



**Industry Training Consultants**  
*real estate training specialists*



**CPD Elective Topics  
Class 1 and Class 2  
Licence Holders**

**ENROL TODAY**

**ITC.NSW.EDU.AU OR 02 4001 0128**

#### WHY STUDY WITH US?

Industry Training Consultants is a Registered Training Organisation (RTO#45537) offering nationally recognised training to the property agents sector in New South Wales. ITC provides more than your typical training services. We act as a consultant and advisor to many real estate agencies throughout the state and can assist in the design, development and implementation of compliance systems.

As an organisation, we believe in building a lasting business relationship by earning our clients praise and respect. We do this by providing tailored solutions to meet both organisation and individual needs, and exceptional ongoing service and support to our clients.

We understand that remaining available to our clients is of the highest priority. We are here to answer your questions in relation to our nationally accredited training programs, offer assistance and advice and have an open door policy on our business operations.



## **Learning Strategy**

All resource guides are provided in PDF format and sent in an email.

## **Topics**

### **Workplace Health and Safety**

This topic aims to introduce you to the important role played by a property practitioner across a broad spectrum of work. It is a must in addressing personal health and safety, as well as impacting health and safety issues on clients, customers and other staff.

The course also introduces you to the new approved code of practice under section 274 of the Work Health and Safety Act (the WHS Act) and is critically important to the role of managing work and health and safety risks of premises and estates.

The WHS Act and Regulations require persons who have a duty to ensure health and safety to 'manage risks' by eliminating health and safety risks so far as is reasonably practicable. The course book will cover the trade related issues and the risk management approach used, to give delegates the confidence they need in tackling safety, theft and security issues quickly, efficiently and economically.

**Note: This topic makes up 1.5 hours of CPD activity (without an assessment)**

### **Ethics & Professional Responsibility**

This topic gives an insight into the ethical and professional conduct standards that go with the legal responsibilities required within the property industry, very much centred around disclosure, bribes, political donations, kickbacks & human behaviour. We emphasise best practice using case study examples, identifying what is legal, what is ethical, while raising awareness to poor ethical behaviour and the likely outcomes which come from this.

**Note: This topic makes up 1.5 hours of CPD activity (without an assessment)**

### **Communication skills and/or practice**

This course aims to further develop your skills, techniques and communication strategies essential for communicating more effectively in the workplace, while developing your potential for professional success. It will help you understand the importance of effective interpersonal skills and workplace communication. You will also have the opportunity to put into practice some of the essential communication techniques necessary - to use client databases, and deliver and monitor service to customers.

**Note: This topic makes up 1.5 hours of CPD activity (without an assessment)**



## **Property practice (sales and property management)**

Buying, selling or managing property is one of the largest financial transactions' clients will undertake during their lives. Clients will expect you to have a sound knowledge base of your product and services to support their needs. To offer your customers and excellent experience, you should know every aspect of either the buying, selling or management process. This course gives an insight into your legal responsibilities performed in the context of property management and sales. Ideally, you will be able to discuss the processes, risks and what is essential to maintaining and enhancing your professional practice as a property agent.

**Note: This topic makes up 1.5 hours of CPD activity (without an assessment)**

**\*From March 2021 all Class 1 licence holders will be required to complete 3 hours of business skills training per year. Industry Training Consultants in the first year will offer the following elective topic;**

### **Supervision Requirements**

The supervision requirements are contained in a resource guide. They set out the requirements for proper supervision of a business, including the steps they must take to prevent fraud, under quoting and misrepresentation.

#### **These requirements include:**

- supervision of employees engaged in the business
- establishment of procedures designed to ensure that the provisions of the Act and Regulation and other relevant laws are complied with, and monitoring employees' conduct to ensure that those procedures are being followed.

If you need clarification on the supervision requirements, this will be the opportunity to resolve any problems and implement changes.

### **Outcome**

A class 1 and class 2 licence holder who successfully completes the elective topics will be issued with a written notice within 10 business days (including an electronic copy) demonstrating completion of the elective topic (or topics) including the following information:

- the participant's name as shown on their licence, licence number, email address and phone number
- the title of the elective learning topic that was completed
- the date, time and place the elective topic was undertaken
- the duration in hours for completion of the elective topic
- the name of the approved provider.

### **Study Option and Price**

Correspondence – self paced learning

3 hrs Class 2 **\$80.00 AUD**

6 hrs Class 1 **\$120.00 AUD**