



RECO

Real Estate Council of Ontario

Learner Exam Handbook

Version 1.2, December 2025

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1. Introduction

The Real Estate Council of Ontario (RECO) sets educational requirements for the registration of real estate agents and brokers in the province of Ontario, providing them with the knowledge required to remain compliant with the law while serving consumers. The purpose of this document is to outline for learners the process through which they can schedule and successfully write the exams necessary to become real estate agents or brokers. This document will outline general information about RECO, our assessment/exam service provider, Meazure Learning, our exam process, and all the information learners need to have a successful exam experience. RECO is dedicated to maintaining rigorous standards in the real estate services sector, and, as such, the learner will find information regarding our Code of Conduct for exams and Misconduct Policy here as well.

Real Estate Council of Ontario (RECO)

The Real Estate Council of Ontario (RECO) is a not-for-profit organization that regulates real estate agents and brokerages across the province. Its mission is to protect consumers by ensuring that real estate agents and brokerages in Ontario understand and comply with the law.

As Ontario's regulator of more than 110,000 real estate agents and brokerages (sometimes referred to as registrants), RECO administers the Trust in Real Estate Services Act, 2002 (TRESA) and enhances consumer confidence in the real estate services sector.

RECO is an Administrative Authority (AA) overseen by the Ministry of Public and Business Service Delivery and Procurement (the Ministry). It advances consumer protection, oversees the registration of real estate agents and brokerages across Ontario, and enforces applicable laws. Registration with RECO is mandatory to legally trade in real estate in Ontario.

What RECO Does

- Investigates complaints and takes necessary actions to safeguard consumer interests.
- Provides oversight as an independent authority, holding real estate agents and brokerages accountable, making unbiased decisions to protect the public, and maintaining trust in the real estate services market.
- Educates and supports consumers by helping them understand their rights and responsibilities when buying or selling real estate, enabling them to make informed and confident decisions throughout the process.
- Sets educational requirements for real estate agents, including pre-registration, post-registration, broker, and continuing education programs, to provide them with the knowledge needed to remain compliant with the law and effectively serve consumers.

Real Estate Registrant Categories in Ontario

Real Estate Salesperson

A real estate salesperson assists buyers and sellers with most aspects of a real estate transaction. Agents in Ontario must be registered with RECO, which requires them to complete the necessary education, pass required exams, and carry both consumer deposit insurance and professional liability insurance. Real estate agents provide valuable information, advice, and guidance to buyers and sellers as they navigate the complexities of real estate transactions.

Real Estate Broker

A real estate broker is a registered real estate professional who has completed additional education, passed required exams, and met registration requirements beyond those of a real estate salesperson. Brokers can manage or own a real estate brokerage, supervise other agents, and handle more complex real estate transactions. They may also choose to work as agents themselves, without supervising others.

Meazure Learning

Meazure Learning provides services to organizations like RECO to educate, train, and certify test-takers as conveniently, securely, and equitably as possible. Meazure Learning provides RECO with solutions to develop, deliver, and analyze exams to meet RECO's goals. Online Proctored (OLP) exams are delivered through its remote proctoring platform, ProctorU. Meazure Learning also offers an in-person, international testing network, including sixty-six (66) test centre locations in Ontario.

RECO learners will use the Meazure Exam Platform in conjunction with the ProctorU Platform and Guardian Secure Browser to complete their exams. The secure browser offers a straightforward, easy-to-use experience for learners that includes highly trained proctoring staff and 24/7 technical support, allowing learners to reach out to ask questions and receive the answers they need.

2. Exams & Assessments

As the regulator of real estate agents and brokerages in Ontario, RECO plays an important role in protecting consumers by setting educational requirements for real estate agents including pre-registration, post-registration, broker, and continuing education programs. RECO's Real Estate Salesperson Program and Real Estate Broker Program have been developed to ensure learners are equipped with the knowledge they need to comply with the law while effectively serving consumers.

These programs align with the competency profiles established by the Real Estate Regulators of Canada (RERC), developed in consultation with real estate regulators across Canada, which ensures consistent professional competencies across the country.

Exam Format and Content

RECO's Real Estate Salesperson Program pre-registration phase is developed for learners wishing to pursue a career as a real estate agent. It includes five courses and two hands-on simulation sessions. Four of the five courses and both simulation sessions culminate in a theory exam. The program provides a comprehensive, in-depth understanding of the real estate industry and compliance requirements, exposing learners to the complexities of residential and commercial real estate transactions.

The Real Estate Broker Program equips current RECO agents with the knowledge needed to own, manage, or operate a real estate brokerage. The curriculum prepares learners to oversee brokerage operations, with a focus on key areas such as brokerage setup, broker-of-record responsibilities, business management, and compliance with relevant legislation. To enrol in the program, learners must first pass the Broker Qualifying Exam. To complete the program, learners must pass the Final Broker Exam.

Each exam has its own prerequisites that learners must complete to be eligible to attempt it. Learners who are unsuccessful in their first attempt at any of these exams have the opportunity to purchase a second attempt. If learners are unsuccessful a second time, they must repurchase and repeat the corresponding course. Learners who fail the Broker Final Exam twice must repeat the entire Real Estate Broker Program if they wish to become a broker.

Please note that the Broker Qualifying Exam and the Interprovincial Challenge Exam are the only exams that allow learners to repurchase and attempt them an unlimited number of times if they fail.

Exam 1: Real Estate Essentials

Exam 1 tests learners on the contents of Course 1, which provides learners with an overview of the real estate profession, fundamentals of real estate, and property ownership, rights, and limitations. It introduces land description and land registration, as well as the *Trust in Real Estate Services Act*

(TRESA), the law that regulates Ontario's real estate sector. The exam also covers other key or relevant legislation and regulations.

Exam 2: Residential Real Estate Transactions

Exam 2 tests learners on the contents of Course 2, which goes further into residential real estate by providing learners with information regarding transactions, representation agreements, and understanding both residential and commercial property types. It also outlines strategy considerations for property value and pricing, viewing residential properties, and many aspects of the residential property transaction agreements and sales.

Exam 3: Additional Real Estate Transactions

Exam 3 tests learners on the contents of Course 3, which provides content on condominiums, new construction, rural properties, and multi-unit dwellings. It also provides information regarding leasing and completing leasing agreements for residential tenancies.

Simulation Exam 1: Residential Real Estate Transactions

Simulation sessions help learners apply their knowledge to real-life scenarios. After attending Simulation Session 1: Residential Real Estate Transactions, learners must pass the Simulation Exam 1: Residential Real Estate Transactions to progress in the Real Estate Salesperson Program.

Exam 4: Commercial Real Estate Transactions

Exam 4 tests learners on the contents of Course 4, which introduces learners to many aspects of commercial real estate like commercial construction, requirements for office or retail properties, and industrial properties. It assists learners to prepare for working with consumers wishing to buy and sell commercial properties, outlining how to complete commercial transaction agreements and transactions involving commercial leasing, development of land and farms, and brokering the sale of a business.

Simulation Exam 2: Commercial Real Estate Transactions

Simulation sessions help learners apply their knowledge to real-life scenarios. After attending Simulation Session 2: Commercial Real Estate Transactions, learners must pass the Simulation Exam 2: Commercial Real Estate Transactions to progress in the Real Estate Salesperson Program.

Broker Qualifying Exam

RECO's Real Estate Broker Program is for real estate salespersons who are currently registered with RECO and aspire to continue their education to become a registered real estate broker. A passing score on the Broker Qualifying Exam is a pre-requisite to begin this program. This exam tests learners' working knowledge in the key areas of compliant real estate trading in Ontario. Study guides for the Broker Qualifying Exam are available on the product description page within Measure Learning's platform, where candidates book the exam, and they are also linked in booking confirmation emails.

Broker Final Exam

The Broker Final Exam is a live-proctored exam that tests a learner’s proficiency in the materials covered in the Real Estate Broker Program.

Interprovincial Challenge Exam

The Interprovincial Challenge Exam assesses knowledge of the laws that apply to trading in real estate in Ontario. Individuals who seek an equivalent registration status as that currently possessed by them in another qualifying Canadian province or territory need to pass the Interprovincial Challenge Exam. Even if a learner passes the Interprovincial Challenge Exam, they may still be ineligible for registration in Ontario if they do not meet all of RECO’s additional requirements. Prior to scheduling the exam, applicants should visit [RECO’s website](#) to get a better understanding of all requirements for registration in Ontario. Study guides for the Interprovincial Challenge Exam are available on the product description page within Measure Learning’s platform, where candidates book the exam, and are also linked in booking confirmation emails.

Real Estate Salesperson Program: Pre-Registration Phase

Corresponding Course	Exam Name	Number of Questions	Question Type	Exam Time Allowed
Course 1	Exam 1: Real Estate Essentials	75	Multiple Choice	2 hours
Course 2	Exam 2: Residential Real Estate Transactions	115	Multiple Choice	3 hours
Course 3	Exam 3: Additional Residential Real Estate Transactions	115	Multiple Choice	3 hours
Simulation Session 1	Simulation Exam 1: Residential Real Estate Transactions	50	Multiple Choice Case Scenarios	3 hours
Course 4	Exam 4: Commercial Real Estate Transactions	115	Multiple Choice	3 hours
Simulation Session 2	Simulation Exam 2: Commercial Real Estate Transactions	46	Multiple Choice Case Scenarios	3 hours

Real Estate Broker Program

Corresponding Course	Exam Name	Number of Questions	Question Type	Exam Time Allowed
Pre-requisite to begin the Real Estate Broker Program coursework	Broker Qualifying Exam	115	Multiple Choice	3 hours
Cumulative exam on courses 1–4 of the Real Estate Broker Program	Broker Final Exam	115	Multiple Choice	3 hours

For agents and brokers moving to Ontario from another Canadian jurisdiction

Corresponding Course	Exam Name	Number of Questions	Question Type	Exam Time Allowed
--	Interprovincial Challenge Exam (ICE)	115	Multiple Choice	3 hours

Exam Delivery – Scheduling & Modality

Exams are administered on the Exam Platform at test sites administered by Meazure Learning or via online proctoring through the ProctorU Platform. In general, learners may choose whether they wish to complete their exam in person at a test centre or remotely via online proctoring.

Learners choosing to test at Meazure Learning testing locations may choose their specific exam date, time, and location via the Meazure Learning Exam Platform. Test centre appointments must be made at least 48 hours in advance. Learners needing an accommodation should refer to the Accommodation Process section of this document to learn more about advance booking timelines for accommodated exams. Learners can find testing locations near them when booking the exam.

Learners choosing to test virtually through OLP (Online Proctoring) should test in a private location with strong Wi-Fi capabilities or a wired Internet connection. Learners selecting the OLP (Online Proctoring) option can book the exam ahead of time or they can also test “on-demand,” meaning they will have the option to schedule the next available appointment time (no earlier than 24 hours) to complete their exam. Online proctored exams are available 24/7.

It is the learner’s responsibility to ensure their testing space, equipment, and Internet connection are suitable and meet the technical requirements for remote testing. Learners should access Meazure Learning’s [Test It Out tool](#) to assess their computer and Internet capabilities prior to exam day. [This link](#) will prompt the learner to download and test their equipment in the Guardian Browser (recommended.) Learners can also access this tool by navigating to the [“Take an Exam” page](#) in the Exam Platform and clicking the button labeled “Test-It-Out” at the bottom of the page.

Requirements, policies and procedures for both in-person and online proctored exams are listed below. Learners can request scheduling assistance or exam-day support through Meazure Learning’s [LiveChat](#) feature or by calling Meazure Learning at 1-855-772-8678.

How to Access the Exam Platform

Learners will use the Exam Platform to schedule their exams and, if they are testing virtually, to access their testing session.

Learners can access the Exam Platform in one of two ways:

1. By clicking the following link: <https://reco.ysasecure.com/login> and logging in with their educational institution credentials. Candidates should select their education provider to log in. Only Interprovincial Challenge Exam candidates should select RECO to log in.
2. Through Single Sign-on (SSO) via their educational institution's Learning Management System (LMS).

