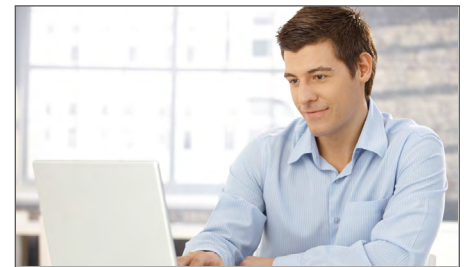


NSW Continuing Professional Development

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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
CPPDSM4009B	Interpret legislation to complete agency work
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
CPPDSM4049A	Implement maintenance plan for managed properties
CPPDSM4056A	Manage conflict and disputes in the property industry
BSBRKG304B	Maintain business records
BSBSMB406A	Manage small business finances
BSBLED401A	Develop teams and individuals
CPPDSM4001A	Act as a buyer's agent
BSBCUS401B	Co-ordinate implementation of customer service strategies
BSBFIM501A	Manage budgets and financial plans



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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
The Effective Negotiator	Understand the basic types of negotiation, learn basic techniques and learn how to complete the groundwork for negotiation.

LEGISLATION

The Australian Consumer Law - update for agents	Focuses on some key provisions of the Australian Consumer Law most relevant to work in the real estate sector.
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.

ELECTIVE MODULES - \$89

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 <i>NEW</i>	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.
NSW Residential Tenancy Legislation - 2010	Covers the key areas of change.
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.