



EUROPEAN CERTIFICATION COUNCIL EEIG
- certcouncil.eu -

CHECKLIST

of Requirements for Certification as Real Estate Agent in accordance with ISO 17024 by the

EUROPEAN CERTIFICATION COUNCIL EEIG – certcouncil.eu
and the International Organization for Standardization



International
Organization for
Standardization

Your personal certification in accordance with the international standard ISO 17024

Certain requirements must be met for personal certification as a real estate agent.
Before the application is accepted, the following criteria must be proven to the certification body as binding personal suitability criteria:

Personal documents to be attached:

- Emirates ID, if available
- Copy of valid passport
- Digital photo (for your certification card)
- Short CV in tabular form
- Proof of professional qualifications
(references, certificates, confirmation of participation in further training, practical experience).
- Current UAE certificate of good standing
- Current UAE certificate of incorporation
- Current UAE E-licence

Only then will the certification body assess your professional suitability.
Certified real estate agents are obliged to adhere to the general and applicable rules of reputable merchants in the estate agency business.











In accordance with the certification regulations of the international certification body EUROPEAN CERTIFICATION COUNCIL EWIV and the INTERNATIONAL ORGANISATION FOR STANDARDISATION ISO in standard 17024, estate agents seeking certification must submit the following documents to the certification body.

These official documents must comply with the binding requirements of the Dubai Land Department. Similar requirements apply in the other emirates of Abu Dhabi, Sharjah, Ajman, Umm Al Qaiwain, Ras Al Khaimah and Fujairah, as specified by the relevant authorities and offices.

1. Requirements and documents

to be audited for property rentals to private individuals or companies:

Cert-Code/s: D-032-1	Name of the department to be certified: Real Estate Agent for Rental Objects
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ITEM	OBJECT	
1	FIRST STEP	
1.1	List of lease brokerage agreements between the owner and real estate agent in the last 12 month	
1.2	List of lease brokerage agreements between the tenant and real estate agent in the last 12 month	
1.3	List of succesful done leasing contracts in the last 12 month (Ejari Tenancy Contracts)	
1.4	List of marketing activities and leasing offers, analog and digital in the last 12 month	
	<i>After getting the lists, the auditor will select the documents he will proof and control; he will inform you what you have to send.</i>	
2	SECOND STEP	
2.1	3 lease brokerage agreements (copies) between the owner and real estate agent, which have been selected from the list under item 1 by the certification body	
2.2	3 lease brokerage agreements (copies) between the tenant and real estate agent, which have been selected from the list under item 1 by the certification body	
2.3	3 succesful done leasing contracts in the last 12 month, which have been selected from the list under item 1 by the certification body	
2.4	3 sample brochures and/or newspaper advertisements, internet advertisements, social media posts proving that you do not engage in misleading advertising or conceal costs or offer properties that are not or no longer in your portfolio or for which you do not have a valid mandate from the owner.	
	<i>If necessary, the auditor will order some more information or documents he will proof and control; he will inform you what you have to send. Usualy and if step 1 and 2 have been done well, nothing will follow now.</i>	
3	STEP THREE	
3.1	Clarification of queries if individual processes are not clear to the auditor or if he requires explanations regarding processes.	
4	FINAL RESULT OF THE AUDITING & EXAMINATION After reviewing and checking the documents submitted, possibly with the help of third-party and/or publicly available information, the auditor declares that, with regard to the certification of the applicant as a CERTIFIED REAL ESTATE AGENT for Rental Objects in accordance with ISO 17024 - certcouncil.eu	
4.1	it has identified significant deficiencies in the applicant's work and further documentation is unlikely to dispel these concerns; certification is refused	-
4.2	it has reservations, but after rectifying a few minor deficiencies, certification appears possible following a new, fee-based review.	?
4.3	it has come to a positive audit result after examination and control and there is nothing to prevent the certification of the applicant.	ü

2. Requirements and documents

to be audited for real estate objects sales to private individuals or companies:

Cert-Code/s: D-032-2	Name of the department to be certified: Real Estate Agent for Sales Objects
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ITEM	OBJECT	
5	FIRST STEP	✓
5.1	List of Sale and Purchase Agreements (SPA) in the last 12 month, which have been registered at Dubai Land Department or similar in one of the other 6 emirates. <i>After getting the lists, the auditor will select the documents he will proof and control; he will inform you what you have to send.</i>	✓
6	SECOND STEP	
6.1	3 succesful done SPA	✓
6.2	3 sample brochures and/or newspaper advertisements, internet advertisements, social media posts proving that you do not engage in misleading advertising or conceal costs <i>If necessary, the auditor will order some more information or documents he will proof and control; he will inform you what you have to send. Usualy and if step 1 and 2 have been done well, nothing will follow now.</i>	✓
7	STEP THREE	
7.1	Clarification of queries if individual processes are not clear to the auditor or if he requires explanations regarding processes.	✓
8	FINAL RESULT OF THE AUDITING & EXAMINATION After reviewing and checking the documents submitted, possibly with the help of third-party and/or publicly available information, the auditor declares that, with regard to the certification of the applicant as a CERTIFIED REAL ESTATE AGENT for Sales Objects in accordance with ISO 17024 - certcouncil.eu	
8.1	it has identified significant deficiencies in the applicant's work and further documentation is unlikely to dispel these concerns; certification is refused	-
8.2	it has reservations, but after rectifying a few minor deficiencies, certification appears possible following a new, fee-based review.	?
8.3	it has come to a positive audit result after examination and control and there is nothing to prevent the certification of the applicant.	ü

3. Requirements and documents

to be audited for real estate objects sales to private individuals or companies:

Cert-Code/s: D-032	Name of the department to be certified: Real Estate Agent for Rental and Sales Objects
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9	FINAL RESULT OF THE AUDITING & EXAMINATION After reviewing and checking the documents submitted, possibly with the help of third-party and/or publicly available information, the auditor declares that, with regard to the certification of the applicant as a CERTIFIED REAL ESTATE AGENT for Rental and Sales Objects in accordance with ISO 17024 - certcouncil.eu	
9.1	it has identified significant deficiencies in the applicant's work and further documentation is unlikely to dispel these concerns; certification is refused	-
9.2	it has reservations, but after rectifying a few minor deficiencies, certification appears possible following a new, fee-based review.	?
9.3	it has come to a positive audit result after examination and control and there is nothing to prevent the certification of the applicant.	ü

Certification in accordance with ISO 17024

10.1	GRANTING OF CERTIFICATION The EUROPEAN CERTIFICATION COUNCIL EWIV will grant certification in accordance with the international standard ISO 17024 - certcouncil.eu for the field of Real Estate Agent for Rental Objects The certification document and personal ID card as a certified estate agent will be issued and delivered; the certification will be entered on the certification body's website and made public. The document and ID card are only valid in conjunction with publication on the website, which is accessible to everyone.	
10.2	GRANTING OF CERTIFICATION The EUROPEAN CERTIFICATION COUNCIL EWIV will grant certification in accordance with the international standard ISO 17024 - certcouncil.eu for the field of Real Estate Agent for Sales Objects The certification document and personal ID card as a certified estate agent will be issued and delivered; the certification will be entered on the certification body's website and made public. The document and ID card are only valid in conjunction with publication on the website, which is accessible to everyone.	
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