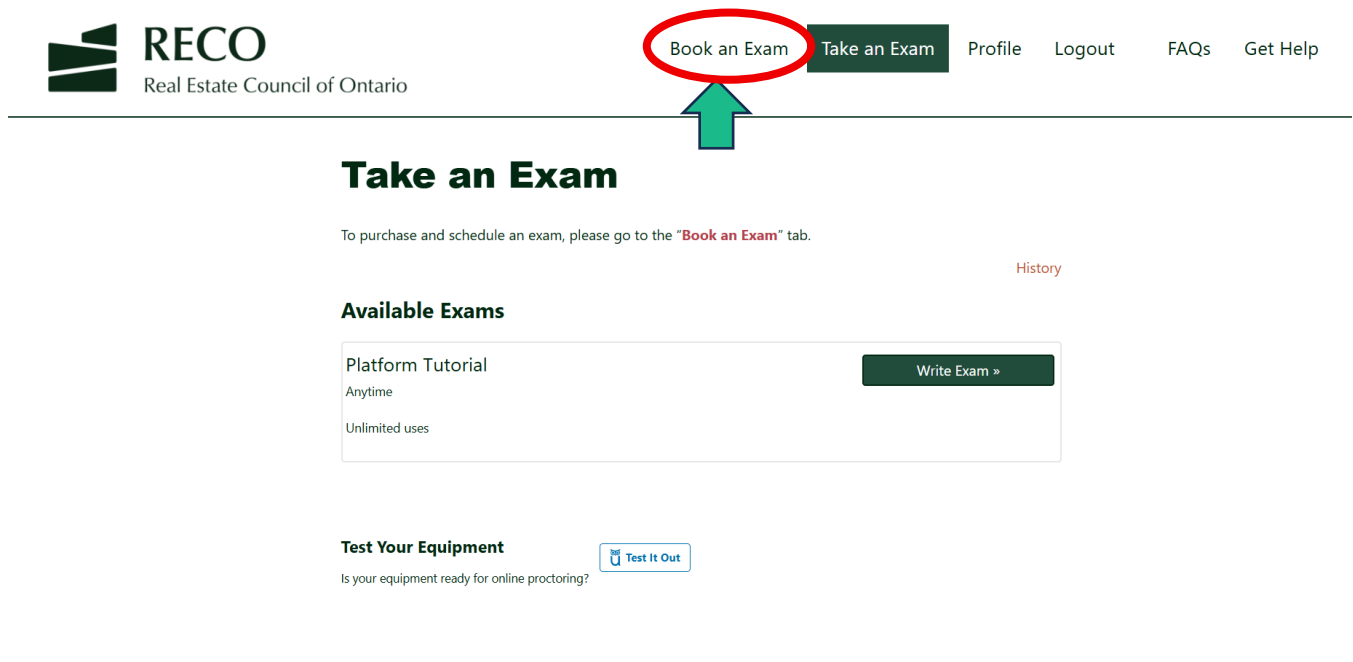
Single Sign-on is an authentication process that allows users to access multiple applications or websites using a single set of login credentials.

Upon login, the learner can view any exam for which they have eligibility from their institution.

Please note: Exams will not appear for learners unless they are deemed eligible, have logged in to the Exam Platform, and their institution has verified their account.

How to Schedule and Purchase and Exam

Review the steps and screenshots on the following pages for instructions on how to schedule and purchase your exam.



Once logged in to the portal, learners should navigate to the “Book an Exam” Page.

On this page learners will see all the exams that they are eligible to schedule and take:

Book an Exam

Exam(s) will not be available until you have logged in and your institution has authorized your account.

Search

Product	Price (\$)
Exam 1: Real Estate Essentials	\$120.00



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Meazure Learning administers exams for the Real Estate Council of Ontario's (RECO) real estate education programs.

After clicking on the exam title, the learner is then taken to a page with details about the exam, including links to Study Guides and information about requesting accommodations. Learners are encouraged to review the information carefully and then go to the bottom of the page to continue.

This exam covers content from **Course 1: Real Estate Essentials**. See course modules below:

1. Introducing the Real Estate Profession
2. Introducing the Fundamentals of Real Estate
3. Introducing Property Ownership, Rights and Limitations
4. Introducing Land Description and Land Registration
5. Introducing the Trust in Real Estate Services Act (TRESA)
6. Introducing the Key Legislation & Regulations
7. Introducing Other Relevant Legislation & Regulations

Exam Details

- You will have the option of writing this exam virtually via an online proctored session or in-person at a Meazure Learning Exam Centre. See the [Online Proctoring FAQ](#) for more information on online scheduling, options and requirements.
- You are expected to arrive on time for your scheduled exam. Late arrivals may be denied access to the exam and your exam attempt will be marked as exhausted. Any missed exam appointments will be counted as a failed attempt. Missed or exhausted exam appointments may not be eligible for a refund or rescheduling. Refunds are granted only in accordance with Meazure Learning's standard cancellation and rescheduling policy.
- This exam will be 120 minutes (2 hours) in length.
- Exam 1 consists of 75 questions.
- All exam questions will be (4) four-option multiple choice with a single correct response.
- If you are unable to achieve a pass mark on your first exam attempt, you are entitled to repurchase the exam for a second and final exam attempt.
- If you are unable to achieve a pass mark on the second attempt, you will be required to purchase and retake Exam 1.

Prerequisite

- Complete Course 1: Real Estate Essentials – eLearning Course

Exam Fee

CAD \$ 120 per attempt



At the bottom of the page, the learner will have the opportunity to select if they prefer to test on-site at a physical testing location, or virtually, via online proctoring. The learner will make their selection and click the “Confirm Details” button.

Product	Type	Valid until	Number of Attempts
Exam 1: Real Estate Essentials	Exam	July 4, 2025	1

*To book this exam, please select your in-person or online appointment date and time.
Complete booking to see the final amount.*

Booking for Exam 1: Real Estate Essentials Exam

Select a Testing Option Below

Online: INTERNAL USE - QA ONLY
Jun 04, 2025 - Jul 31, 2025

Test Centre: INTERNAL USE - QA ONLY
Jun 04, 2025 - Jul 31, 2025

[Confirm Details »](#)



Test Centre Bookings

The following is an example of how to complete the test centre booking process. The learner selects the Test Centre option and clicks the “Confirm Details” button to move to the next screen.

Product	Type	Valid until	Number of Attempts
Exam 1: Real Estate Essentials	Exam	July 4, 2025	1

*To book this exam, please select your in-person or online appointment date and time.
Complete booking to see the final amount.*

Booking for Exam 1: Real Estate Essentials Exam

Select a Testing Option Below

Online: INTERNAL USE - QA ONLY
Jun 04, 2025 - Jul 31, 2025

Test Centre: INTERNAL USE - QA ONLY
Jun 04, 2025 - Jul 31, 2025

Confirm Details »

The learner can enter their address or postal code in the search box and provide their preferred maximum distance they are able to travel. Once these items are entered, the system will populate the results, showing all the test centres available that meet the criteria.

Product	Type	Valid until	Number of Attempts
Exam 1: Real Estate Essentials	Exam	July 4, 2025	1



To book this exam, please select your in-person or online appointment date and time. Complete booking to see the final amount.


Booking for Exam 1: Real Estate Essentials Exam

In-Person Proctoring

Search by address or ZIP/postal code:

Distance: mi km


 




[Confirm Details »](#)

From the results provided, the learner can make their preferred selection. Once a site has been selected, the system will immediately populate the site's availability.

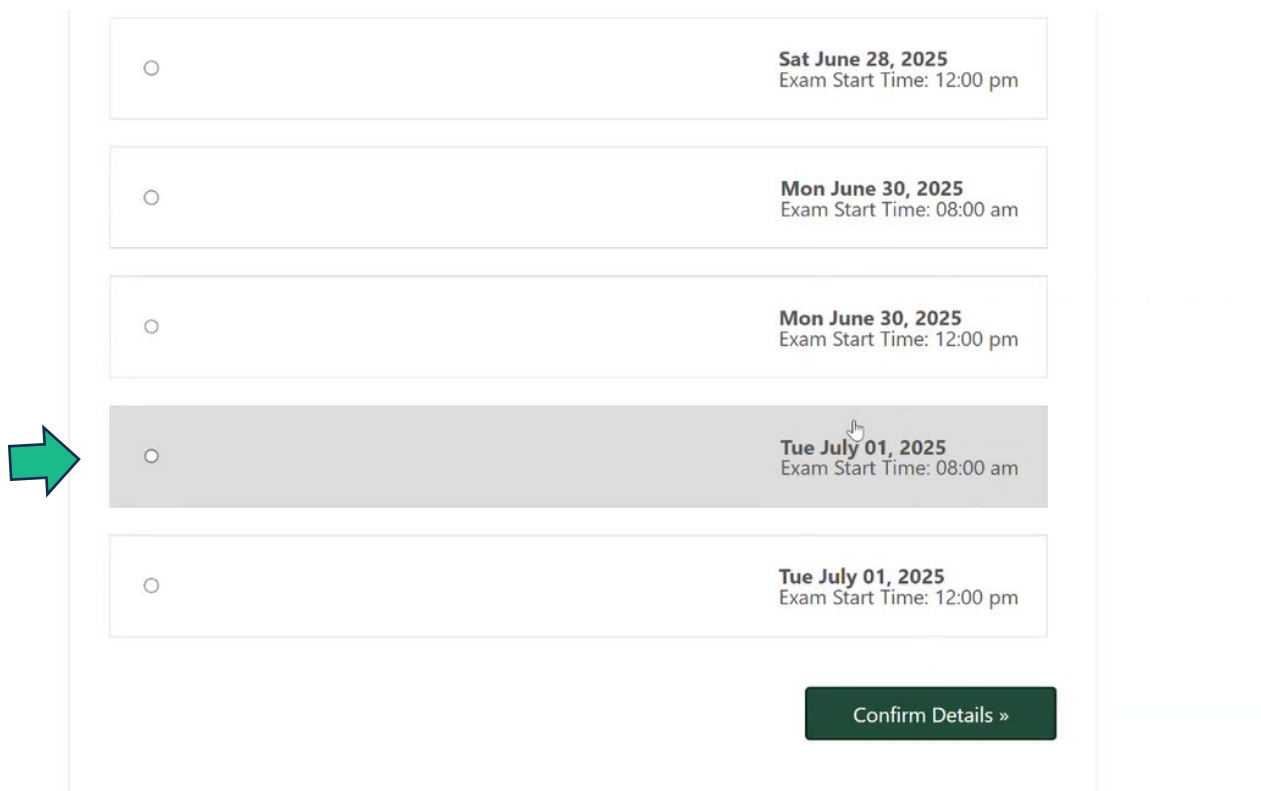
<p>Fortray Networks Canada</p> <p><input type="radio"/> 10 Milner Business Court, 3rd Floor SCARBOROUGH, ON M1B 3C6 Canada</p>	<p>Humber College - ETS Test Centre</p> <p><input type="radio"/> 30 Carrier Drive Toronto, ON M9W 5T7 Canada</p>
<p>Oxford Learning Centre Richmond Hill</p> <p><input type="radio"/> 10720 Yonge Street , Unit # 209A Richmond Hill, ON L4C 3C9 Canada</p>	<p>Queen's Collegiate</p> <p><input type="radio"/> 200 Ronson Drive, Suite 200 Toronto, ON M9W 5Z9 Canada</p>
<p>Canadian Systems Inc.</p> <p><input checked="" type="radio"/> 680 Rexdale Blvd, Unit 15 Toronto, ON M9W 0B5 Canada</p>	





[Confirm Details »](#)

From the availability provided, the learner selects the date and time that is most convenient for them. If the learner does not see a date and time that works for their schedule, they can choose one of the alternative locations and repeat the same process.



The screenshot shows a list of five exam appointment options, each with a radio button. The fourth option is selected and highlighted in grey. A green arrow points to the radio button of the selected option. A 'Confirm Details »' button is located at the bottom right of the list.

<input type="radio"/>	Sat June 28, 2025 Exam Start Time: 12:00 pm
<input type="radio"/>	Mon June 30, 2025 Exam Start Time: 08:00 am
<input type="radio"/>	Mon June 30, 2025 Exam Start Time: 12:00 pm
<input checked="" type="radio"/>	Tue July 01, 2025 Exam Start Time: 08:00 am
<input type="radio"/>	Tue July 01, 2025 Exam Start Time: 12:00 pm

Confirm Details »

Once a date and time have been selected, the learner clicks the “Confirm Details” button to move forward to the next screen. Please see payments section below for more details on how to complete the exam appointment booking.

