of others • Builds bridges when not always easy • Purposefully develops collegial relationships with others
Self Development	<p>The professional duties of an appraiser require being proactive in improving one's personal capability. This involves being open to recognizing and addressing gaps in one's expertise relative to the job at hand or future career planning. It also involves building ethical relationships or networks with others (external agencies, clients, colleagues, other departments, teams, etc.) that may be helpful in achieving work related goals.</p> <p>Responses in the Professional Competency Interview will be evaluated on the demonstration of the following key actions:</p> <ul style="list-style-type: none"> • Takes steps to prepare own future development • Finds improved way to perform work • Recognizes own performance or competency gaps • Takes own initiative to improve • Asks for and acts on performance feedback • Networks to further organizational goals • * Values mentoring relationships to develop own area of expertise

