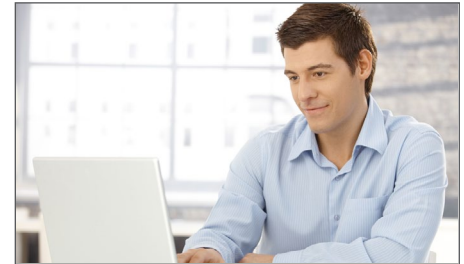


## NSW Continuing Professional Development

Now you can undertake ALL your Real Estate training from the comfort of your home. As a Registered Training Organisation, the NSW Real Estate Training College is offering Continuing Professional Development modules, each worth 12 points of CPD.

### LICENCE MODULES- \$145

CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4009	Interpret legislation to complete work in the property industry
CPPDSM4015B	Minimise agency and consumer risk
CPPDSM4080A	Work in the real estate industry
CPPDSM4003A	Appraise property
CPPDSM4004A	Conduct auction
CPPDSM4020A	Present at tribunals
CPPDSM4005A	Establish and build client-agency relationships
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4010A	Lease property
CPPDSM4011A	List property for lease
CPPDSM4014A	Market property for sale
CPPDSM4016A	Monitor and manage lease or tenancy agreement
CPPDSM4017A	Negotiate effectively in property transactions
CPPDSM4019A	Prepare for auction and complete sale
CPPDSM4022A	Sell and finalise the sale of property by private treaty
CPPDSM4049	Implement maintenance program for managed properties
CPPDSM4056	Manage conflict and disputes in the property industry
BSBRKG304	Maintain business records
BSBSMB406	Manage small business finances
BSBLED401	Develop teams and individuals
CPPDSM4001A	Act as a buyer's agent
BSBCUS401	Co-ordinate implementation of customer service strategies
BSBFIM501	Manage budgets and financial plans



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- 1 Complete the enrolment form (located on our website) and return to us by fax or email.
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## ELECTIVE MODULES - \$89

**OFFICE SKILLS**

Customer Service	Going the extra mile, customer expectations, telephone etiquette, meeting basic needs, difficult customers.
Administrative Support	10 ways to listen, goal setting the SMART way.
Personal Productivity	Techniques that will engender self-discipline and respect for yourself and from others.

**COMMUNICATION**

Effective Conflict Resolution	Building positive energy, six phases of conflict resolution, adapt for all types of conflict, use tools to prevent conflict.
Anger Management	Ways of dealing with anger, the pentagon of anger, de-escalate the situation, identify the problem.
Business Etiquette	Remembering names, first impressions, dress codes, international communication.
Business Writing	Punctuation, spelling, sentence length, letter writing, proposal key information.
Communication Strategies	Body language, para-verbal communication, appreciative inquiry, speaking like a STAR, positive signals.
Proposal Writing	Helps to develop focused, high quality proposals.
Creative Problem Solving	Six step process, types of information, mental blocks, gathering information, determining where the problem originated.
Public Speaking	Identify your message and write the speech.
Effective Meetings	Basic requirements, using an appropriate approach, understanding technology and logistics and how to continually improve your meetings.

**MANAGEMENT**

Effective Supervisor	Defining requirements and setting expectations, setting SMART goals.
Health & Safety in the Workplace	Identify management and employee commitment, accident/incident investigation and training.
Human Resource Management	Recruit, interview, and retain employees, articulate feedback to employees, manage situations requiring discipline and termination.
Leadership and Influence	Understand how to adapt your leadership styles for the people you lead, leading by Directing, Coaching, Participating and Delegating.
Managing Change	Goal orientated change management, creating the plan and communications, strategies for aligning people with a change.
Managing Stress	Identify the best approach to a stressful situation, how to cope with major events.
Motivating your Employees	Realising and understanding the importance of motivating your employees. Unlock the potential within.
Coaching and Mentoring	Building trust, goals the SMART way, Maslow's needs Pyramid, differences between coaching and mentoring.

**SALES**

Sales Fundamentals	Using a unique selling position and common sales approaches effectively.
Selling Price Estimates - Best Practice	Covers NSW Fair Trading Guidelines to combat real estate agents underquoting on property prices
Property Sales Compliance – Grey areas <b>NEW</b>	The competitive world of property sales can tempt agents to engage in practices that are inventive to satisfy the expectations of vendors. Some of these practices can be perceived as out of the guidance of legislation. In this course we look at the grey areas of compliance of some of these and how to ensure you and your agency are compliant.
The Effective Negotiator	Understand the basic types of negotiation, learn basic techniques and learn how to complete the groundwork for negotiation.

## ELECTIVE MODULES - \$89

LEGISLATION	
Trust Accounts, Agreements & Pools - What's Changed?	Covers recent changes to the Property, Stock and Business Agents Regulation 2014
Health & Safety In The Workplace	Why have a workplace safety and health plan? Also looks at a Company Safety & Health Plan.
Property Licence Reforms - Keeping ahead	Covers the 2018 property legislation reforms and what it means for existing agents and agencies.
BUSINESS BROKING	
Business Broking - Agreements Best Practice	Covers legal requirements of working and operating in the Business Broking sector. Looks at identity fraud and Agency Agreement terms.
Business Broking - Requirements & Conduct	Legal requirements of working in the Business Broking sector and includes licensing and registration requirement and rules of conduct for Business Agents.
Closing a Sale, Agreements & Trust Accounts	Covers recent changes to the Property, Stock and Business Agents Regulation. Changes covered include trust account requirements and agency agreement changes.
COMMERCIAL & RETAIL	
Commercial Lease Agreements: Obligations and Recent Decisions	Provides an outline of the Landlord and Tenant's rights and responsibilities under a commercial Lease Agreement in NSW. Recent decisions regarding commercial leases are also examined.
Retail Leases in NSW - Recent Decisions	Looks at some key recent decisions in the area of retail leases in NSW.
Industrial & Retail Leasing and the PSSA	Looks at some key recent decisions in the area of industrial and retail leases in NSW.
Landlords Duty of Care	Examines the commercial and retail landlord's duty of care to visitors to their premises, pre-lease agreements and when they become binding and finally, the impact of Disabled Access provisions for lessors, lessees and building managers.
Commercial Leases: Option to Renew and Building Disclosures	Covers negotiating the Options to Renew a Commercial Lease, general compliance to the Commercial Building Disclosures (CBD) program and advertising compliance for NABERS energy rating
Commercial Leases - Rent review, Disputes & Bonds	Examines how the process of negotiation between landlord and tenant largely determines the terms and conditions decided upon for a Commercial Lease.
PROPERTY MANAGEMENT	
Natural Disasters & Asbestos for Property Managers	Looks at what to do when a natural disaster causes damage to a leased property and an Agent's responsibility for properties with loose-fill asbestos insulation.
Domestic Violence in Tenancies <b>NEW</b>	The Residential Tenancies Act 2010 has been reviewed with amendments relating to Circumstances of Domestic Violence in a tenancy implemented on 28th February 2019. This course covers the reforms and what this means for your agency to ensure compliance and agency knowledge.
Property Management - Checks and Changes Overview	Summarises recent changes in legislation including New Tenant Checklist and addendum, loose-fill asbestos insulation compliance/disclosure, general disclosures, rental bond online and swimming pool compliance for property managers.
Tenancy Renewals	Planning & renewing leases and tenancy agreements, renewal patterns, scheduling expiry, inspections for maintenance, reporting, negotiating terms & conditions and preparing documentation in line with legislative requirements