

DRE Job Analysis Study for Licensed Salespersons

Paper supplement to the online job analysis questionnaire

Note: The paper supplement to the online Salesperson job analysis questionnaire can be used for those who wish to spend less time on the internet. Feel free to complete the questionnaire on this paper version, and then enter your ratings in the online questionnaire. The URL address for the questionnaire is:

<http://www.hostedsurvey.com/takesurvey.asp?c=DRESalespersonJAQ>

INTRODUCTION

CPS Human Resource Services (CPS) and the Department of Real Estate (DRE) are seeking the assistance of licensed Real Estate Salespersons with this online job analysis questionnaire. The purpose of this job analysis study is to develop an accurate description of the jobs performed by licensed Real Estate Salespersons to be used for:

- Developing future versions of the DRE examination
- Identifying major professional development needs of the real estate profession

This questionnaire was designed to obtain information about the tasks and knowledge and skills that are an important part of the Real Estate Salesperson job. Your participation is very important to assist us in collecting accurate and reliable information regarding the profession. Individual responses will be kept confidential and will be combined with the responses of others who have completed the questionnaire; only a summary of the responses will be reported.

This questionnaire is divided into three major sections:

- (1) A list of 15 background information questions
- (2) A list of 56 task statements that describe activities a licensed Real Estate Salesperson may perform
- (3) A list of 111 knowledge and skill statements that may be relevant to the Real Estate Salesperson job

Before beginning each section of the questionnaire, please read the directions and rating scales carefully. The rating scales change in each of the sections, so care must be taken to use the appropriate scale when making ratings.

If you do not understand the directions or rating scales or have any other questions, please contact Patricia Young or Stephen Nakagawa for assistance. Patricia Young can be reached at 916-263-3624 x3038 or patricia@cps.ca.gov. Stephen Nakagawa can be reached at 916-263-3624 x3121 or snakagawa@cps.ca.gov.

Please keep in mind that if you are a supervisor or manager, you are rating the tasks and knowledge and skills necessary to perform the job of a licensed Real Estate Salesperson.

GENERAL INSTRUCTIONS

When navigating through the online questionnaire, click on the "Next" button at the bottom of each webpage to move to the next page. On pages where questions are presented, an error message will appear if you have failed to answer any of the required questions. Any questions that are "optional" will be clearly indicated as such, and you have the option to omit answers for those questions.

You may save and come back to your incomplete questionnaire after completing any page by clicking on the "Finish Later" button, which is located directly below the "Next" button at the bottom of each page. After clicking the "Finish Later" button, you will be given both a URL address and a return code for returning to the survey. Be sure to write down or copy and paste the URL address and/or return code into a separate document. When you wish to return to the survey, you can simply copy and paste the URL directly into your Internet browser and the link will take you back to the beginning of the survey. Your saved responses will appear on each page. You can edit the responses or simply click "Next" at the bottom of each page until you reach the page on which you left off. Similarly, if you wish to use the return code, navigate your web browser to the beginning of the questionnaire using the original questionnaire link that was provided to you. When prompted, enter the return code and your saved responses will appear on each page. You can edit your responses or simply click "Next" at the bottom of each page until you reach the page on which you left off.

If you have any questions about the instructions for completing the online job analysis questionnaire, please contact Patricia Young or Stephen Nakagawa (contact information provided above).

Thank you for your time and attention to this questionnaire!

If you anticipate that you will be completing this questionnaire in more than one sitting, and would like to receive an email reminder to finish the questionnaire, please provide your email address (your email address will not be associated with your responses):

SECTION 1. BACKGROUND INFORMATION QUESTIONS

Before you begin completing the questionnaire, we need to gather some information about your background. This background information allows us to describe the demographic characteristics of the respondents. These characteristics will help us to analyze the results properly to accurately define the occupation.

