



CPD COURSES

Castle Hill
Sales & Prop Mgmt
Fri 3rd Jul

Goulburn
Stock & Station (AM) or
Sales & Prop Mgmt (PM)
Mon 6th Jul

Parramatta
Strata
Wed 8th Jul

Sydney
Sales (AM) or
Prop Mgmt (PM)
Fri 10th Jul

Sydney
Business Broking
Wed 22nd Jul

Gosford
Sales & Prop Mgmt
Thu 30th Jul

Blue Mountains
Sales & Prop Mgmt
Fri 31st Jul

Northern Beaches
Sales & Prop Mgmt
Wed 12th Aug

Ballina
Sales & Prop Mgmt (AM)
or Strata (PM)
Mon 17th Aug

Tenancy Disputes

When dealing with tenancy disputes, a property manager cannot discount the value of being prepared for the Tribunal process. The New South Wales Civil and Administrative Tribunal website (NCAT) provides some excellent tips on how to ensure you are prepared including the following learning about what happens at the NCAT. Before the date of your hearing, take the time to learn about what happens at the Tribunal.

A suggestion is that you should go to the NCAT and watch other hearings in action. This will give you an idea of what to expect on your hearing day, and help you plan for presenting your case to the Tribunal Member. View the hearing lists to find out when NCAT hearings are being held in your area.

Practice telling your story - practice making your statements and finding the documents that support your argument. Present your case to colleagues and ask them for feedback. Remember to stay calm, speak clearly and stick to the facts.

Allow plenty of time to get to your hearing - NCAT hearings are dealt with very quickly. If you are late, the hearing may go ahead without you and a decision made in your absence. This may not prove to be positive for your case.

Be well prepared - carefully consider all the issues of your case and take time to gather all necessary information.

We, at ACOP recommend that you take the following evidence with you on hearing day that will support your case, such as:

- written proof of the sale or service invoice, original purchase agreement or sales advice
- any invoices or demands for fees
- receipts, quotes, reports and payment records
- correspondence between parties
- photographs showing the condition and state of repair (or comparable items if relevant)
- witness statements, statutory declarations or affidavits
- any enforcement action undertaken
- correspondence from a Fair Trading Centre
- copy of contract, reports from building experts and the certificate of insurance (home building)

CPD 2 HOUR SEMINARS

(8am - 10am unless otherwise specified)

Full 12 points!!

Wollongong
Sales & Prop Mgmt
Tue 23rd Jun

Bankstown
Sales & Prop Mgmt
Wed 24th Jun

Gosford
Trust Accounting
Wed 24th Jun

Parramatta
Sales & Prop Mgmt
Thu 9th Jul

Sydney
Trust Accounting
Thu 16th Jul

Liverpool
Sales & Prop Mgmt
Fri 17th Jul

Castle Hill
Sales & Prop Mgmt
Mon 20th Jul

Newcastle
Sales & Prop Mgmt
Wed 22nd Jul

Ballina
Trust Accounting
Mon 27th Jul

Tweed Heads
Trust Accounting
Mon 27th Jul
2pm - 4pm

- copies of the strata or community plan, minutes of relevant meetings, resolutions, relevant registered by-laws or notices (strata and community schemes).
- copy of your licence or certificate of registration, which is your authority to be present at Tribunal
- copy of your agency agreement with the property owner, which is your authority to be representing the property owner

Remember to always take three (3) copies of your documents so that there is a copy for you, one for the NCAT and one for the other party.

And good luck with any Tribunal matters in which you may become involved. Be professional and you will have nothing to worry about.

Til next time,
Wishing you every success in your business ventures,
Rosy Sullivan

Certificate IV in Finance & Mortgage Broking

Monday 29th June - Wednesday 1st July

Diploma of Finance & Mortgage Broking Management (Upgrade Course)

Thursday 2nd - Friday 3rd July

Sydney CBD

www.acop.edu.au

**Have you ever thought about being a
trainer?**

ACOP are working in collaboration with another Registered Training Organisation to offer the
Cert IV in Training and Assessment - TAE40110.

This is the essential qualification required if you want to be a trainer in the adult vocational industry.

Why not expand your skills and knowledge and add that extra string to your bow and enhance your future career options.