Please note: For learners who choose to test in person, the confirmation notice, received via email once payment is made, will need to be provided (printed or shown on their phone) at the test centre in order to be admitted to their exam.

Online Bookings

Learners who choose to test via online proctoring will select Online and then click the “Confirm Details” button to move to the next screen.

Exam Booking Summary:

Product	Type	Valid until	Number of Attempts
Exam 1: Real Estate Essentials	Exam	July 4, 2025	1



*To book this exam, please select your in-person or online appointment date and time.
Complete booking to see the final amount.*

Booking for Exam 1: Real Estate Essentials Exam

Select a Testing Option Below

Online: INTERNAL USE - QA ONLY
Jun 04, 2025 - Jul 31, 2025

Test Centre: INTERNAL USE - QA ONLY
Jun 04, 2025 - Jul 31, 2025



The next screen allows the learner to input their time zone and select their preferred testing date.

To book this exam, please select your in-person or online appointment date and time.
Complete booking to see the final amount.

Booking for Exam 1: Real Estate Essentials Exam

Online Proctoring

Select a time zone (if testing in Ontario, please select Toronto, Canada):
(-04:00) Toronto, Canada

June 2025

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July 2025

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2025

Su	Mo	Tu	
	3	4	5
10	11	12	
17	18	19	
24	25	26	
31			

Confirm Details »

Once the learner has selected a date, they can choose their preferred testing time. After making their selection, they can click the “Confirm Details” button to proceed.

Please note that timeslots are typically available 24/7. Learners assume responsibility for arriving on time to the appointment time they booked.

Booking for Broker Qualifying Exam

Online Proctoring

Select a time zone (if testing in Ontario, please select Toronto, Canada):

(-08:00) Vancouver, Canada

November 2025

Su	Mo	Tu	We	Th	Fr	Sa
						1
				6	7	8
				13	14	15
				20	21	22
				27	28	29

December 2025

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

January

Su	Mo	Tu
4	5	6
11	12	13
18	19	20
25	26	27

7:30 am
7:40 am
7:50 am
8:00 am
8:40 am
8:50 am
9:10 am
08:00 am

Confirm Details »

The system will display to the learner the date and time they have selected. Learners should verify that their selected appointment times are accurate. If their choices are correct, they can now proceed to the next step in the process by clicking the “Proceed to Payment” button.

Exam 1: Real Estate Essentials Exam 1: Real Estate Essentials 06/27/25

To book this exam, please select your in-person or online appointment date and time. Complete booking to see the final amount.

Booking for Exam 1: Real Estate Essentials Exam


Online Proctoring

Confirm Appointment

Please review the details for your current selection and select "Proceed to Payment »" button to confirm.

Exam Name	Exam 1: Real Estate Essentials
Exam Start Time	06/27/25 00:20 EDT

[« Back](#) [Proceed to Payment »](#)



Payments

All learners, regardless of whether they wish to test online or at a physical testing location, will complete the same payment process. Learners review their purchase information once more, select their payment method (Credit Card) and click the “Continue” button.

Review Your Purchase

- 1 Address & Payment Type
- 2 Payment
- 3 Review Order
- 4 Receipt

Product	Quantity	Price
Exam 1: Real Estate Essentials	1	\$120.00

Billing and Shipping Information

Payment Type

Payment type 

Billing and Shipping Information

Payment Type

Payment type



The system will prompt the learner to add their payment information. If the learner has tested previously with this account on the Measure Exam Platform, they may have saved their payment details. Learners can choose to use the payment method on file or add a different payment method.

Address &
Payment Type

2 Payment

3 Review Order

4 Receipt

Product	Quantity	Price
Exam 1: Real Estate Essentials	1	\$120.00
	Total »	\$120.00

Billing Details



Add payment info

Back

Review order confirmation

Please note: When your payment is processed, it will appear on your statement under Yardstick.

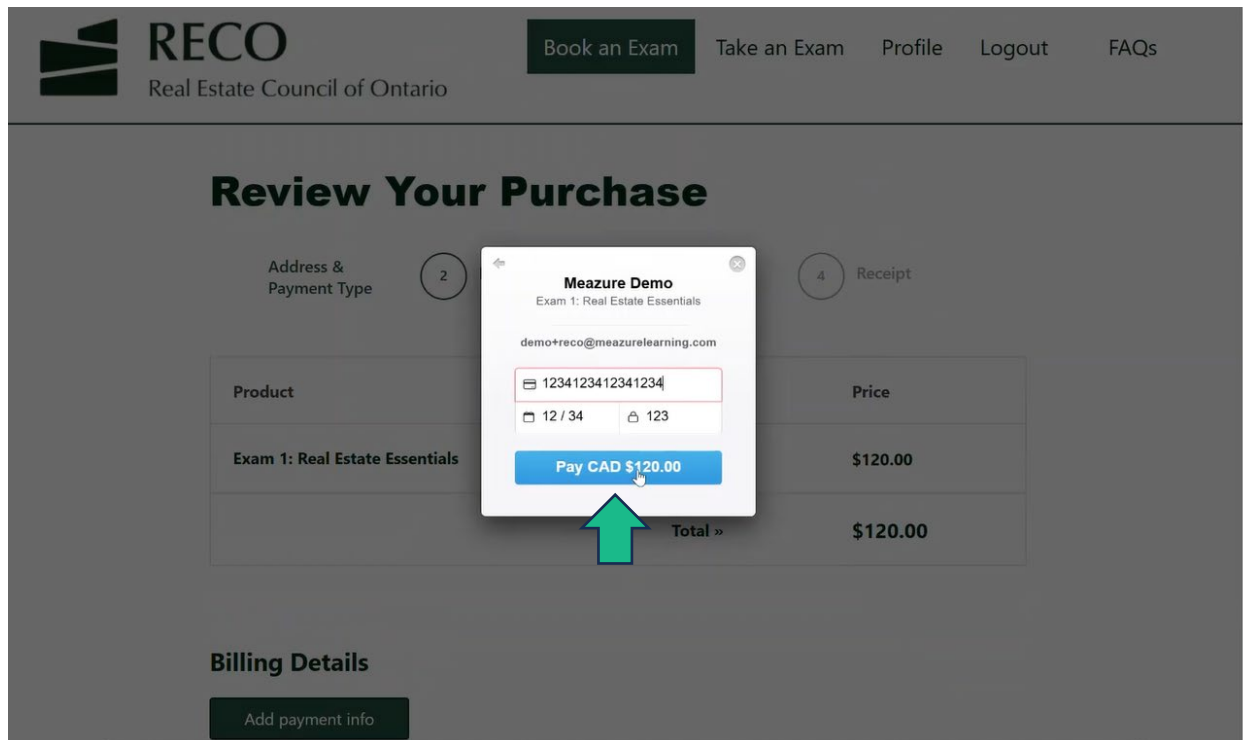
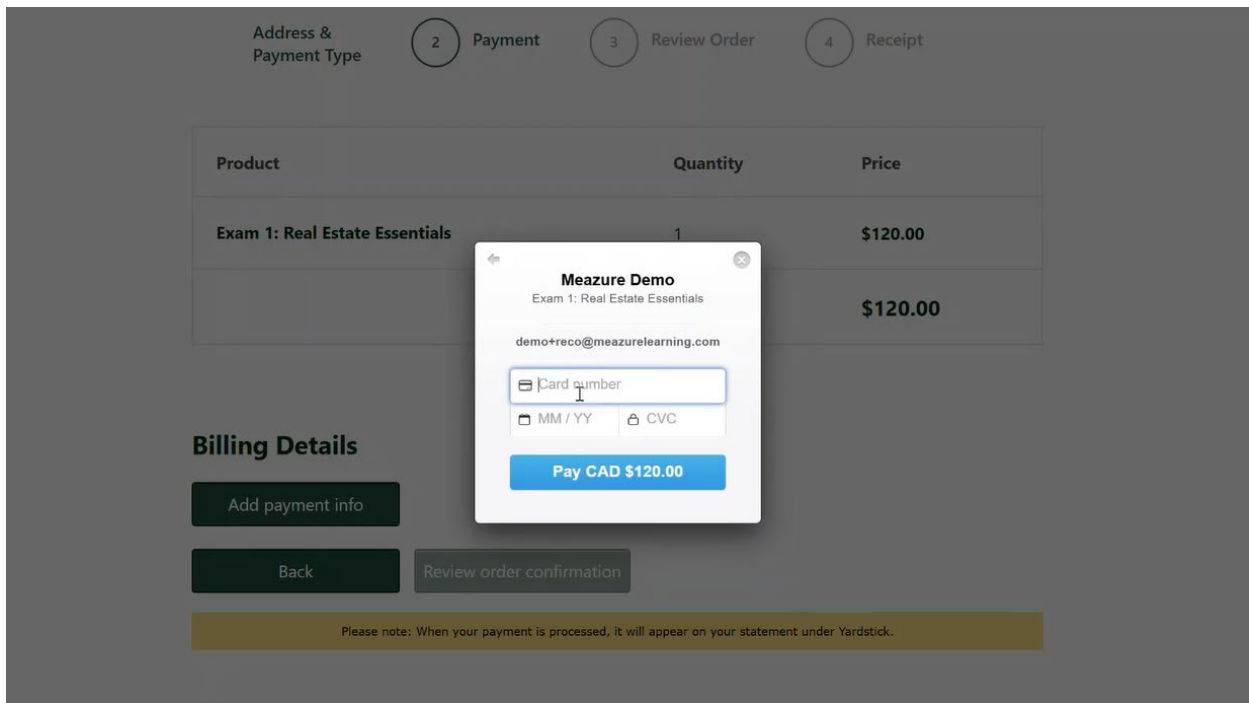
Learners will enter their billing information, then click “Add Payment Info” to proceed.

The screenshot shows the same interface as above, but with a modal form open over the 'Add payment info' button. The modal is titled 'Meazure Demo' and contains the following fields:

- Exam 1: Real Estate Essentials
- demo@reco@meazurelearning.com
- Meazure Learning
- 123 Street Address
- 12345 City
- Canada

A green arrow points to the 'Payment Info' button at the bottom of the modal. The background interface is dimmed.

Learners will then enter their card number and click the “Pay CAD \$120” button.



Once payment has been processed, learners will see a screen with their billing receipt which they can print for their records.

Purchase Receipt

Purchase Receipt [Print receipt](#) [Continue to exams and courses](#)

This is your official receipt. Please print this page and file it for your reference.

Purchased By	Meazure Demo
Order Number	0001098018
Date	June 24, 2025 11:18 EDT
Site	Real Estate Council of Ontario
Amount	\$0.00
Payment Type	Credit Card

Learners will also receive a confirmation email with their exam scheduling details from Meazure Learning. This email will be sent to the email a learner has on file. Emails are autogenerated, so learners should check their spam/junk folders if the email is not immediately visible in their inbox.

Please note: For learners who choose to test in person, **this confirmation notice will need to be provided (printed or shown on their phone) at the test centre in order to be admitted to their exam.**

Exam Fees and Payment

The table below outlines the fee associated with each exam. This fee is for a single exam attempt and is the same for either in-person or Online Proctored (OLP) exams. If a learner is unsuccessful on their initial exam attempt, they can purchase a second exam attempt. **Learners who do not achieve a passing score a second time will need to repurchase and complete the course associated with the exam. Learners who do not achieve a passing score on their second attempt on the Broker Final Exam will need to re-enroll and retake the entire Real Estate Broker Program.**

The Interprovincial Challenge Exam and Broker Qualifying Exam do not have a maximum attempt limit, however, they must be purchased separately for each attempt, following the instructions in the previous section.



Learners should refer to Cancellation, Reschedule, No-Show and Retake Policies for information regarding rescheduling or missed testing appointments.