1. Which best describes your current real estate license?
 - a. I am a licensed real estate salesperson in California.
 - b. I am a licensed real estate broker in California.
 - c. I am not currently licensed to practice real estate in California.
 - d. Other (please describe)

2. Which best describes your current role?
 - a. I am a licensed real estate salesperson, acting as a salesperson.
 - b. I am a licensed real estate salesperson, acting as a manager.
 - c. I am a licensed real estate salesperson, acting as both a manager and a salesperson.
 - d. I am a licensed real estate salesperson, acting as a licensed assistant.
 - e. Other (please describe)

3. Have you performed licensed real estate activities within the past 12 months?
 - a. Yes
 - b. No

4. What is your level of involvement in real estate activities?
 - a. Full-time
 - b. Part-time
 - c. Not active

5. How long have you been actively involved in activities requiring a real estate license?
- a. Less than 1 year
 - b. 1 to 2+ years
 - c. 3 to 5+ years
 - d. 6 to 10+ years
 - e. 11 to 15+ years
 - f. 16 or more years
6. What is the size of the office in which you currently work?
- a. One licensee (broker/owner)
 - b. 2 to 10 licensees
 - c. 11 to 50 licensees
 - d. More than 50 licensees
 - e. Other (please describe)
7. Which best describes the type of office in which you currently work?
- a. Independent broker, one office
 - b. Independent broker, multiple offices
 - c. Franchised broker, one office
 - d. Franchised broker, multiple offices
 - e. National firm
 - f. Other (please describe)
8. How would you classify the geographic area in which you practice? (please select all that apply)
- a. Urban
 - b. Suburban
 - c. Rural

9. In which categories have your licensed activities occurred over the last two years? (rate each one on the following scale)

Rating Scale

0 – I do not perform activities in this category

1 – I perform activities in this category occasionally

2 – I perform activities in this category regularly

3 – A significant amount of my time is spent performing activities in this category

- a. Sale of single-family (1 – 4) residential properties
- b. Sale of mobile/manufactured homes
- c. Sale of multi-family (5 or more) residential properties
- d. Sale of commercial or industrial properties
- e. Sale of agricultural properties
- f. Sale of fractional interest properties, including timeshares
- g. Sale of vacant land
- h. Property management
- i. Residential leasing
- j. Commercial leasing
- k. Land development
- l. Mortgage banking
- m. Mortgage brokerage
- n. Consulting

10. Are there any other categories in which your licensed activities have occurred during the past two years?

- a. Yes
- b. No

11. What is your gender? (optional)

- a. Female
- b. Male

12. What is your racial/ethnic background? (optional)

- a. African American
- b. Asian
- c. Caucasian
- d. Filipino
- e. Hispanic
- f. Native American
- g. Pacific Islander
- h. Other (please describe)

13. What is your age? (optional)

- a. 18-25 years
- b. 26-35 years
- c. 36-45 years
- d. 46-55 years
- e. 56-65 years
- f. 66 years or older

14. What is the highest level of education you have completed? (optional)

- a. Less than high school
- b. GED/high school proficiency
- c. High school graduate
- d. Some college education without degree
- e. Associate's degree
- f. Bachelor's degree
- g. Some post graduate education without advanced degree
- h. Master's degree
- i. Doctorate degree
- j. Other (please describe)

15. Do you have other professional designations related to the real estate profession? (optional)

- a. Yes
- b. No

SECTION 2. TASK STATEMENT RATINGS

In this section, you will be presented with a list of 56 task statements (divided into six domains) that may be performed by a licensed Real Estate Salesperson. You will be asked to provide Frequency and Importance ratings for each statement.

FREQUENCY RATINGS

Read each task statement carefully and decide how frequently the task is performed as part of the Real Estate Salesperson job. It is not expected that all tasks are performed on every job. Some tasks are performed more frequently than others. Please indicate how frequently each of the following tasks is performed by selecting the appropriate rating. There are likely to be some tasks that are part of the job but are not currently performed. For these tasks, it would be appropriate to give a Frequency rating of 1 "Part of the job, but not performed."

Please use the following scale to indicate how frequently each task is performed on the Real Estate Salesperson job that you perform, supervise, or are thoroughly familiar with.

Frequency

0 = Not part of the job

1 = Part of the job, but not performed

2 = Performed every few months to yearly

3 = Performed every few weeks to monthly

4 = Performed every few days to weekly

5 = Performed every few hours to daily

After you have rated the task FREQUENCY, rate the task IMPORTANCE.

IMPORTANCE RATINGS

After you rate the Frequency, you should next rate the Importance of the task. Read each of the following task statements carefully and decide its importance to the Real Estate Salesperson job. Some tasks are more important to overall successful job performance than others. Do not let your Frequency rating influence your Importance rating for the task. Tasks that require a lot of time are not necessarily the tasks that are the most important. Please indicate how important each of the following tasks is to successful job performance by selecting the appropriate rating.

