



CPD COURSES

Moree

Sales & Prop Mgmt
Mon 5th Nov

Bathurst

Sales & Prop Mgmt
Mon 5th Nov

Bathurst

Stock & Station
Mon 5th Nov

Sydney

Strata Management
Fri 9th Nov

Coffs Harbour

Sales & Prop Mgmt
Thu 15th Nov

Sydney

Real Estate Sales
Thu 15th Nov

Sydney

Property Management
Thu 15th Nov

Gosford

Sales & Prop Mgmt
Tue 20th Nov

Dee Why

Sales & Prop Mgmt
Thu 22nd Nov

Newcastle

Sales & Prop Mgmt
Wed 28th Nov

To knock.....or not to knock.....that is the question

Door knocking is a pretty standard way used by agents to increase their listings. But did you know that there are laws that regulate how we can engage in door to door "sales" and telemarketing?

There are some easy guidelines set out by the Australian Competition and Consumer Commission (ACCC) regarding "unsolicited consumer agreement".

An agent engaging in door-to-door sales and telemarketing is not allowed to visit or call during the following times:

- on Sundays or public holidays
- before 9am or after 6pm on weekdays
- before 9am or after 5pm on Saturdays.

And must:

- tell the consumer their name
- advise of the name and address of the organisation they represent
- advise of the purpose of the phone call or visit
- tell the consumer that they can ask the agent to leave
- leave immediately if asked and not return for 30 days.

One very important rule to remember is that any contract entered into when a door-to-door sales person attends a consumer's premises, becomes an unsolicited consumer agreement and that agreement has different rules with regards to cooling-off rights:

- 10 business days to cool-off or cancel the agreement, starting the first business day after you give the agreement document
- The consumer can terminate the agreement verbally or in writing any time during the cooling-off period. Written termination can be delivered personally, sent via post, emailed or sent via fax. The agreement will be cancelled from the day the consumer gives notice.
- You, the agent, must promptly return or refund any money paid under the agreement or a related contract.
- For goods bought on credit or finance, the agent must contact the credit provider and arrange for cancellation.
- The agent must not try to convince you to waive your rights to cool off.

With the agency agreement legislation only requiring a one business day cooling-off for your agency agreements, it is a very big difference between the two sets of rules.

It would be suggested that if you do decide to door knock or telemarket, that you do **NOT** sign any agency agreements on the day you door knock. Rather:

CPD 2 HOUR SEMINARS

(8am - 10am unless otherwise specified)
Pre-reading required.

Full 12 points!!

Sydney

Strata Management
Wed 24th Oct

Parramatta

Sales & Prop Mgmt
Thu 25th Oct

Parramatta

Sales & Prop Mgmt
Thu 8th Nov

Coffs Harbour

Strata Management
Thu 15th Nov

Castle Hill

Sales & Prop Mgmt
Fri 23rd Nov

Sydney

Sales & Prop Mgmt
Fri 23rd Nov

Bankstown

Sales & Prop Mgmt
Tue 27th Nov

Gosford

Sales & Prop Mgmt
Mon 3rd Dec

Sydney (5-7pm)

Sales & Prop Mgmt
Tue 4th Dec

Parramatta

Sales & Prop Mgmt
Wed 5th Dec

- Make an appointment to come back to discuss the agreement further.
- Leave a blank agency agreement and
- Leave a copy of the NSW Fair Trading Consumer Guide for the consumer to read over prior to your appointment to re-visit them.

This should mean that your next visit to their premises is no longer considered a “door-to-door” visit, but an appointment, and you should be able to avoid lengthy cooling-off periods to your agency agreement.

For more information and to contribute your opinions or suggestions to the options paper you can find the information at:

‘Til next time,

Wishing you every success in your business ventures,
Rosy

CPD Courses

ACOP offers CPD courses in different formats

Workshops

Distance Education

Online

Webinar

We also conduct in-house courses for small or large groups.

Ring 1300 88 48 10 for a quote. We come to you.

Skills Course for 2018



(The Reality of Tribunal)

 **Liveability Real Estate
Specialist**

(Will include 12 CPD points)

Click on the enrol now button to go to the College online enrolment forms (pdf versions of the newsletter only).

CERTIFICATE OF REGISTRATION COURSES

Units taken from nationally accredited training qualifications from the CPP07 Property Services Training Package.

Parramatta

Mon 29th – Wed 31st Oct

Sydney

Mon 12th – Wed 14th Nov

Sydney

(Online + Weekend Workshop)

Sat 17th – Sun 18th Nov

Castle Hill

Mon 26th – Wed 28th Nov

FINANCE AND MORTGAGE BROKING COURSES

Units taken from nationally accredited training qualifications from the FNS Financial Services Training Package.