Real Estate Salesperson Program Exams: Pre-Registration Phase

Corresponding Course	Name	Fee
Course 1	Real Estate Essentials	\$120 CAD
Course 2	Residential Real Estate Transactions	\$120 CAD
Course 3	Additional Residential Real Estate Transactions	\$120 CAD
Simulation Session 1	Residential Real Estate Transactions	\$120 CAD
Course 4	Commercial Real Estate Transactions	\$120 CAD
Simulation Session 2	Commercial Real Estate Transactions	\$120 CAD

Real Estate Broker Program

Corresponding Course	Name	Fee
--	Broker Qualifying Exam	\$120 CAD
--	Broker Final Exam	\$120 CAD

Real Estate Broker Program

Corresponding Course	Name	Fee
--	Interprovincial Challenge Exam (ICE)	\$120 CAD

Exam Day Preparation Instructions – In-Person Exams

Learners should refer to the confirmation notice they received after scheduling their exam for the site's full address and information regarding which room to report in. The confirmation notice may have general information on directions to the site as well. Parking facilities vary per site, so learners should arrive early to allow for adequate time to park.

Emergencies

Exceptions to the Cancellation, Reschedule, No-Show and Retake Policies may be made in the event of a substantiated medical or family emergency. Learners may contact Meazure Learning directly at 1-855-772-8678 or by filing a [support ticket](#) via the Exam Platform for assistance.

Inclement weather

Learners should visit https://assessments.meazurelearning.com/mainsite/ibtsites/site_closings.aspx for information about test site closures or delays in cases of inclement weather.

Environmental distractions

Testing area temperature is non-standard and may vary; therefore, learners should wear appropriate clothing (e.g., sweatshirt without pockets or a hood, or other layered clothing) to help them adapt to a cooler or warmer climate in the testing area.

Exam Policies and Procedures: In-Person Exams

This section outlines the key policies and procedures that govern the administration of in-person exams. Learners are expected to review and adhere to these guidelines before, during, and after their in-person exam session. Please note that learners writing RECO's exams in any modality are subject to RECO's Code of Conduct and Exam Misconduct Policy.

Exam admission requirements

- Learners must arrive at the testing location on time. It is recommended that learners arrive at their testing centre at least fifteen (15) minutes prior to the start of their exam appointment. Learners arriving more than thirty (30) minutes after the start of their testing appointment will be turned away and forfeit their testing appointment.
- The learner will be required to submit the confirmation notice they received via email upon scheduling to the test centre proctor. A learner's confirmation notice can be provided to the proctor either via a printed copy of the confirmation notice, or by presenting the confirmation notice on their phone. **Please note:** Once the exam check-in process is completed, the learner will be required to lock away their phone in a secure location outside of the exam room.
- The learner must also bring a current, government-issued photo identification (ID) with signature (driver's licence, passport, military ID card, provincial/territorial ID card). Learners will NOT be admitted without proper identification. Learners who fail to provide proper identification will be considered a no-show and will forfeit exam fees.
- Original identification documents are required to gain admission to the exam. Copies/pictures of documents will not be accepted.
- The **first and last name** on the confirmation notice must match the **first and last name** on the learner's identification exactly.
- Nicknames are not acceptable.
- If the learner has more than one last name or a suffix listed on their government-issued photo ID, the same last names must be reflected on the confirmation notice.
- Presenting name change documentation (marriage licence, etc.) at the testing centre is not acceptable. Requests for a name change and name change documentation must be submitted to the learner's education institution. Meazure Learning is unable to process requests of this nature. Learners are strongly advised to complete the name change process with their education institution prior to booking any exams to avoid any issues at the time of their exam.

Meazure Learning will adhere to their ID policies without exception, and non-compliant learners will not be allowed to proceed with their examination for security and safety reasons.

General instructions

- Please note: For learners who choose to test in person, the confirmation notice will need to be provided (printed or shown on their phone) at the test centre in order to be admitted to their exam.
- Cell phones are NOT permitted at the exam site. Any learner with a cell phone in the testing area will be dismissed from the testing area immediately and denied re-entry. For more information on prohibited items, please review the items listed in the section below. Learners will be provided a secure location in which to store their items outside of the testing area, and learners should secure their cell phones and other prohibited items in this location.
- Smoking is NOT permitted at the exam site.
- Food and beverages are NOT allowed in the exam area, except for water in a clear container.
- Friends and relatives, including children, will NOT be allowed in the exam building.
- Please refrain from wearing colognes or perfumes as scents may disturb others in the testing centre.
- Computer-based testing facilities offer exam services to multiple agencies. There may be other individuals in the testing area with the learner who are sitting for exams from different organizations. The rules for their exam may be slightly different than the rules for the learner exam in terms of exam time and what is allowed at their station.
- Computer-based tests are delivered via secure Internet connections. Internet connections are subject to local Internet providers. While it is not the norm, internet connections can, on occasion, be lost momentarily, requiring the proctor to log the learner back into their exam. If the learner loses an internet connection, the learner should raise their hand to inform the proctor, who will assist the learner in logging back into their exam. Upon logging back into the exam, the learner will resume at the first unanswered question. The exam time remaining will be the same as it was when the internet connection was lost. If the learner has a concern regarding the exam time, they should notify the proctor immediately and the proctor will follow up with Meazure Learning to ensure no time was lost or to resolve the issue.
- Learners are strictly prohibited from attempting to access any outside information, programs, or websites while testing.

Prohibited items

Learners are expressly prohibited from bringing the following items to the test area:

- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy, or otherwise copy test materials.
- Notes, books, dictionaries, or language dictionaries (except where an approved accommodation has been granted).
- Bookbags or luggage.
- Purses or handbags.

- iPods, mp3 players, tablets, headphones, or pagers.
- Calculators, computers, PDAs, or other electronic devices with one or more memories (except where an approved accommodation has been granted—please note: there is a calculator available within the exam platform).
- Personal writing utensils such as pencils, pens, and highlighters. Meazure Learning’s exam browser has a virtual notepad where the learner may type notes during the exam.
- Google and smart glasses (any glasses with electronics). Learners wearing glasses may be asked to give them to the proctor for inspection. No glasses with electronics, even if they have prescription lenses, will be permitted in the testing area.
- Watches, smart devices/watches, and other jewelry except wedding or engagement rings.
- Weapons.
- Medicine, including cough drops (except as expressly permitted in advance).
- Food and beverages (unless expressly permitted by RECO in advance), except for water in a clear container.
- Coats and jackets.
- Hats, hoods, or other headwear are not permitted in the exam room unless required for religious purposes. Please note that sweaters and sweatshirts without pockets or hoods are permitted to be worn.
- All items are subject to inspection by the proctor if suspicious behaviour is detected.

Exam security

Preserving the integrity of each exam is a top priority for Meazure Learning and RECO. In addition to leaving all personal items outside of the testing area, learners may be asked to turn pockets inside out as well as show that nothing is hidden under shirt sleeves or in the hems of pant legs. Any aids for learners with an injury or disability (e.g., canes, crutches, slings, wheelchairs) may also be inspected. Also note that most sites record the testing room. Learners caught with prohibited items in the testing area risk exam invalidation and disciplinary action, and/or legal liability, aligned to RECO’s Exam Misconduct Policy.

In the event of observed violations of learner expected behaviour, proctors will immediately document suspicious activity in an incident report and submit it to the Meazure Learning service delivery and operations department. RECO is notified either on the same day or within one business day of security and misconduct issues. Significant violations involving suspected content breaches or disclosures will immediately result in an investigation involving Meazure Learning test delivery and security staff. RECO shall be notified at the start of said investigation and kept up to date on discoveries by Meazure Learning.

Exam Policies and Procedures: Virtually Proctored Exams

This section outlines the key policies and procedures that govern the administration of virtually proctored exams. Learners must review and adhere to these guidelines before, during, and after their



virtually proctored exam session. Learners writing RECO's exams in any modality are subject to RECO's Code of Conduct and Exam Misconduct Policy.

Exam Rules

Actions and behaviours that are not allowed and will be flagged during an exam include:

1. **Talking aloud:** Talking or whispering aloud during the exam is not permitted.
2. **Being out of camera view:** The learner's face, chin to forehead, should always be clearly visible on the camera view.
3. **Anyone entering the testing area:** The learner may not have anyone else in the testing location with them.
4. **Anyone talking to the learner while they're in the testing area:** Additional noises, including other people talking to the learner while they're taking their exam are not allowed.
5. **Looking off-screen:** The learner's eyes should stay on the screen while testing.
6. **Utilizing unauthorized materials:** The learner is only allowed the materials authorized by RECO.
7. **Taking pictures or screenshots of the exam:** Taking pictures while in the exam, including screenshots, is not permitted. If the learner is on a Mac, the proctor will turn off the ability to use the keyboard screenshot hotkeys.
8. **Copying and pasting any elements of the exam:** In most cases, our system will not allow the learner to copy and paste any content from their exam. Regardless of whether the learner can or cannot perform this function, our system will capture all events of copy and paste that occur.
9. **Utilizing a virtual machine:** Virtual machines can be detected through the pre-exam system check and are not permitted.
10. **Utilizing a secondary monitor:** The learner is only allowed to use one monitor attached to one computer during their exam.

Engaging in the above stated actions may result in proctor warnings, dismissal from the exam session, and sanctions as per RECO's Exam Misconduct policy. The live proctor may intervene upon any actions or behaviours that are not allowed.

Unpermitted Testing Locations

To ensure security across exams, there are some types of locations that the learner will not be permitted to test from (unless the learner has been otherwise approved).

Generally, the learner will NOT be permitted to test from:

- Bathroom/restroom
- Floor
- Public areas, such as libraries or coffee shops, or shared workspaces
- Outdoors
- Bed
- Sofa

- Automobile
- A room with clear glass walls

The learner should be seated at a hard surface like a desk or table and position themselves with their back to the main room entrance, if possible. Standing desks will not be permitted.

Exam Day Preparation Instructions – Virtually Proctored Exams

What should a learner have on exam day for Online Proctored Exams?

- One form of non-expired valid, government issued photo ID (i.e. driving license, passport, military ID, or provincial or territorial ID.)
- A computer that meets minimum requirements for remote proctoring
- A working webcam and microphone
- A strong Internet connection
- A private room that meets testing location requirements
- A hard surface to work on
- A second camera device (cell phone or tablet)
- Water in a clear container with no labels (if desired)

The following are preparation instructions in advance of a virtually proctored exam. Ideally, learners should review and complete these several days in advance of and at least 24 hours prior to their exam appointment. Learners must maintain the same system configuration from the time they complete the systems check until the exam. Any changes during this period may prevent successful check-in on exam day.

Learners are responsible for ensuring that they have completed the required steps and their equipment meets the requirements for testing online. Learners who are unable to complete their virtual exam due to technical issues resulting from failure to meet all the requirements below will be considered a no-show and their exam fee will not be refunded. Learners who are unable to meet RECO's testing requirements for virtually proctored exams have the option of attempting their exams in an in-person setting.

1. The learner should **ensure that they can download and install programs/applications** on the computer they intend to write the exam on. The learner will be required to install Guardian, a secure exam browser upon connecting to a proctor.
2. **Install the Guardian Browser:** Guardian works alongside the ProctorU Platform to provide enhanced security, streamline the remote testing experience, and make proctoring sessions more equitable for all test-takers. Guardian functions like other Internet browsers the learner will be familiar with, so it can be used even when not connected to a ProctorU session. When a test-taker is connected to a ProctorU session, Guardian locks down the testing computer

functionality based on settings controlled by RECO throughout the entire exam. To download Guardian:

- [Windows Download](#) (clicking this link will prompt a download of the browser)
 - [Mac \(Intel\) Download](#) (clicking this link will prompt a download of the browser)
 - [Mac \(M1/M2/M3/M4\) Download](#) (clicking this link will prompt a download of the browser)
 - Need help identifying which Apple download to use? Read this [support article](#) to determine the following: Intel or M1/M2/M3/M4 Mac.
3. The learner must **confirm the webcam is installed, functioning, and turned on.**
 4. The learner must **disconnect additional monitors**; they are only allowed to have one (1) monitor running during the exam. If more than one monitor is in use, the learner will be asked to disconnect the other monitor and ensure it is turned around so that the screen is not facing the testing area upon connection to the proctor.
 5. The learner is required to **utilize their cell phone as a second camera during the exam.** A checklist for a successful second camera experience [can be found here](#).
 6. The learner must **confirm their computer's capability** by conducting a check on the terminal to be used on exam day and reviewing the [requirements](#).
 7. The learner must perform a **System Readiness Check** by navigating to the "Take an Exam" page on the Exam Platform and clicking the "Test it Out" link at the bottom. This will launch a new window in the ProctorU Platform to test camera, speaker, and microphone, as well as Internet speed, and confirm if there are any external devices connected to the computer.
 8. The learner must **confirm that the Internet download speed is acceptable.** A hardwired connection is preferred, but a wireless connection can be used as well. Wireless connections can sometimes be unstable with an increased risk of disconnection during the exam. If the learner chooses to use a wireless connection, we recommend a speed of at least **10 Mbps**. The learner may want to test their Internet speed before the testing appointment by using one of the following tests:
 - <http://speedtest.googlefiber.net>
 - <http://beta.speedtest.net>
 - <https://fast.com>
 9. The learner should **log into the Meazure Exam Platform** through their education institution's website. If a learner is unsure about how to access the Meazure Exam Platform through their education institution's website, they should contact their education institution for further instruction. For the Interprovincial Challenge Exam (ICE) exam, learners should use their RECO MyWeb credentials.
 10. Ensure that, except for the exam website, **all other programs and applications are closed.**
 11. Ensure the **workstation is clear** of any non-approved materials.
 12. The learner should **have their government-issued photo identification ready** to show the proctor. The identification must be valid (not expired) and include the signature of the user. Examples include a driver's licence, passport, military ID, or provincial/territorial ID card.