Please use the following scale to indicate how important each task is to successful job performance for the Real Estate Salesperson job that you perform, supervise, or are thoroughly familiar with.

Importance

- 0 = Not Important*
- 1 = Somewhat Important*
- 2 = Important*
- 3 = Very Important*

Note: The FREQUENCY and IMPORTANCE rating scales will appear at the top of each page containing task statements.

Frequency

- 0 = Not part of my job
- 1 = Part of my job, but not performed
- 2 = Performed every few months to yearly
- 3 = Performed every few weeks to monthly
- 4 = Performed every few days to weekly
- 5 = Performed every few hours to daily

Importance

- 0 = Not Important
- 1 = Somewhat Important
- 2 = Important
- 3 = Very Important

Task Statements			
#	Locating, Listing, and Marketing Property	Frequency	Importance
1	Locate potential clients using lead generating techniques and methods		
2	Inform potential clients about your brokerage services, disclosure obligations, agency relationships and duties, and compensation policy		
3	Explain potential agency options using the required disclosure document and (if applicable) elect and confirm the agency relationship		
4	Discuss with clients their goals, needs, and financial situations		
5	Prepare and discuss market analyses of comparable properties and market conditions with clients		
6	Recommend aesthetic and maintenance changes that will enhance the marketability of property		
7	Promote client's property		
8	Conduct reasonable, competent, and diligent visual inspection of the accessible areas of the property and disclose known and observed material facts		
9	Identify the properties that meet the stated needs of the client		
10	Present and show properties identified that meet the stated needs of the client		
11	Point out and discuss observed and known features and conditions		

Task Statements			
#	Negotiating Sales Contracts	Frequency	Importance
12	Advise clients of the importance and necessity of making full disclosure of all facts known to the agent materially affecting the value or desirability of the property that are not known to, or within the diligent attention and observation of, the parties		
13	Advise clients to obtain tax, legal, and other professional advice on matters beyond expertise of the licensee		
14	Prepare contracts; provide general explanations of the contract provisions; make recommendations to seek advice from other professionals as needed		

Frequency

- 0 = Not part of my job
- 1 = Part of my job, but not performed
- 2 = Performed every few months to yearly
- 3 = Performed every few weeks to monthly
- 4 = Performed every few days to weekly
- 5 = Performed every few hours to daily

Importance

- 0 = Not Important
- 1 = Somewhat Important
- 2 = Important
- 3 = Very Important

Task Statements			
#	Negotiating Sales Contracts	Frequency	Importance
15	Deliver and discuss disclosure documents and make recommendations to seek advice from other professionals as needed		
16	Discuss, prepare, present, and facilitate negotiation of offers and counteroffers, leases, and other contract documents; communicate acceptance and rejection of offers		
17	Provide copies of executed contractual and related documents to client in a timely manner		
18	Advise clients of the importance and benefits of obtaining inspections, reports, and other investigations related to the property		
19	Monitor fulfillment of purchase contract terms (e.g., close of escrow, seller repairs, contingency removals)		
20	Review and discuss the preliminary title report with client and recommend that the client review report with title officer and/or attorney		

Task Statements			
#	Overseeing Transaction During Escrow Period	Frequency	Importance
21	Handle earnest money deposits and other client funds according to required trust fund procedures		
22	Arrange and provide instructions for closing/escrow		
23	Discuss closing/escrow procedures and requirements with client		
24	If acting as an escrow agent, coordinate property escrow closings and oversee signing and processing of documents and disbursement of funds		
25	If acting as a mortgage broker or an escrow agent, review closing documents for accuracy and completeness prior to closing and discuss with client		
26	Review estimated closing statement to confirm that it reflects the terms of the purchase agreement prior to closing and discuss with client		
27	Assist in coordination of after-closing activities (e.g., key exchange) per agreement with client		

Frequency

- 0 = Not part of my job
- 1 = Part of my job, but not performed
- 2 = Performed every few months to yearly
- 3 = Performed every few weeks to monthly
- 4 = Performed every few days to weekly
- 5 = Performed every few hours to daily

Importance

- 0 = Not Important
- 1 = Somewhat Important
- 2 = Important
- 3 = Very Important

