



Industry Training Consultants
real estate training specialists

**CPD Compulsory and
Elective Topics for
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.



CPD Compulsory Topics and Elective Topics for Class 1 and Class 2 Licence Holders

CPD Activities

A Class 1 Agent in Real Estate or Strata Management must complete at least 9 hours of CPD activity each year, including:

- 3 hours of compulsory CPD topics,
- 3 hours of elective CPD topics, and
- 3 hours of business skill topics

A Class 2 Agent in Real Estate or Strata Management must complete at least 6 hours of CPD activity in each year, including:

- 3 hours of compulsory CPD topics, and
- 3 hours of elective CPD topics.

Compulsory Topics

Learning Strategy

All resource guides and assessment practicums are provided to students in hard copy (including electronically if undertaking the training by correspondence). The resource guide is used to develop a sound knowledge base of each compulsory topic.

Compulsory topics will change each CPD year. Between 23 March 2020 and 22 March 2021, the compulsory topics are:

- COVID Safe Business (1 hour)
- Disclosure of Material Facts (1 hour)
- Short-term Rental Accommodation Code of Conduct (1 hour)

NOTE: All class 1 and class 2 licence holders must complete the compulsory topics.

Outcome

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

- The participant's name as shown on their licence, licence number, email address and phone number
- The results of any assessment required by the compulsory topic outline
- The title of the compulsory learning topic that was completed
- The date, time and place the compulsory topic was undertaken
- The method of delivery of the compulsory topic
- The duration in hours for completion of the compulsory topic
- The type of assessment, and
- The name of the approved provider and person delivering the topic. If the provider or person delivering is registered with ASQA, details of their registration details.



CPD Elective Topics Class 1 and Class 2 Holders

Learning Strategy

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

Workplace Health and Safety (was updated on 18/09/2021)

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 (with activities)

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 3 hours of CPD activity (with an activity)

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 (with an activity)



CPD Elective Topics Class 1 and Class 2 Holders Cont.

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 (with an activity)

Social Media and Business Communication

This course focuses in-depth on social media legal risk and the opportunities that social media introduces to an organisation. You will also learn the best practice approach for using social media in the workplace and how to avoid making social media mistakes that give you a negative reputation online.

Note: This topic makes up 1.5 hours of CPD activity (with an activity)

Risk Investigation and Compliance Control

This topic aims to provide licensees and their employees a way to better understand regulatory compliance. You will learn about the regulators proactive approach to achieving compliance with the law including enforcement powers, functions, priorities and strategies.

Note: This topic makes up 1.5 hours of CPD activity (with an activity)

What You Should Know About Defamation

Australia's defamation laws are crucial in identifying risks associated with publishing potentially defamatory content, or harming a person's reputation by publication of information. Participants will learn what to do to reduce the risk of being sued for defamation - including defences and what you can do if you have been defamed. The topic addresses important areas of the property industry that can give rise to an action in defamation against particular parties.

Note: This topic makes up 1.5 hours of CPD (with an activity)



Business Skills Topics for a Class 1 Agent - Real Estate or Strata Management

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.

Note: This topic makes up 3 hours of CPD activity (without an assessment)

Intellectual Property Issues in Business Operations

This topic examines key aspects on Australian Intellectual Property Law and issues in the creative process of advertising - including trademarks, copyrights, patents, registered designs and passing off. You will develop knowledge, understanding and critical thinking of Australian laws relating to intellectual property and how to avoid the risk of IPR infringement.

Note: This topic makes up 3 hours of CPD activity (without an assessment)

Privacy Laws and Security Management

This topic has been designed to provide licensees and their employees the learning required to meet their obligations under federal privacy legislation. You will learn how to collect, use, store and disclose personal information in accordance with the Commonwealth Privacy Act 1988 - including clarification on how the National Privacy Principles work.

Note: This topic makes up 3 hours of CPD (with activities)



Business Skills Topics for a Class 1 Agent - Real Estate or Strata Management Cont.

Managing Your Time More Effectively

Effectively managing time is an important aspect of a person's skill set for achieving both personal and professional success. Time management can have a huge effect on your performance and productivity in the workplace. Not only will it make you a more efficient employer or employee, but it will also help you meet deadlines, produce better quality work and develop yourself.

Participants will learn to manage time more efficiently including how to plan activities and prioritise tasks to avoid stress overload, both at work and at home.

Note: This topic makes up 1.5 hours of CPD (with activities)

Communicate Effectively As A Workplace Leader

Learning how to communicate effectively at work is crucial in optimising your performance as a leader or professional. Good business communicators are highly valued by their organisations. This topic provides training across a range of communication techniques including interpersonal skills, verbal and non-verbal strategies and the follow up actions needed to excel in communication.

Note: This topic makes up 1.5 hours of CPD (with activities)

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 Options and Prices for Compulsory and Elective Topics

- Class 1 - **\$280** (face to face learning with distance learning)
- Class 2 - **\$240** (face to face learning with distance learning)

Or

- Class 1 - **\$269** (distance learning)
- Class 2 - **\$229** (distance learning)