What to expect on exam day

Logging In: Learner’s must log into the Measure Exam Platform through their education institution’s Learning Management System to access the platform on exam day. If a learner is unsure where to log in on exam day they should contact their education institution for further instruction, a few days in advance of their testing session. Interprovincial Challenge Exam (ICE) exam learners will log in via RECO’s MyWeb.

Pre-checks: The system will prompt the learner to download the Guardian Browser if it has not already been installed. The learner will be required to accept the learner statement of understanding, [terms of service](#), and [privacy policy](#). The browser will prompt the learner to share their screen, a required part of being proctored online. The learner will be automatically guided through a series of equipment checks to make sure the operating system meets minimum requirements.

Chatbox download: The learner will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing them to text with the proctor. When prompted, the learner should be sure to click “open” or “allow” to give the file permission to run. When the chat box says “waiting,” it means that the learner is in the queue waiting for their proctor. If the status shows “waiting,” the learner should not re-download the applet file as that will return the learner to the back of the queue.

[Watch Our Remote Experience Videos](#) for step-by-step illustrations of the steps listed above.

Photos & authentication: The learner should take a photo of themselves as well as their ID for identity verification purposes.

Connect second camera device: The learner should use the provided QR code to connect their phone as a second camera and follow the instructions provided on the phone screen.

Proctor connection & confirmations: The proctor will greet the learner and confirm that they passed their identity verification steps. The learner will review the exam rules with their proctor, and the proctor will ask to see any permitted resources the learner is allowed to use during their exam.

Remote system check: The proctor will ask to take remote control of the learner’s mouse and keyboard via the LogMeIn Rescue applet to make sure no non-permitted programs are running. The learner will be able to see everything that the proctor is doing during this step, and it is impossible for them to access any files without the learner’s knowledge.

6-point camera pan: The proctor will ask the learner to show the 4 walls of their room as well as their desk space and below the desk space via their webcam. The learner may also be asked to show their computer monitor.

Person check: The proctor will ask the learner to show their forearms and ears to ensure they are free of watches and listening devices.

Take the exam: The proctor will launch the exam, and the learner will begin their exam when ready.



Alert the proctor when the exam is complete: Let the proctor know through the chat box that the exam is ready to be submitted.

Log out of the exam site and browser: After completing and submitting the exam, the proctor must observe the learner log out of the exam website and close out of all browser tabs.

Close the Guardian Browser: This will end the session with ProctorU. Once the browser closes, the learner will be invited to complete a customer satisfaction survey.

[Watch Our Remote Experience Videos](#) for step-by-step illustrations of the steps listed above.

Please note: The proctor may have made some setting adjustments to the learner's machine prior to launching the exam. These adjustments will generally be resolved by simply rebooting the machine, though some users may find it easier to manually adjust the settings themselves. Articles to assist with these adjustments for [Windows](#) and [Mac](#) are available for the learner's convenience.

What outside resources are allowed for the exam?

There are no outside resources allowed for RECO's exams, besides water in a clear container. Learners will have access to a virtual notepad and calculator through the Exam Platform during the exam.

Can I have food or a drink during the exam?

Meazure Learning allows drinks while testing, in a clear container with no labels. Eating, smoking or vaping is not permitted as it may cause unnecessary distractions and noise during the exam. Learners with approved accommodations for food will be allowed to have food during the exam. If a learner should have questions, they should [contact Meazure Learning](#).

When to log in on exam day

Learners should log into the Exam Platform 5 minutes before the scheduled time of the exam.

On the "Take an Exam" page there will be a countdown timer showing the learner how much time they have until their next exam.

Take an Exam

To purchase and schedule an exam, please go to the "Book an Exam" tab.

[History](#)

Available Exams

Online Proctoring Practice Exam: Second Camera Simulation Exam Scheduled October 09, 2025 04:30 PM EDT Unlimited uses	Details »
Platform Tutorial Anytime Unlimited uses	Write Exam »

Exam available in:
0d 23h 58m 53s

Test Your Equipment

Is your equipment ready for online proctoring?

[Test It Out](#)

When the timer reaches 0:00, a "Launch Exam" button will appear, and the learner will see the time remaining for them to access the exam.

Take an Exam

To purchase and schedule an exam, please go to the "Book an Exam" tab.

[History](#)

Available Exams

Online Proctoring Practice Exam: Second Camera Simulation Exam Scheduled November 21, 2025 10:16 AM PST Unlimited uses	Launch exam »
Platform Tutorial Anytime Unlimited uses	Write Exam »

Exam expires in:
0d 0h 59m 38s

Test Your Equipment

Is your equipment ready for online proctoring?

[Test It Out](#)



The learner clicks the "Launch Exam" button to begin their appointment and start the launch and security check process.

The learner should expect their security check process to take anywhere from 12 minutes to 15 minutes. Note that the time it takes to complete the start process does not count toward the learner's exam time.

Learner Preparedness Resources

The section below contains an overview of Meazure Learning resources available to learners before their in-person or online proctored examination.

Preparedness Materials for In-Person Exams

- **Meazure Learning FAQs:** Find answers to 50+ common questions as well as quick links to support channels.
Recommendation: Learners should make this the first stop on their preparation journey and review this page as soon as they're eligible to take their exam.
[Review Now](#)
- **Platform Tutorial:** Learners should familiarize themselves with the exam interface and practice using tools like the notepad and bookmarking features.
Recommendation: Access at any time, as many times as desired, through the "Take an Exam" page of the Exam Platform.
[Explore Now](#)

Preparedness Materials for Online Proctored Exams

Learners have access to several materials to help prepare for their remote proctoring session—most of which are included in their exam fees.

Resources Included in the Exam Fee

- **Meazure Learning FAQs:** Find answers to 50+ common questions as well as quick links to demonstration videos and support channels.
Recommendation: Learners should make this the first stop on their preparation journey. They should review this page as soon as they're eligible to take your exam.
[Review Now](#)
- **Test-It-Out Tool:** Learners can quickly check if their device meets requirements and access troubleshooting articles in the event their device does not meet requirements. Note that passing Test-It-Out does not guarantee that a learner's equipment will pass on exam day.

Recommendation: Learners should use this tool at least 24 hours ahead of their scheduled exam and connect with support if their device does not pass the test. The link below will direct learners to review the technical requirements and includes a link to the Test-It-Out tool.

Access Now

- **What to Expect Videos:** Learners can watch a step-by-step walkthrough of exam day steps – including how to download the Proctor chat applet and how to set up their second camera.

Recommendation: View before your exam and/or practice test.

Watch Now

- **Unproctored Platform Tutorial:** Learners can familiarize themselves with the exam interface and practice using tools like the notepad and bookmarking features. Learners should note that the tutorial does not simulate the remote proctoring process.

Recommendation: Access at any time, as many times as desired, through the “Take an Exam” page of the Exam Platform.

Explore Now

Optional Paid Resource

- **Remote Proctoring Practice Exam**

Cost: \$15/exam

Simulate the full proctoring experience—log in, complete pre-checks, connect to a proctor, set up a second camera, and submit a 1-question practice test (please note: the question displayed on this test is not representative of the questions asked in RECO’s Exams). This resource allows learners to:

- Practice the full process without counting toward their exam attempts,
- Confirm equipment compatibility,
- Ensure an optimal remote testing environment,
- Resolve issues early with live proctors and support staff, and
- Gain confidence before exam day.

Recommendation from Meazure Learning: Invest in your peace of mind and a smoother test-day experience.

To purchase the exam, log in through your education institution's website to access the Meazure Exam Platform (ICE Learners use MyWeb to access) and navigate to the “Book an Exam” tab to purchase.

Purchase Now

Cancellation, Reschedule, No-Show and Retake Policies

Cancellations

Cancelling a booked exam refers to the process of canceling an existing testing appointment with the possibility of booking the same exam at a later date and time. In the case of a cancellation, the learner does not need to decide right away at what future date and time they will take the exam.

For in-person exams: A learner may cancel their test site appointment no less than three (3) calendar days or 72 hours in advance of the testing appointment date by accessing their account on the Meazure Exam Platform. A \$25 cancellation fee will apply, payable via credit card and collected by Meazure Learning. *NOTE: Learners are prompted to pay the \$25.00 associated fee via the Meazure Exam Platform when the test taker logs in and requests to cancel/reschedule via their profile. Learners seeking assistance cancelling their appointments may reach support through Meazure Learning's [LiveChat](#) feature or by calling Meazure Learning at 1-855-772-8678. The cancel/reschedule fee will be applied.*

In-person testing appointments cannot be cancelled less than three (3) calendar days before the schedule time. In such a case the learner will forfeit their entire exam fee, and the appointment will be classified as a no-show.

For online proctored exams: A learner testing via online proctoring may cancel their appointment up to one (1) day or twenty-four (24) hours prior to their appointment without a fee. There are no cancellation fees for testing appointments cancelled more than twenty-four hours in advance of a testing appointment. Online proctored exams cannot be cancelled less than 24 hours before the schedule time. In such a case the learner will forfeit their entire exam fee, and the appointment will be classified as a no-show.

All inquiries and concerns related to exam cancellations should be made to Meazure Learning. More information on Meazure Learning's channels of support can be found on their [Get Help](#) Page.

When an exam is cancelled within the allowable timeline mentioned above, a refund request will be sent automatically on behalf of the learner. Meazure Learning cancellation refunds take approximately 15 business days to review and process. Once Meazure Learning has processed an automatic refund request, the learner will receive a refund and the exam will be available for purchase and scheduling at a later date.

Learners will need to repurchase their exams to rebook a cancelled appointment time. If the exam is not available for the learner to book on the "Book an Exam" page they will need to reach out to their educational institution to add the exam for purchase.

To cancel an exam appointment time, learners should navigate to the "Take an Exam" page in the Meazure Exam Platform and select "cancel" on the appointment they wish to cancel.

Take an Exam

To purchase and schedule an exam, please go to the **"Book an Exam"** tab.

[History](#)

Available Exams

Exam 1: Real Estate Essentials [Details »](#)

Exam Scheduled December 18, 2025 01:50 PM PST

1 use remaining [Cancel](#) | [Reschedule](#)

Exam available in:
30d 23h 39m 9s

Reschedules

Rescheduling an exam refers to modifying the date and time a learner will be taking the exam.

For online proctored exams: Learners may reschedule their online proctored exam up to one (1) day or twenty-four (24) hours prior to their testing appointment. Online proctored exams cannot be rescheduled less than 24 hours before the original scheduled time. In such a case the learner will forfeit their entire exam fee, and the appointment will be classified as a no-show.

For in-person exams: Learners may reschedule an in-person exam up to three (3) days or seventy-two (72) hours in advance of their testing appointment. Learners will be required to pay a \$25 CAD reschedule fee to complete their reschedule request. In-person exams cannot be rescheduled less than 72 hours before the original scheduled time. In such a case the learner will forfeit their entire exam fee, and the appointment will be classified as a no-show.