Task Statements			
#	Arranging Financing	Frequency	Importance
28	Evaluate mortgage options to help clients obtain financing at suitable rates and terms per the client's needs and goals		
29	Assist clients in completion of loan application and related documents		
30	Prepare in a timely manner and explain financial disclosures required by federal and state regulations		
31	Determine documents and verifications necessary to establish loan eligibility or qualifications		
32	Obtain verification documents from employers, depository institutions, landlords, and others for purposes of obtaining financing or leasing		
33	Order appraisal of property and explain the appraised value to the client		
34	Evaluate clients' financial data and credit records to determine eligibility for financing		
35	Arrange for seller financing of property		

Task Statements			
#	Maintaining Professionalism and Managing Brokerage	Frequency	Importance
36	Review trade journals and relevant literature to remain knowledgeable about real estate markets, trends, and regulations		
37	Attend conventions, conferences, or association meetings to remain knowledgeable about real estate markets, trends, regulations, and current contract provisions		
38	Attend live real estate educational programs or seminars to remain knowledgeable about real estate markets, trends, and regulations		
39	Attend online real estate educational programs or seminars to remain knowledgeable about real estate markets, trends, and regulations		
40	Participate in professional groups and community organizations		
41	Review client transaction files for accuracy and completeness prior to closing		

Frequency

- 0 = Not part of my job
- 1 = Part of my job, but not performed
- 2 = Performed every few months to yearly
- 3 = Performed every few weeks to monthly
- 4 = Performed every few days to weekly
- 5 = Performed every few hours to daily

Importance

- 0 = Not Important
- 1 = Somewhat Important
- 2 = Important
- 3 = Very Important

Task Statements			
#	Maintaining Professionalism and Managing Brokerage	Frequency	Importance
42	Dispose of clients' personal information in a safe and proper manner		
43	Communicate with clients on a regular basis to keep them informed of the status of the transaction and to answer questions		
44	Provide all client records, closed and cancelled files, and rejected offers to broker for retention		
45	Comply with trust fund handling requirements		
46	Train or provide training to your firm's real estate licensees to improve their knowledge and skills		
47	Supervise and train unlicensed support staff; delegate duties appropriately		
48	Supervise real estate licensees who handle real estate or mortgage transactions		
49	Monitor current license status for licensees		
50	Develop networks of attorneys, mortgage lenders, and service providers to whom clients may be referred		
51	Maintain current knowledge of relevant governmental regulations and disclosures		
52	Manage and operate real estate offices, handling associated business details		
53	Conduct licensed real estate activities in compliance with federal, state, and local anti-discrimination laws		

Task Statements			
#	Managing Property/Other Specialty Areas	Frequency	Importance
54	Review and monitor condition of premises, recommend necessary maintenance needs to the client, and, when authorized, arrange for the repairs		
55	Perform preliminary analysis of financial data of investment property and make appropriate disclosures to client; advise client to seek professional advice as needed		
56	Analyze financial data of the business opportunity and make appropriate disclosures to client		

SECTION 3. KNOWLEDGE AND SKILL STATEMENT RATINGS

In this section, you will be presented with a list of 111 knowledge and skill statements (divided into 11 domains) that may be required to perform the job of a Real Estate Salesperson. You will be asked to provide Importance and Needed at Licensure ratings for each statement.

IMPORTANCE RATINGS

Read each knowledge and skill statement carefully and decide its importance to the Real Estate Salesperson job. Some knowledge and skills are more important to overall successful job performance than others. In using this scale, think of the relative **IMPORTANCE** of each knowledge or skill for successful job performance. Although many knowledge and skills may be important, some knowledge and skills are more or less important than others. Please indicate how important each of the following knowledge and skills is to successful job performance by selecting the appropriate rating.

Please use the following scale to indicate how important each knowledge or skill is to successful job performance for the Real Estate Salesperson job that you perform, supervise, or are thoroughly familiar with.

Importance

0 = Not Important

1 = Somewhat Important

2 = Important

3 = Very Important

After you have completed the knowledge or skill **IMPORTANCE** rating, you will need to complete the **NEEDED AT LICENSURE** rating for the same knowledge or skill before you begin the next statement.