Course Brochure

Newcastle
(Dist Ed + 1 day workshop)
Thu 25th Jun

Parramatta
Mon 29th Jun – Wed 1st Jul

Goulburn
(Dist Ed + 1 day workshop)
Tue 7th Jul

Sydney
Mon 13th – Wed 15th Jul

Sydney
(Dist Ed + 2 day workshop)
Sat 18th – Sun 19th Jul

Gosford
(Dist Ed + 1 day workshop)
Tue 21st Jul

Castle Hill
Mon 3rd – Wed 5th Aug

Penrith
(Dist Ed + 1 day workshop)
Fri 14th Aug

**FINANCE AND
MORTGAGE
BROKING
COURSES**

**Cert IV in Finance &
Mortgage Broking
Sydney**
Mon 29th Jun - Wed 1st Jul

**Dip of Finance & Mort
Broking Mgmt**
Upgrade for existing Cert IV holders
Sydney
Thu 2nd - Fri 3rd Jul

The past few weeks in the ACOP office have been fantastic! We celebrated the Queen's birthday with a well-deserved long weekend where many of us holidayed and relaxed. It was back to work on Tuesday and our staff and trainers were very busy bees with all the courses running in Sydney and regional NSW. In that week we waved farewell to Rosemary Saaib and John Sullivan as they went their separate directions to conduct courses in Mudgee, Port Macquarie, Coffs Harbour and Taree. Mick also had the pleasure of travelling down to Goulburn to train our corporate clients which he thoroughly enjoyed. We also conducted training for three very large corporate groups in business broking, commercial and retail sales and leasing, and general sales and property management. Huge classes and a huge fortnight – very invigorating.

Our Certificate of Registration three day course went off with a bang on Monday! We had a bunch of great students and it was a fantastic class. The students could not get over how great the food was and all the ACOP staff were fighting over any leftover food after morning and afternoon tea. We have fantastic caterers! Yeah OK, the students said the trainers were pretty fantastic as well.

In the office we had the pleasure of seeing a beautiful rainbow over the St Andrews Cathedral on Wednesday afternoon. Everyone really appreciated how amazing the view is from our office window which overlooks Town Hall Square in the heart of Sydney.

So as we head into another weekend of rest and relaxation, with the knowledge that NSW has forced a decider that has kept the Origin series alive, we wish all our students a big property and finance weekend and good luck with all your property dealings.

Do you need a quick refresher course to update your Trust accounting knowledge?

24th Jun
27th Jul
27th Jul

**Gosford
Tweed Heads
Ballina**

25th Aug
28th Aug
16th Oct

Wollongong
Goulburn
Tamworth

Social Media



Property Licence Courses

**Experienced Agents
Property Licence
Program
Sydney CBD**

Mon 22nd - Fri 26th Jun

**Trust Accounting
Sydney CBD**

Mon 22nd - Wed 24th Jun

**Property Management
Sydney CBD**

Wed 24th - Fri 26th Jun

**Business Broking
Agency Practices
Sydney**

Thu 25th - Fri 26th Jun

**Sales for Real Estate
Sydney**

Tue 21st - Fri 24th Jul

**Strata Management
Agency Practices
Sydney**

Tue 7th - Fri 10th Jul

**Stock & Station
Agency Practices
Sydney**

Mon 2nd - Fri 6th Nov

**Financial Management
Sydney**

Thu 30th - Fri 31st Jul

**Staff Management
Sydney**

Mon 27th - Tue 28th Jul

**Auctioneer
Accreditation Sydney**
Fri 18th Sep

Is it Time You Upgraded to Your Licence?

ACOP runs an Experienced Agents Property Licence Program which, in conjunction with Recognition of Prior Learning (RPL) assessment, will enable you to complete your Real Estate Licence qualification in 5 days with take home assessments.

We will also assist you with completion and submission of your licence application to NSW Fair Trading free of charge.

Free Assessment

Send us your resume & copies of any qualification transcripts you may have for a free and confidential preliminary RPL assessment.



Online CPD now available for Real Estate Sales, Property Management, Commercial & Retail Sales & Leasing, Business Broking, Strata, Stock and Station and On-site Residential Property Management.

\$99



**Australian College
of Professionals**

The College trainers will be conducting Certificate of Registration and CPD courses in city and country areas of NSW in 2014.

Ring 1300 88 48 10 to book

or

visit our website - www.acop.edu.au

Customised and in-house CPD courses are available.
We come to you!

Real Estate, Strata, Business Broking,
On-site Residential or Stock & Station.