To reschedule an exam, learners should navigate to the "Take an Exam" Page and click the "Reschedule" button on the exam appointment they wish to reschedule. When an exam is rescheduled, the learner chooses the new date when they will be sitting the exam at the time they complete the rescheduling request.

Take an Exam

To purchase and schedule an exam, please go to the **"Book an Exam"** tab.

[History](#)

Available Exams

Exam 1: Real Estate Essentials

Exam Scheduled December 18, 2025 01:50 PM PST

1 use remaining [Cancel](#) | [Reschedule](#)

[Details »](#)

Exam available in:
30d 23h 40m 38s

All inquiries and concerns related to exam rescheduling should be made to Meazure Learning. More information on Meazure Learning's channels of support can be found on their [Get Help](#) Page.

No-Shows

A no-show occurs when a learner fails to appear or log in for their scheduled examination within the permitted time window.

For online proctored exams: A learner testing virtually who does not log into the platform and connect with a proctor within fifteen (15) minutes of the testing appointment start time will be classified as a no-show. This means learners have until fifteen (15) minutes after their appointment start time to attempt to connect with a proctor. A learner who does not show up will forfeit their exam fee for the testing appointment.

If a learner reschedules or cancels their testing appointment one (1) calendar day or less in advance of the online testing appointment, this will be considered a no-show. The learner will not receive a refund of their exam fee.

For in-person exams: A learner testing at a physical testing location who does not appear within thirty (30) minutes of the testing appointment start time will be classified as a no-show. The learner will forfeit their exam fee for the testing appointment.

If a learner reschedules or cancels their testing appointment three (3) calendar day or less in advance of the online testing appointment, this will be considered a no-show. The learner will not receive a refund of their exam fee.

Refunds



A refund refers to the return of an examination fee under specific, approved circumstances and is granted solely at the discretion of Meazure Learning. Refunds are typically granted only in cases of technical interruptions on Meazure Learning's platforms, issues occurring within a Test Center, or verified emergencies.

Please see Cancellation section above for more information on refunds for cancelled exams.

When a learner faces technical issues during an exam session and wishes to request a refund of their exam fee, the learner must first submit a refund request through the [Support Ticketing System](#). The Support team will investigate the cause of the technical issues and determine the learner's eligibility for a refund.

Learners who encounter technical issues preventing them from accessing the exam during their scheduled appointment should reach out to the support team for immediate assistance. If a learner does not reach out for support on exam day when encountering issues, their attempt will not be considered for a refund.

Refunds will not be considered if:

- The learner was a "no-show" for their exam. This includes, but is not limited to, learners who mistakenly booked their exams at the wrong time.
- The learner's device did not meet the minimum technical requirements
- The learner was unprepared to take their exam
- The learner violated RECO's Code of Conduct or Exam Misconduct Policy

If it is determined that the learner is eligible for a refund based on Meazure's policies, a refund will be processed and next steps will be communicated to the learner.

Some situations identified by the Meazure Learning team may result in a free reinstatement of the learner attempt at the exam. If this is granted, the Meazure Learning Support team will communicate scheduling steps to the learner.

If it is determined that the learner is not eligible for a refund, Meazure learning will communicate with the learner.

The Meazure support team requests approximately 15 business days to investigate, make a decision on and process refunds related to technical issues for the RECO program. Learners wishing to continue with their program may request to book and purchase another exam session prior to the results of their refund request.

Retakes

A retake refers to an additional attempt following a failed examination. Learners should reach out to their educational institution for more information on retake eligibility.

Administrative Reconsideration Appeal

An administrative reconsideration appeal is a process by which a learner may request a refund of the exam fees and an exam retake under certain circumstances. Learners may request an administrative reconsideration due to the reasons outlined below. Formal requests can be submitted to the Meazure Support team via [a ticket in the Exam Platform](#).

- Technical issues preventing the tester from completing the exam attempt.
- Issues with the support received from the exam proctor or Meazure Learning support staff.

The learner should state if they would like to appeal for a refund of the exam fee, a retake, or both. The Meazure team will review the refund request and provide a resolution. If the request is approved, Meazure Learning will forward requests for a retake of the testing appointment to the learner's education institution.

Learners wishing to appeal the results of their exam should refer to the section below on Obtaining and Interpreting Exam Results.

Accommodation Process

If learners need an accommodation for their exams, they should reach out to the educational institution they are currently enrolled with to learn about the process to request an exam accommodation **prior to scheduling an exam**.

Learners who plan to attempt the Interprovincial Challenge Exam should reach out to education@reco.on.ca for an accommodation **prior to scheduling an exam**.

Learners who require testing accommodations for their upcoming proctored exam, should carefully review the following policy to ensure that their request is processed in a timely manner:

1. **Advance Booking Requirement:** Learners must submit their accommodation request and book their exam **at least 30 days in advance for the first booking**. This advance notice allows Meazure Learning and the education institution to process the request and ensure accommodations are properly arranged. In some instances, for test centre accommodations, Meazure Learning may need additional time to arrange the accommodation and someone from Meazure Learning will be in contact. Accommodations including private rooms and/or readers will take longer. **Failure to schedule the first booking and request accommodations from the educational institution 30 days before the exam may result in not receiving accommodation(s) or having to rebook.**
2. **Submitting the Accommodations Form:** The accommodation request must be submitted through the education institution's official accommodations process. **Learners should ensure that they submit their accommodation request at the time they book their exam.** Failing to complete the booking process and notify the education institution of the booking may delay or prevent the learner from receiving their accommodation(s) on exam day.
3. **Approval Process:** All accommodation requests are subject to approval by the learner's education institution. For questions about the education institution's approval process, learners

should direct their inquiry to their education institution. Approval will depend on the nature of the request, appropriate supporting documentation, and the availability of resources to meet the learner's accommodation needs. The education institution will communicate the decision on the learner's request. If a learner would like to appeal this decision, they should contact the education institution.

4. **Test Centre Availability:** While learners can select any test centre when submitting their booking, learners should note that **not all test centres may be able to fulfill specific accommodation requirements**. Once the learner has booked their exam and their accommodation information has been submitted to Meazure Learning by the education institution, Meazure Learning will review the test centre booking and confirm whether the centre can accommodate the learner's needs.
5. **Rescheduling & Adjustments:** If the selected test centre cannot fulfill the learner's accommodation needs, the learner may be asked to reschedule their exam for a different date, time, or location. Meazure Learning will contact the learner directly to help make these adjustments.
6. **Retakes & Future Exams:** If a learner has previously received accommodation approval from their education institution and need to retake an exam or schedule a future exam, the learner must still book at least **14 days in advance**. The appointment time remains subject to availability as previously defined. To ensure accommodations are met, once the learner has booked their exam, the learner should submit a ticket to Meazure Learning [here](#). Meazure Learning will review and respond to the learner's request within 48 hours.

Obtaining and Interpreting Exam Results

Typically, results are released after 48 hours of completion of the exam. In rare cases, results may be held by RECO for administrative and compliance purposes. The learner will be notified via email when their result is available, and they can then log in to the Meazure Exam Portal to view their status.

A learner can access their exam results history by logging into the Exam Platform. The learner should then go to the "Take an Exam" tab in the Exam Platform and click "History." Then the learner may click to view the details of their exam result from their exam. Exam results are reported on a pass/fail basis. No numeric score or percentage grade will be provided alongside the learner's results. This means that a learner will either see a "Pass" or "Fail" in their score report. A "Pass" result indicates that the learner has satisfied the exam requirements and may proceed with the next steps in the Real Estate Education journey. A "Fail" result indicates that the learner did not meet the passing standard.

Take an Exam

To purchase and schedule an exam, please go to the ["Book an Exam"](#) tab.

[History](#)

Available Exams

Platform Tutorial Anytime Unlimited uses	Write Exam »
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Test Your Equipment

Is your equipment ready for online proctoring?

[Test It Out](#)

If a learner receives a “Fail” result, their report will also contain a graph detailing Exam Performance by Area, which gives learners an overview of their performance, broken down by the different content areas in the exam. These scores serve as a diagnostic tool to identify gaps in the learner’s knowledge and should not be used for purposes other than helping learners better understand their performance on the exam. Learners should note that their pass/fail status is based on their performance across the entire exam, and not on individual content areas. Learners do not have to pass a minimum number of content areas to pass the exam.

All questions on RECO exams are scored dichotomously, that is, a question is either correct or incorrect, with no partial marks. Questions left blank are considered incorrect responses. The total number of correct responses to scored questions shall be applied against the approved passing standard to determine the learner’s performance outcome of pass or fail.

RECO’s exams employ thorough quality control measures to ensure that exam results are accurate and fair. Every exam is scored and verified following standardized procedures. Because of this rigorous process, exam scores are generally considered final. The pass mark is set through a proven standard-setting method to reflect the level of competence required to practice as a compliant real estate professional in the province of Ontario. Given these safeguards, requests for re-scoring or grade appeals rarely result in a change of outcome.

Learners who wish to request a formal review or rescore may do so by submitting a request to the Meazure Support team via the Exam Platform. If approved, their exam will be reviewed and re-scored. There is a CAD \$50 fee to be paid by the learner when requesting a re-score of the exam. If an issue with the score is found, the learner will be refunded the associated rescoring fee.

If learners would like to submit a formal appeal based on exam content, they may submit a request for investigation and resolution to Meazure Learning through the Exam Platform Support Form.

Learner Statement of Understanding

This Statement of Understanding outlines the expectations for learners taking exams that are part of RECO's entry to practice real estate education programs. This policy includes but is not limited to an acknowledgment of eligibility for exams, learner conduct, data privacy, and results. Adherence to this Statement of Understanding ensures the integrity, fairness, and credibility of the exam process.

Following is the full text:

By proceeding with this virtual exam, I acknowledge and agree to the following terms and conditions:

1. **Exam Confidentiality and Ownership.** I understand that the content of the exam is highly confidential and is owned by the Real Estate Council of Ontario ("RECO"), and that any unauthorized disclosure may result in RECO taking action against me to enforce and protect its intellectual property rights.
2. **Exam Eligibility.** I confirm that I have completed the course requirements and meet any other requirements needed to undertake this exam.
3. **Learner Exam Handbook.** I acknowledge that this exam follows the terms and the regulations set out in the Learner Exam Handbook, including the Learner Code of Conduct and Exam Misconduct Policy, and confirm that I have reviewed and understand the terms and regulations therein.

Exam Conduct. I agree to comply with the following rules of conduct during the exam:

- a. I will abide by exam rules and regulations, as well as any oral and/or written instructions provided through the ProctorU Platform and live proctors;
 - b. I will not disclose the exam content at any time, which includes not discussing the exam content with anyone who took the exam before me, with me, or who has not yet attempted the exam;
 - c. I will complete the exam independently and without unauthorized help;
 - d. I understand that all forms of collaboration, as well as the use of any outside materials (such as notes, online resources, and the like) and any other form of cheating are prohibited during the exam; and
 - e. I agree not to use or be in possession of any unauthorized electronic devices such as cell phones (other than the personal cell phone that serves as a second camera during the exam), cameras, watches, recording devices, and the like during the exam.
4. **Monitoring and Recording.** I acknowledge that my participation in the exam may be monitored through various means, such as cameras, screen recording, site recording, or other proctoring tools. I agree to comply with all proctoring instructions and to allow monitoring during the exam. I understand that proctors may not inform me of their observations but are required to report behaviour that may violate the terms and regulations in the Learner Exam Handbook and any other course and exam materials.

5. **Reporting of Theft and Cheating.** I understand that any cheating and/or breach of confidentiality or security, including content theft, or any attempt to subvert the exam process by any learner violates the purpose and principles of the exam, and I agree to report any such violations to the proctor and/or RECO as soon as I become aware of such.
6. **Privacy and Use of Personal Data.** I acknowledge that my personal data, including but not limited to my name, contact details, IP addresses, screen captures, video and image recordings, and exam-related data, will be collected, processed, and used for the purpose of administering the exam, ensuring security, verifying my identity, managing my exam participation, and providing results, and I consent to such collection and use of my data.
7. **Consequences of Breach.** I understand that any conduct occurring before, during, or after the exam that violates the principles in this Statement of Understanding will be reported to RECO. I further understand that any such violations may result in cancellation of my exam results, sanctions, or other disciplinary measures as deemed appropriate by RECO as highlighted in the Exam Misconduct Policy, and may directly impact my ability to become registered under the *Trust in Real Estate Services Act, 2002* and any successor or related legislation.
8. **Finality of Results:** I acknowledge that the results of the exam, once submitted and processed, are final and cannot be altered or disputed unless there is evidence of a technical or procedural error.