NEEDED AT LICENSURE RATINGS

After you rate the Importance, please rate the knowledge or skill for Needed at Licensure. Read each knowledge or skill statement carefully and decide whether an individual needs to possess the knowledge or skill upon receiving their license as a Real Estate Salesperson. Different knowledge and skills are needed at different stages. For example, a Real Estate Salesperson needs to possess certain knowledge and skills upon licensure for the job. Other knowledge and skills are learned on the job through training or experience. Please indicate how necessary the possession of each knowledge or skill is at the time of licensure for this position by selecting the appropriate rating.

Please use the following scale to indicate the degree to which each knowledge or skill is needed upon licensure to the Real Estate Salesperson job.

Needed at Licensure

0 = Not Needed

1 = Needed

2 = Essential

Note: The IMPORTANCE and NEEDED AT LICENSURE rating scales will appear at the top of each page containing the knowledge and skill statements.

Importance

0 = Not Important
 1 = Somewhat Important
 2 = Important
 3 = Very Important

Needed at Licensure

0 = Not Needed
 1 = Needed
 2 = Essential

KNOWLEDGE AND SKILL STATEMENTS			
#	Property Ownership	Importance	Needed at Licensure
1	Knowledge regarding the types of and different characteristics of real and personal property		
2	Knowledge regarding how the different characteristics of real and personal property impact ownership, transferability, or financing		
3	Knowledge regarding physical property characteristics (e.g., size, orientation, architectural type, topography, land characteristics, green building/LEED features)		
4	Knowledge regarding economic property characteristics (e.g., tenant credit worthiness, vacancy rate, type of lease, useful life expectancy, income and expense statement)		
5	Knowledge regarding encumbrances (e.g., liens, easements, encroachments, CC&Rs) and the impact on usability and valuation		
6	Knowledge regarding types of ownership (e.g., types of estates, forms of ownership, leases, common interest properties)		
7	Knowledge regarding property descriptions (e.g., metes and bounds, lot and block, township and range, land area, plat maps)		

KNOWLEDGE AND SKILL STATEMENTS			
#	Land Use Controls and Regulations	Importance	Needed at Licensure
8	Knowledge regarding Government Rights in Land (e.g., property taxes, supplemental taxes, Williamson Act, eminent domain, police power, assessments, Mello-Roos)		
9	Knowledge regarding public controls (e.g., zoning laws; building codes; master plans; rent control; just cause for eviction; special study zones)		
10	Knowledge regarding environmental hazards disclosure obligations affecting real property		
11	Knowledge regarding private controls (e.g., restrictions on use, deed conditions, covenants, removal of deed restrictions, private property transfer tax, private water and road agreements)		

Importance

0 = Not Important

1 = Somewhat Important

2 = Important

3 = Very Important

Needed at Licensure

0 = Not Needed

1 = Needed

2 = Essential

KNOWLEDGE AND SKILL STATEMENTS

#	Land Use Controls and Regulations	Importance	Needed at Licensure
12	Knowledge regarding water rights (e.g., riparian, littoral, appropriative) and issues (e.g., flood plain, wetlands, tidelands, coastal, and shoreline regulations)		

KNOWLEDGE AND SKILL STATEMENTS

#	Valuation and Market Analysis	Importance	Needed at Licensure
13	Knowledge regarding value (e.g., market value and definitions, characteristics of value, principles of value, market cycles)		
14	Knowledge regarding methods of estimating value (e.g., market or sales comparison approach, cost approach, income approach, reconciliation)		
15	Knowledge regarding the calculation of square footage		
16	Skill to calculate square footage		

KNOWLEDGE AND SKILL STATEMENTS

#	Financial Analysis	Importance	Needed at Licensure
17	Knowledge regarding the calculation of property tax		
18	Skill to calculate property tax		
19	Knowledge regarding the calculation of loan-to-value ratios		
20	Skill to calculate loan-to-value ratios		
21	Knowledge regarding the calculation of loan fees/points		
22	Skill to calculate loan fees/points		
23	Knowledge regarding the calculation of equity in the property		
24	Skill to calculate equity in the property		
25	Knowledge regarding methods of qualifying buyers		
26	Knowledge regarding amortizations (e.g., principal and interest, monthly payment)		