Cert IV in Finance & Mortgage Broking Sydney

Mon 29th - Wed 31st Oct

Dip of Finance & Mort Broking Mgmt
Upgrade for existing

Cert IV holders

Sydney

Thu 1st - Fri 2nd Nov

From the Office

Cheers to another fortnight here at ACOP. Our trainers have been travelling again to conduct CPD seminars and we have had the pleasure of providing students with ongoing knowledge in relation to current Industry changes as well as the proposed reforms. The trainers have travelled near and far to provide this training venturing from the Wollongong, Tamworth, Gunnedah, Gosford and back to the Sydney CBD here at ACOP. The College would also like to welcome the fresh faces who attended our 3 day face to face Certificate of Registration course this week - we wish you the very best with your journey into the property industry.

Alongside our CPD, we have also had a jammed pack fortnight of licensing courses here at ACOP. Our students completing their licence programs have joined our Trust Accounting course followed by our Property Management course here in the CBD. The training didn't stop there though as we had a class full of eager students that joined us for our Business Broking Agency Practices course in the endeavour to gain their Business Agents Licence. ACOP went out with a bang this fortnight with courses as we had a completely full class of students that were looking to up-skill in the property management sector. Although the weather in Sydney has been gloomy our students were pretty excited to kick off day one of our Commercial and Retail Sales and Leasing program. It's an incredible turnout for those who hold a Real Estate Licence looking to expand on their knowledge about Commercial and Retail Sales and Leasing.

Rosy and John have been out on the fundraising trail again this fortnight, with their attendance at the Joanna Briggs Institute cocktail event held at Admiralty House, hosted by His Excellency General the Honourable Sir Peter Cosgrove. This Institute supports research and training at an international level through the University of Adelaide, to support healthcare practices to assist in the improvement of healthcare outcomes globally. A great cause and a perfect opportunity for Rosy to frock up.

There is never a dull moment here at ACOP as the office is always full of laughter and surprises. We have had two beautiful occasions these past two weeks with visits from our newest recruits – firstly baby Harrison who is our 8 month old team member in marketing and baby Marley who is our 6 month old staff trainee trust accountant. We welcome you both with open arms into our ACOP Family. For those who are unaware, these two gorgeous baby boys are ACOP's top performers. They both have an amazing sense of humour and are in charge of the happy vibes in the office when they visit which they execute effortlessly. With their smiles, they brighten up any room and here at ACOP it wouldn't be the same without you both.



Visit our website for course information

acop.edu.au

Property Licence Courses

Units taken from nationally accredited training qualifications from the CPP07 Property Services Training Package.

**Financial Management
Sydney CBD
Mon 19th - Tue 20th Nov**

**Staff Management
Sydney CBD
Wed 21st - Thu 22nd Nov**

**Stock & Station
Agency Practices
Sydney CBD
Mon 22nd - Fri 26th Oct**

**Strata Management
Agency Practices
Sydney CBD
Mon 5th - Thu 8th Nov**

**Sales for Real Estate
Sydney CBD
Mon 26th - Thu 29th Nov**

**Auctioneer
Accreditation
Sydney CBD
Mon 29th Oct**

**Trust Accounting +
Insurance (Strata)
Sydney CBD
Fri 9th Nov**

**Trust Accounting
Sydney CBD
Mon 3rd - Wed 5th Dec
Parramatta
Mon 12th - Wed 14th Nov**

**Property Management
Sydney CBD
Thu 6th - Fri 7th Dec
Parramatta
Thu 15th - Fri 16th Nov**

**FNS40815 Certificate IV in Finance
and Mortgage Broking**

Monday 29th - Wednesday 31st Oct

**FNS50315 Diploma of Finance and
Mortgage Broking Management**

Thursday 1st - Friday 2nd Nov

MAKE 2018 YOUR YEAR

With proposed reforms coming for the real estate and property industry, make 2018 the year that you get the qualification and obtain a full property licence

ACOP provides licensing training programs, and will recognise your prior learning and experience, for the following licence categories:

- ★ real estate agent's licence
- ★ strata manager's licence
- ★ business agent's licence
- ★ stock and station agent's licence
- ★ buyer's agent's licence
- ★ on-site residential property manager's licence

If you are seeking Recognition of Prior Learning (RPL) or Recognition of Current Competence (RCC), talk to us about the types of evidence that you will need to provide to seek these exemptions from training.

Social Media