I confirm that I have read, understood, and agree to all of the above terms and conditions. I further affirm that I will comply with the rules and guidelines set forth for this exam by RECO.

3. Learner Code of Conduct for Exams

This document outlines the expected conduct for learners taking exams that are part of RECO's entry to practice real estate education programs. Adherence to this code of conduct ensures the integrity, fairness, and credibility of the exam process.

1. Professional conduct

Learners must act with integrity, honesty, good faith, and courtesy before, during, and after the exam.

2. Exam confidentiality and ownership

The content of the exams is highly confidential and is owned by RECO. Learners are prohibited from disclosing the content of the exams to anyone.

3. Exam conduct

Learners must comply with the following rules of conduct before, during and after the exam:

- a. Learners must abide by the exam rules communicated by their college, RECO, the assessment service provider, and exam proctors.
- b. Learners are prohibited from discussing the exam content with anyone who took the exam before them, with them, or who has not yet attempted the exam.
- c. Learners must complete the exams independently and without unauthorized help.
- d. Learners must not engage in any form of collaboration, must not use any outside materials (e.g., notes, online resources, and the like) and must not engage in any other form of cheating during the exam.
- e. Learners are prohibited from using or being in possession of any unauthorized electronic devices such as cell phones (other than the personal cell phone that serves as a second camera during the exam), cameras, watches, recording devices, and the like during the exam.

4. Reporting theft and cheating

Any cheating and/or breach of confidentiality or security, including content theft, or any attempt to subvert the exam process by any learner violates the purpose and principles of the exam. Learners must report any such violations to the proctor and/or RECO as soon as they become aware of such.

Learners who engage in any conduct before, during, or after the exam that violates the principles in this code of conduct will be subject to RECO's Exam Misconduct Policy. Violations of this Code of Conduct may result in cancellation of exam results, sanctions, or other disciplinary measures as deemed appropriate by RECO. Such violations may also directly impact the learner's ability to become registered under the Trust in Real Estate Services Act, 2002 and any successor or related legislation.

Exam Misconduct Policy

1. Introduction

The Exam Process is a crucial component of RECO's registration education programs. These programs are maintained by RECO and delivered in partnership with multiple Education Delivery Designates and a centralized Assessment Service Provider (ASP). The exams that are part of the registration education programs as well as the Interprovincial Challenge Exam are designed to assess the knowledge and competency required to practice real estate in compliance with the *Trust in Real Estate Services Act, 2002 (TRESA)* and its associated regulations. Any form of exam misconduct compromises the credibility of the profession and poses a risk to consumers who rely on registrants to act with integrity and provide trustworthy guidance.

In support of its mission to promote a safe and informed real estate market for consumers in Ontario, RECO is committed to upholding the security and integrity of the Exam Process. This is a key priority for RECO in the oversight of the registration education programs. Exam security is a complex issue that cannot be addressed through a single measure. Instead, it requires a comprehensive security framework with various components that help prevent, deter, detect and respond to any security incidents. A robust exam security program, including a strict exam misconduct policy, allows RECO to have confidence that the individuals who successfully complete the exams have the necessary knowledge to become registered.

2. Purpose

To maintain fairness and public confidence, RECO has established a strict exam misconduct policy. The policy defines the roles and responsibilities of RECO, Education Delivery Designates, the ASP, and learners in maintaining the security and integrity of the Exam Process. It describes prohibited behaviours that are in breach of the Learner Code of Conduct before, during, and after the Exam Process, describes the investigation process, and specifies the possible Sanctions resulting from the investigation process.

This policy takes into account reasonable accommodation requests made by learners with documented disabilities or other protected grounds in accordance with the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*.

3. Definitions

A complete list of definitions used in this policy begins on page 10.

4. Application

- i. This policy applies to all parties involved in RECO's exams, including Education Delivery Designates, their staff, contractors, and faculty, the ASP and their staff, contractors, and proctors, as well as learners who take exams.
- ii. RECO's exams are offered in-person, at test centres located throughout the province of Ontario, and virtually, via online proctored sessions. This policy applies to all exams, whether administered in-person or virtually.
- iii. The option to take exams virtually is a privilege granted by RECO. Subject to applicable law, taking an exam virtually is not a learner's right. Subject to applicable law, RECO may withdraw a learner's virtual exam privileges at any time, in its sole discretion.

5. Roles and responsibilities

- i. RECO has the following responsibilities in relation to exam misconduct:
 - a) Upholding exam integrity, by establishing and maintaining the exam security program, including this exam misconduct policy.
 - b) Providing oversight to the ASP and Education Delivery Designates to align their processes and practices, and to support the enforcement of the exam security program, including this exam misconduct policy.
 - c) Investigating instances of suspected exam misconduct, ensuring due process is followed, and determining and enforcing appropriate Sanctions.
- ii. Education Delivery Designates have the following responsibilities in relation to exam misconduct:
 - a) Promoting a culture of academic integrity among learners, faculty, and staff.
 - b) Informing learners, faculty, and staff regarding program policies, the Learner Code of Conduct, exam rules, expectations, rights, and responsibilities.

- c) Reporting any suspected exam misconduct to RECO.
 - d) Supporting RECO in investigating suspected cases of exam misconduct.
 - e) Supporting RECO in the enforcement of Sanctions on learners who have committed exam misconduct.
- iii. The ASP has the following responsibilities in relation to exam misconduct:
- a) Upholding the security and integrity of the Exam Process by implementing policies and procedures aimed at the prevention of exam misconduct and other types of security breaches.
 - b) Deterring actions that could pose a risk to the security and integrity of the Exam Process.
 - c) Detecting exam security breaches and exam misconduct incidents and responding appropriately.
 - d) Informing learners regarding exam policies, the Learner Code of Conduct, exam rules, expectations, rights, and responsibilities.
 - e) Conducting forensic analyses on exam data and reporting any suspicious activity to RECO.
 - f) Reporting any suspected exam misconduct to RECO.
 - g) Supporting RECO in investigating suspected cases of exam misconduct.
 - h) Supporting RECO in the enforcement of Sanctions on learners who have committed exam misconduct.
- iv. Learners have the following responsibilities in relation to exam misconduct:
- a) Familiarizing themselves with the exam misconduct policy, the Learner Code of Conduct, as well as exam rules communicated by the ASP prior to the exam.
 - b) Following the exam rules and not engaging in any form of exam misconduct as defined by this policy or any other behaviours that compromise exam integrity.
 - c) Reporting any instances of exam misconduct they may observe or otherwise become aware of to their Education Delivery Designate, the ASP or RECO.

6. Definitions of exam misconduct

- i. Exam misconduct is defined as any behavior by the learner before, during, and after an exam that undermines the integrity of the Exam Process or gives an unfair advantage to a learner. Examples of exam misconduct include, without limitation:
 - a) **Cheating:** using unauthorized materials, tools, aids, or devices, including, but not limited to, notes, books, software, artificial intelligence, or electronic devices during the exam.
 - b) **Collusion:** two or more learners working together in a dishonest or secretive way to cheat or gain an unfair advantage during an exam. Examples of collusion include, but are not limited to, two or more learners agreeing to share answers during an exam or one learner helping another to complete the exam.

- c) **Disruptive behaviour:** any actions that disturb other learners or otherwise disrupt the Exam Process, such as loud talking, using inappropriate language, or refusing to follow proctor instructions.
- d) **Exam theft:** gaining unauthorized access to or unauthorized sharing of exam materials. It involves stealing, copying, or leaking exam content through actions such as hacking to get exam questions, taking photos of exam questions, sharing and/or selling exam questions online or through other means. All exam content is the exclusive property of RECO, is protected by intellectual property laws, and shall not be copied, reproduced, modified, shared, distributed, disclosed, or communicated in any form, whether in whole or in part.
- e) **Facilitating exam misconduct:** any action that facilitates acts that are considered exam misconduct as defined in this policy. Facilitating exam misconduct is also considered exam misconduct.
- f) **Failure to follow instructions:** disregarding specific exam rules or instructions provided by proctors or in exam materials, or disregarding instructions and direction issued by RECO to maintain exam integrity.
- g) **Fraudulent behaviour:** providing false or misleading information regarding a learner's identity, eligibility to take the exam, exam results, or any other relevant details.
- h) **Impersonation:** taking an exam on behalf of someone else.
- i) **Organized cheating:** planned, structured effort to cheat, involving multiple people or tools. This type of cheating is a coordinated, large-scale effort with deliberate planning.
- j) **Tampering with exam materials:** altering or falsifying exam papers, answer sheets, or electronic records.

7. Exam proctoring

- i. All RECO exams, whether completed virtually or in-person, are invigilated by proctors trained to detect exam misconduct. Proctors are responsible for ensuring that learners follow all exam rules established by RECO.
- ii. Proctors have the authority to enforce exam rules, the Learner Code of Conduct, and the exam misconduct policy, issue warnings to learners who fail to follow proctor instructions and terminate an exam if they determine that the integrity of the Exam Process has been compromised or is at risk of being compromised.

8. Detecting and assessing instances of suspected exam misconduct

- i. RECO's Assessment Services Department will promptly assess every instance of suspected exam misconduct from all sources, review the available information, and determine whether a full investigation is warranted.

9. Whistleblowing

- i. Whistleblowing is a crucial component of the exam security program and contributes to upholding the integrity of the Exam Process by:

- a) Protecting learners: Whistleblowing helps uncover harmful practices that can affect students' safety, well-being, and learning.
 - b) Promoting fairness and integrity: Whistleblowing helps stop cheating or dishonesty that could impact other learners.
 - c) Encouraging a culture of honesty: when people know they can safely speak up, this builds trust. Staff and learners are more likely to report issues early, before they grow into bigger problems.
- ii. Any person, including but not limited to learners, facilitators, faculty, or staff, who becomes aware of suspected exam misconduct as defined in this policy, must report this information immediately using one of the reporting mechanisms listed below:
 - a) Contacting their Education Delivery Designate.
 - b) Contacting the ASP.
 - c) Contacting RECO.
 - iii. Providing contact information at the time of the whistleblower report can help the investigation and is strongly encouraged. RECO is committed to treating the identity and contact information of all whistleblowers with the strictest confidence. This information will be used solely for the purpose of investigating the reported misconduct and will be shared only on a need-to-know basis with RECO staff members directly involved in the investigation.
 - iv. Persons with knowledge of an incident that threatens the integrity of the Exam Process also have the option of reporting it anonymously.
 - v. Every whistleblower report will be assessed by RECO's Assessment Services Department as per section 8 of this policy.

10. Nullification of exam results

- i. RECO retains the authority to void or nullify any exam result to protect the integrity of its exams, even in instances where it has not established exam misconduct. This authority may be exercised at RECO's discretion when credible evidence suggests an exam result is invalid due to exam misconduct or irregularity. The authority to nullify exams is intended to ensure public confidence in the integrity of RECO's exams, and to uphold high professional standards for registrants in Ontario.
- ii. Grounds for exam nullification, as described in this Section 10, include, without limitation:
 - a) Testing irregularities: Significant anomalies or irregular patterns in exam results that cast doubt on their validity. This can include, without limitation, unusual answer patterns, statistically improbable similarities in response patterns, or drastic score jumps between attempts. Such irregularities may trigger result invalidation even without direct proof of deliberate exam misconduct, if the integrity of the score is in question.
 - b) Exam misconduct: Any form of cheating or exam misconduct, as defined in this policy, before, during, or after the exam. This includes, but is not limited to, copying answers, using unauthorized materials or electronic devices, obtaining or providing unauthorized help, or violating exam rules and proctor instructions.