Importance

0 = Not Important

1 = Somewhat Important

2 = Important

3 = Very Important

Needed at Licensure

0 = Not Needed

1 = Needed

2 = Essential

KNOWLEDGE AND SKILL STATEMENTS

#	Financial Analysis	Importance	Needed at Licensure
27	Knowledge regarding prorations (e.g., property taxes, interest, utilities, insurance, rents)		
28	Knowledge regarding estimated closing statement		
29	Skill to calculate estimated closing statement		
30	Knowledge regarding documentary transfer tax		
31	Skill to calculate documentary transfer tax		
32	Knowledge regarding CMAs (comparative market analyses)		
33	Knowledge regarding investment calculations, including, but not limited to, capitalization rates and gross rent multipliers (GRMs)		
34	Skill to calculate capitalization rates and gross rent multipliers (GRMs)		
35	Knowledge regarding the various methods of depreciation		
36	Knowledge regarding depreciation recapture		

KNOWLEDGE AND SKILL STATEMENTS

#	Financing	Importance	Needed at Licensure
37	Knowledge regarding general concepts of real estate financing (e.g., loan-to-value ratio, debt-coverage ratio, points, loan origination fees and lender compensation, discounts, mortgage insurance, qualifying buyers, loan application procedures, equity, security for loans, occupancy)		
38	Knowledge regarding the loan structure and pricing		
39	Knowledge regarding types of loans (e.g., term, partially amortized or balloon, amortization, negative amortization, adjustable rate mortgages, reverse mortgages, commercial mortgages, interest only)		
40	Knowledge regarding sources of financing (e.g., seller/owner, land/installment contracts, primary market, secondary market, government programs, current conditions in mortgage market, non-institutional or private money lending)		

Importance

0 = Not Important

1 = Somewhat Important

2 = Important

3 = Very Important

Needed at Licensure

0 = Not Needed

1 = Needed

2 = Essential

KNOWLEDGE AND SKILL STATEMENTS

#	Financing	Importance	Needed at Licensure
41	Knowledge regarding the types of loan originators and the products that they offer		
42	Knowledge regarding financing programs, including FHA, VA, Cal Vet, Cal HFA, Fannie Mae, Freddie Mac, etc., and their effect on contract preparation		
43	Knowledge regarding mortgages/deeds of trust/notes (e.g., priority, subordination clauses, assumptions, foreclosure, redemption rights, acceleration clauses, prepayment clauses, release clauses, all-inclusive trust deed, purchase money vs. non-purchase money or hard money, due-on-sale clause)		
44	Knowledge regarding financing/credit regulations (e.g., truth in lending, Real Estate Settlement & Procedures Act [RESPA], equal credit opportunity, mortgage loan disclosure, loan discounting)		
45	Knowledge regarding seller financing disclosure statement and related requirements		
46	Knowledge regarding Regulations X and Z and how they relate to business practice and lender fraud (i.e., kick backs, false applications, lack of disclosure, unlawful referral fees, double contracts, money paid outside of escrow, buyer credits)		

KNOWLEDGE AND SKILL STATEMENTS

#	Laws of Agency and Fiduciary Duties	Importance	Needed at Licensure
47	Knowledge regarding the different duties for dual agency versus single agency		
48	Knowledge regarding law, definition and nature of agency relationships, types of agency relationships, and agents (e.g., general and specific, agent and subagent)		

Importance

0 = Not Important

1 = Somewhat Important

2 = Important

3 = Very Important

Needed at Licensure

0 = Not Needed

1 = Needed

2 = Essential

KNOWLEDGE AND SKILL STATEMENTS

#	Laws of Agency and Fiduciary Duties	Importance	Needed at Licensure
49	Knowledge regarding loan originator agency relationships and fiduciary duties to borrowers and lenders (e.g., the fiduciary duty of utmost care, integrity, honesty, and loyalty; the diligent exercise of reasonable skill and care in performance of licensed originator's duties; duties of honest and fair dealing and good faith; duty to disclose all facts known to the licensed originator materially affecting the value or desirability of the property and/or credit risk of the transaction that are known to, or within the diligent attention and observation of, the parties)		
50	Knowledge regarding how agency relationships are created (e.g., express, implied)		
51	Knowledge regarding how agency relationships are terminated (e.g., expiration date, mutual agreement, termination by completion, automatic termination)		
52	Knowledge regarding responsibilities of agent to the agent's principal (client) (e.g., the fiduciary duty of utmost care, integrity, honesty, and loyalty) as well as diligent exercise of reasonable skill and care in performance of agent's duties; duties of honest and fair dealing and good faith; duty to disclose all facts known to the agent materially affecting the value or desirability of the property that are not known to, or within the diligent attention and observation of, the parties)		
53	Knowledge regarding responsibilities of agent to non-client third parties (buyers, sellers, lenders, landlords, and tenants) (e.g., the diligent exercise of reasonable skill and care in performance of agent's duties; duties of honest and fair dealing and good faith; duty to disclose all facts known to the agent materially affecting the value or desirability of the property that are not known to, or within the diligent attention and observation of, the parties)		

Importance

0 = Not Important
 1 = Somewhat Important
 2 = Important
 3 = Very Important

Needed at Licensure

0 = Not Needed
 1 = Needed
 2 = Essential

KNOWLEDGE AND SKILL STATEMENTS

#	Laws of Agency and Fiduciary Duties	Importance	Needed at Licensure
54	Knowledge regarding disclosure obligations and the process for disclosing, electing, and confirming agency relationships		
55	Knowledge regarding disclosure requirements when the agent is acting as the principal		
56	Knowledge regarding disclosure requirements when affiliated business relationships exist (e.g., escrow, title, pest control, insurance, mortgage)		
57	Knowledge regarding disclosure requirements by a buyer's agent of the ownership interest in the real property by a person related to the licensee or by any other person with whom the licensee has a special relationship		
58	Knowledge regarding federal and state laws affecting compensation and fees (e.g., general, antitrust laws, finders fees, referral fees, illegal practices, RESPA)		

KNOWLEDGE AND SKILL STATEMENTS

#	Disclosures	Importance	Needed at Licensure
59	Knowledge regarding the real estate transfer disclosure statement (TDS)		
60	Knowledge regarding federal, state, and local statutory disclosure requirements, including but not limited to natural hazards, lead, Megan's Law, and industrial use		
61	Knowledge regarding the requirements to disclose material facts affecting the value and desirability of the property		
62	Knowledge regarding the importance of advising clients to obtain inspections and verify information pertinent to the client		

Importance

0 = Not Important

1 = Somewhat Important

2 = Important

3 = Very Important

Needed at Licensure

0 = Not Needed

1 = Needed

2 = Essential

KNOWLEDGE AND SKILL STATEMENTS

#	Contracts	Importance	Needed at Licensure
63	Knowledge regarding contracts (e.g., general concepts, definition, requirements, types performance, breach)		
64	Knowledge regarding listing agreements (e.g., general concepts, requirements, types)		
65	Knowledge regarding advance fee agreements		
66	Knowledge regarding buyer representation agreements		
67	Knowledge regarding offers/purchase contracts (e.g., counteroffers/multiple counteroffers, requirements, delivery, notification and acceptance, contingencies, addenda)		
68	Knowledge regarding leases/rental agreements		
69	Knowledge regarding purchase and/or lease options		
70	Knowledge regarding contract rescission, modification, and cancellation		
71	Knowledge regarding agreements between employing brokers and their licensees		
72	Knowledge regarding property management agreements		

KNOWLEDGE AND SKILL STATEMENTS

#	Transfer of Property	Importance	Needed at Licensure
73	Knowledge regarding title insurance (e.g., preliminary title report; types – CLTA, ALTA, etc.; exceptions [easements, CC&Rs, liens]; clouds on title)		
74	Knowledge regarding the types of deeds related to real property (e.g., grant deed, interspousal, quitclaim)		
75	Knowledge regarding the types of vesting related to real property (e.g., community property, tenancy in common, joint tenancy, TICs, co-ops, LLC, partnerships, foreign or domestic corporations) and the necessity for the client to seek professional advice		

Importance

0 = Not Important

1 = Somewhat Important

2 = Important

3 = Very Important

Needed at Licensure

0 = Not Needed

1 = Needed

2 = Essential

KNOWLEDGE AND SKILL STATEMENTS

#	Transfer of Property	Importance	Needed at Licensure
76	Knowledge regarding escrow (e.g., purpose, estimating closing costs, funds, obligations of escrow agent, instructions, closing statements, prorations, county and city transfer taxes, private transfer fees)		
77	Knowledge regarding tax consequences (e.g., capital gains and losses, exemptions, tax-deferred transactions, exchanges, short sales, deeds in lieu) and the necessity for the client to seek professional advice		
78	Knowledge regarding various forms of property transfer through court supervision (e.g., probate, conservatorships, bankruptcy, judicial foreclosure)		
79	Knowledge regarding the differences between notices of default, foreclosures, short sales, and deeds in lieu, and the necessity for the client to seek professional advice		
80	Knowledge regarding transferability of air rights		