- c) Rule or policy violations: Any other breach of exam rules, the Learner Code of Conduct or RECO policies before, during and after the exam. This includes disruptive, fraudulent, or unprofessional behavior at the test center, failure to adhere to proctor instructions, or leaving the exam station without authorization (except in an emergency).
- iii. The above grounds are not exhaustive. RECO reserves the right to nullify results for any other circumstance that compromises exam integrity, including incidents discovered after the exam administration.
- iv. RECO will promptly inform learners whose exam results have been nullified.
- v. Depending on the reason for nullification, a nullified exam attempt may not count towards the maximum number of allowed exam attempts. Learners whose exam results have been nullified may be entitled to re-book the exam at their own expense, provided they are otherwise eligible to do so.
- vi. Learners whose exam results have been nullified must complete all future exams in person at a test centre location.

11. Exam misconduct investigations

- i. RECO is committed to ensuring that all investigations into suspected cases of exam misconduct are conducted following the principles of impartiality and fairness.
- ii. In cases where RECO's Assessment Services Department determines that a suspected case of exam misconduct merits a formal investigation, as a result of the assessment conducted as per section 8 of this policy, they will take the following actions promptly:
 - a) Place the learner's account on hold. Learners whose account has been placed on hold are temporarily blocked from accessing the program and cannot complete courses, withdraw from a course, enroll in exams, transfer to or enroll in registration education with another Education Delivery Designate while the case is under investigation.
 - b) Notify the learner in writing of the ongoing investigation.
 - c) Initiate a formal investigation, taking all necessary steps to secure evidence and any other necessary documentation.
- iii. RECO's Assessment Services Department will contact the learner to inform them of the alleged offences and the basis for the allegations. The learner will have an opportunity to respond to the allegations, either in writing or during a meeting to be scheduled between RECO's Assessment Services Department and the learner, where deemed appropriate and feasible. Where a meeting is held, the learner consents to RECO recording the meeting for the purpose of the Assessment Services Department's determinations. Learners may decline to consent to recording of a meeting without prejudice to their participation in the process through a written submission to exams@reco.on.ca. Any such recordings will be retained, disclosed, and securely destroyed only in accordance with RECO's Access and Privacy Code.
- iv. The supervisor of the Assessment Services Department, or another individual designated by RECO who was not directly involved in the investigation, will receive a copy of the investigation report and the learner's response, as well as a summary of the discussion during the meeting with the learner. The supervisor of the Assessment Services Department will review the documentation and:

- a) Determine if misconduct has occurred on a Balance of Probabilities.
- b) If it is determined that exam misconduct has occurred:
 - 1) assign appropriate Sanctions in accordance with section 14 of this policy;
 - 2) provide a decision letter to the learner outlining the findings of the investigation and the reasons for the decision, and communicating to the learner their right to appeal; Where evidence such as exam recordings or proctoring data is relied upon, RECO may, in its sole discretion and subject to exam security and privacy considerations, disclose such evidence or a summary of its contents in the manner it considers appropriate; and
 - 3) provide a copy of the decision letter to the learner's Education Delivery Designate and the ASP for enforcement, if applicable.
- c) If it is determined that exam misconduct has not occurred:
 - 1) have all restrictions removed from the learner's account; and
 - 2) notify the learner and their respective Education Delivery Designate accordingly.
- v. All records created or relied upon in misconduct investigations, including proctoring evidence and any recordings of meetings, will be retained, disclosed, and securely destroyed in accordance with RECO's Access and Privacy Code.
- vi. If the supervisor of the Assessment Services Department becomes involved in the investigation process, the actions under 11.iv will be completed by the manager of the education operations department at RECO.

12. Escalation of exam misconduct investigations

- i. Internal escalation: In cases where exam misconduct investigations reveal suspected involvement of RECO registrants in the exam misconduct incident, matters may be escalated to RECO's compliance division for further investigation and action.
- ii. Escalation to law enforcement: Serious cases of exam misconduct, such as exam theft or organized cheating, may also constitute criminal offences. Where RECO believes an instance of suspected exam misconduct may constitute a criminal offence, RECO may report the matter to the relevant law enforcement agency.

13. Retroactive investigations

- i. There is no time limitation on RECO's ability to investigate and issue Sanctions for exam misconduct. Retroactive investigations may be triggered, without limitation, by forensic data, whistleblower reports or details revealed during investigations.
- ii. In cases where, as a result of a retroactive investigation, it is determined that a learner who has since completed the program had previously engaged in exam misconduct while enrolled in the program, RECO may direct the Education Delivery Designate to rescind the learner's certificate of completion.

- iii. In cases where, as a result of a retroactive investigation, it is determined that a learner who has since become a RECO registrant had previously engaged in exam misconduct while enrolled in the program, the Registrar may revoke the registrant's registration.

14. Sanctions for exam misconduct

- i. In all instances where RECO determines, on a Balance of Probabilities, and in its sole discretion, that exam misconduct has taken place, the learner(s) involved will be subject to disciplinary action in the form of Sanctions. Sanctions will be determined by RECO in its sole discretion considering, without limitation, the following factors:
 - a) Severity of exam misconduct: the more serious the exam misconduct, in terms of nature, extent and impact, the more severe the Sanctions.
 - b) Recidivism: learners who engage in exam misconduct repeatedly are subject to more severe Sanctions than first-time offenders.
 - c) Learner attitude: RECO may consider less severe Sanctions in cases where learners provide a full and frank admission of having engaged in exam misconduct, show genuine remorse and provide information that can assist RECO and the ASP in improving exam security measures in future.
- ii. Sanctions for exam misconduct include, without limitation:
 - a) Grade of zero on the exam. The exam attempt will be counted towards the two allowed exam attempts per course;
 - b) Requirement to take all future exams in person at a test centre;
 - c) Written warning;
 - d) Requirement to retake the course corresponding to the exam where the exam misconduct occurred, at the learner's expense;
 - e) Notation on the learner's RECO record and the education record with the Education Delivery Designate;
 - f) Suspension from the registration education programs for a period determined by RECO. The learner will not be permitted to register in any registration education program courses, with any Education Delivery Designate, and will not receive credit for any work attempted during the suspension;
 - g) Rescinding of certificate of completion, in the case of learners who are found guilty of exam misconduct after having completed the program and having received a certificate of completion;
 - h) Revocation of RECO registration for registrants retroactively found to have engaged in exam misconduct while completing their mandatory registration education.
- iii. Sanctions are not mutually exclusive and RECO may apply multiple Sanctions to one incident of exam misconduct, depending on the specific circumstances and the severity of the offence, in its sole discretion.

- iv. Learners sanctioned for exam misconduct will be subject to additional requirements before they can register with RECO.
- v. The learner's exam misconduct Sanction history may be considered by the Registrar in the decision of whether to grant registration.

15. Appeals

- i. The learner may appeal RECO's decision within 10 business days from the date of the decision letter referenced in section 11.iv.b.2 above, following the procedure outlined in the decision letter.
- ii. The appeal must meet at least one of the following criteria:
 - a) The learner presents new evidence not reasonably available earlier that can be substantiated and could exonerate or mitigate the responsibility of the learner with respect to the exam misconduct;
or
 - b) The learner presents evidence of procedural error in the investigation and Sanction process.
- iii. Appeals that do not meet either of the criteria listed in section 15.ii above will be dismissed.
- iv. Appeals that meet at least one of the criteria listed in section 15.ii above will be reviewed by a person appointed by the Registrar for this purpose who was not involved in the original investigation or decision. The appointee will review all the relevant documentation pertaining to the case, and any additional evidence submitted as part of the appeal, and decide on one of the following courses of action in their sole discretion:
 - a) Dismiss the appeal;
 - b) Rescind the Sanctions;
 - c) Make appropriate adjustments to the Sanctions;
 - d) Require that the matter be reconsidered by the supervisor of the Assessment Services Department or other person delegated by RECO who was not directly involved in the investigation who made the initial decision.
- v. The outcome of the appeal will be communicated to the learner as soon as possible, taking into account the specific circumstances of the case and the nature of the appeal.

16. Re-admission to the program following a suspension

- i. Learners who have been suspended from the program as a result of exam misconduct may apply for re-admission only after the end of their suspension period following the re-admission procedure at their respective Education Delivery Designate.
- ii. To be eligible for re-admission, learners must meet the following criteria, and any additional requirements set by their Education Delivery Designate:
 - a) Completed serving all suspension periods imposed as Sanctions for exam misconduct;

- b) Be within the period allowed to complete the respective program (24 months for salesperson program and 12 months for broker program). Learners who have passed the deadline for completing the program are not eligible for re-admission. They may apply for an education equivalency assessment to RECO or restart the program.
- iii. Learners returning to the program after a suspension period may apply for a transfer to another Education Delivery Designate, provided they meet the re-admission criteria above and all other transfer requirements as published by the respective Education Delivery Designates.
- iv. Learners enrolled in the program pursuant to an education equivalency assessment decision issued by RECO and who are sanctioned for exam misconduct are not permitted to continue with their current education equivalency assessment decision and will not be re-admitted to the program. Learners in this category may apply for another education equivalency assessment or re-start the program after the suspension period.

17. Data retention

- i. Information related to exam misconduct investigations, including all evidence and statements collected, will be retained by RECO in accordance with its Access and Privacy Code.

18. Policy review

- i. This policy will be reviewed annually and updated as necessary to ensure its continued relevance and effectiveness in addressing exam misconduct. Any updated version of this policy will apply to all instances of misconduct, including those that occurred under previous versions, in order to protect the integrity and security of RECO's exams.

Appendix

Definitions – RECO

“Assessment services department”: department at RECO responsible for overseeing exam operations, security, investigating and responding to instances of exam misconduct.

“Assessment service provider” (ASP): provider of professional assessment services that has been designated by RECO to develop and administer exams that are part of the real estate registration education programs on its behalf. As of 2025, RECO's designated ASP is Meazure Learning.

“Balance of probabilities”: a standard of proof according to which a claim is considered proven if it is more likely than not to be true, requiring a degree of certainty greater than 50%.

“Education delivery designate”: a post-secondary education institution that has been designated by RECO to deliver the registration education programs on its behalf.

“Exam process”: all the procedures, practices, and activities that happen before, during, and after an exam and are part of or connected to administering RECO's exams.



“Learner code of conduct”: policy document that outlines the rules, principles and guidelines that learners are expected to follow before, during and after taking an exam to uphold the fairness and integrity of the exam process.

“Exam Platform”: a platform hosted by Meazure Learning where learners can manage their exams and view preparedness documentation, including FAQ’s.

“Sanction”: a penalty or disciplinary action imposed on a learner who is found to have engaged in exam misconduct.

“Whistleblowing”: reporting wrongdoing or unethical behaviour instances a person may become aware of to someone who can take action.

Glossary of Terms – Meazure Learning

ProctorU Platform: Meazure Learning’s secure online proctoring platform designed to save learner time and reduce stress.

Meazure Exam Platform: Meazure Learning’s proprietary exam platform which provides a candidate management system, item banking, and exam delivery.

Guardian Browser: Meazure Learning’s secure Internet browser that connects test-takers to their ProctorU proctoring sessions be they Live+ (online) or in-person at a Meazure Learning testing location.

Online/Virtually Proctored Exams: exams completed via the ProctorU Platform wherein the learner completes their testing session using their personal laptop or desktop computer and a stable internet connection. The learner will connect with a proctor who will then administer their exam.

Exam Platform: a platform hosted by Meazure Learning where learners can manage their exams and view preparedness documentation, including FAQ’s.

Quick Links

[RECO Program FAQ’s](#): Find answers to 50+ common questions as well as quick links to the Learner Handbook and support channels.

[Meazure Learning Technical Requirements and Test-It-Out Tool](#): Quickly check if your device meets requirements. Passing Test-It-Out doesn’t guarantee exam-day compatibility— the best simulation is an optional Practice Exam. Recommendation: Make this your first prep step— review as soon as you are exam-eligible.

[Get Help](#): Access this page when you need assistance from the Meazure Learning Support team before, during, or after your exam.



Watch Our Remote Experience Videos: Watch a step-by-step walkthrough of exam day and how to set up your second camera. Recommendation: View these videos before your exam and/or practice test.

Preparedness Materials for Your Remote Exam: This document details the different tools available for learners to access to assist in preparing them for exam day.