KNOWLEDGE AND SKILL STATEMENTS

#	Practice of Real Estate	Importance	Needed at Licensure
81	Knowledge regarding trust account management and record keeping of the trust accounts		
82	Knowledge regarding fair housing laws		
83	Knowledge regarding the challenges and sensitivities of working in a multicultural marketplace		
84	Knowledge regarding truth in advertising (e.g., Regulation Z)		
85	Knowledge regarding record keeping requirements (e.g., confidentiality and security; time period for holding files including open, closed, cancelled, and rejected) and proper destruction of documents containing personal information		

Importance

0 = Not Important

1 = Somewhat Important

2 = Important

3 = Very Important

Needed at Licensure

0 = Not Needed

1 = Needed

2 = Essential

KNOWLEDGE AND SKILL STATEMENTS

#	Practice of Real Estate	Importance	Needed at Licensure
86	Knowledge regarding record keeping requirements for loan originators (e.g., confidentiality and security; time period for holding files including open, closed, cancelled, withdrawn, and declined) and proper destruction of documents containing personal information		
87	Knowledge regarding the licensee's accountability to the supervising broker as required by DRE regulations (e.g., agency duties, reviewing documents, record keeping, trust fund, advertising)		
88	Knowledge regarding allowable activities of unlicensed sales assistants		
89	Knowledge regarding the DRE Commissioner's authority to impose penalties; levy fines; restrict, suspend, or revoke licenses; and refer to other jurisdictional agencies		
90	Knowledge regarding licensing and continuing education requirements and procedures		
91	Knowledge regarding the California real estate recovery fund		
92	Knowledge regarding the importance of technology and its legal use in real estate business practice (e.g., VOW, IDX, CAN-SPAM, electronic security requirements, Do Not Call/Fax)		

KNOWLEDGE AND SKILL STATEMENTS

#	Specialty Areas	Importance	Needed at Licensure
93	Knowledge regarding property management		
94	Knowledge regarding landlord/tenant rights		
95	Knowledge regarding prepaid rental listing services		
96	Knowledge regarding fractional interest properties (e.g., TICs)		
97	Knowledge regarding timeshares		
98	Knowledge regarding condo-tels		
99	Knowledge regarding mobile homes/manufactured housing		

Importance

0 = Not Important

1 = Somewhat Important

2 = Important

3 = Very Important

Needed at Licensure

0 = Not Needed

1 = Needed

2 = Essential

KNOWLEDGE AND SKILL STATEMENTS

#	Specialty Areas	Importance	Needed at Licensure
100	Knowledge regarding subdivisions (i.e., Subdivided Lands Act, Subdivision Map Act)		
101	Knowledge regarding commercial/industrial/income property		
102	Knowledge regarding business opportunities (e.g., ABC license, Secretary of State requirements)		
103	Knowledge regarding agricultural and rural property		
104	Knowledge regarding bulk transfers		
105	Knowledge regarding mineral, oil, or gas rights (MOG)		
106	Knowledge regarding auctions		
107	Knowledge regarding interstate land sales		
108	Knowledge regarding the use and sale of promissory notes		
109	Knowledge regarding land development/in-fill, Brownfields, and smart growth		
110	Knowledge regarding the various definitions of value (e.g., market value, investment value, replacement value, value in place)		
111	Knowledge regarding the difference between an appraisal, a comparative market analysis (CMA), and a broker price opinion (BPO)		

Thank you for taking the time to complete the DRE Job Analysis Questionnaire!

Your responses are extremely valuable to the Department of Real Estate (DRE) and to CPS Human Resource Services (CPS). The information that you have provided will be used to develop future versions of the DRE examination and to identify major professional development needs of the real estate profession.

If you have any comments, questions, or concerns regarding this questionnaire, please contact either Patricia Young or Stephen Nakagawa. Patricia Young can be reached at 916-263-3624 x3038 or patricia@cps.ca.gov. Stephen Nakagawa can be reached at 916-263-3624 x3121 or snakagawa@cps.ca.gov.