

2018

in Review

December 14, 2018

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As we arrive at the Christmas / New Year festive season and start talking about “oh where has the year gone”, and how it seems like it should only be July, it is time to reflect on the year that has been. Every day we hear the news, read the papers, and see on the internet – the bad things that are happening in our world. This time of year is when we should be reflecting on what has happened in our lives during the year, and plan to make our lives, and the lives of those we can influence, a better place.

During 2018, we at ACOP have expanded our training from our traditional qualification-based training to also incorporate general skills training for teams, leadership, sales and the property industry generally. When you are giving yourself just a couple of minutes to spare as you speed into a time management training seminar for a local high school, you know you’ve got to look at translating theory into practice – so this is where we have focused our efforts in making sure that our training is practical, entertaining and most importantly, that it is useful for the students who are participating in our programs.

The ACOP trainers have travelled extensively throughout New South Wales, into Queensland and Victoria regularly and China – all in the endeavour of providing high quality training services to our clients. Our online training options are interactive and we have students from all over Australia and seven other countries (at last count).

Over the past twelve months in these our fortnightly College Chronicles for the Property Industry, we have looked at many legislative changes, and more specifically the changes that have occurred in the property industry. All past editions of the Chronicle are available on our website. For 2018, they include:

- Disclosures of conflict and beneficial interest in property
- Window safety devices
- What’s should be written on your office window to ensure compliance
- Professional Indemnity Insurance
- Exchanging contracts
- Unapproved granny flats
- Foreign Investment Review Board
- Swimming Pool Compliance
- The new Real Estate Industry Award
- Short Term Holiday Letting – new regulations
- Cladding
- When a tenant dies
- Interim Occupational Certificates
- Door knocking
- Inherited properties and First Home Owners Grant
- Amendments to the Residential Tenancies Act
- NCAT – Federal Diversity Jurisdictional issues

Many of the topics that we covered in our newsletters prompted discussion and questions from our readers. These questions often became the subject of our chats on Facebook Live, which we present every Wednesday afternoon at about 4.30pm. Our aim from Facebook Live is to give quick, sharp answers to questions that have been raised by

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agents during the previous week. We have been doing this now for well over a year, and continuing to get followers and plenty of questions, so keep in touch and we'll endeavour to answer your questions on a weekly basis.

The past year has had ups and downs in terms of waiting for the implementation of the Property Services Reforms. The date for implementation has changed a few times, and with the State elections imminent for the early part of next year, it looks like the Reforms will be a reality mid 2019. The changes and improvements for our industry, will be refreshing and we are keen to see the final regulations in order to incorporate this into our skills and qualification-based training programs. The Reforms and also the new amendments to the Residential Tenancies Act (which passed through parliament in September), will have a significant impact on our industry, when they finally are implemented next year. So this is definitely something good to be looking forward to.

As with previous years, ACOP was one of the few Registered Training Organisations that were granted the ability to offer government funding in the property and finance sectors – meaning that we continue to be closely monitored by Training Services NSW to ensure that our high standards of training are continuously met.

So, with funding available for qualifications in real estate, strata management, stock and station, leadership and management and mortgage broking – there are options available for everyone ranging from new entry traineeships to licence qualifications for people who have been in the industry for a long time. There is no debt at the end of the training (ever), it is actually a really good government package. Talk to us if you are interested – or simply visit our website.

And yes, there was another audit (referred to by government as a Performance Monitoring session – but we know better.....it was an audit). We are now very good at audits, and actually look forward to the opportunity to ask questions and clarify issues with the government representatives – we even get the opportunity to laugh with them (a little bit). So the lesson here is – don't be afraid of auditors – just be prepared.

Speaking of audits, in the latter half of the year, ACOP formalised our Compliance Check offer to agencies. We developed a review tool (which was itself checked for accuracy and relevance by our wonderful friends at JemmesonFisher – who have ensured the legislative relevance of our review tool). Our senior practitioners at ACOP can come to your office and undertake a compliance check. Now, this has got to be way less stressful than having the regulator, NSW Fair Trading, coming to your office and you wondering what areas of compliance that you may have overlooked.

4 HOUR CPD Seminars

THUR 17 TH JAN	SYDNEY CBD Real Estate Sales	WED 13 TH FEB	GOULBURN Stock & Station
THUR 17 TH JAN	SYDNEY CBD Property Management	THUR 14 TH FEB	GOSFORD Sales & Prop Mgmt
FRI 18 TH JAN	SYDNEY CBD Strata Management	MON 18 TH FEB	BATHURST Sales & Prop Mgmt
TUE 12 TH FEB	SYDNEY CBD Business Broking	THUR 21 ST FEB	PORT MACQUARIE Sales & Prop Mgmt

2 HOUR CPD Seminars (8am - 10am unless otherwise specified). Pre-reading required Full 12 points!!

MON 21 ST JAN	GOSFORD Sales & Prop Mgmt	FRI 1 ST FEB	NEWCASTLE Sales & Prop Mgmt
TUES 22 ND JAN	CASTLE HILL Sales & Prop Mgmt	WED 6 TH FEB	BANKSTOWN Sales & Prop Mgmt
FRI 25 TH JAN	SYDNEY CBD Sales & Prop Mgmt	THUR 14 TH FEB	SYDNEY CBD Strata Mgmt

At this time of the year, many of us are focusing on the good times ahead with our family and loved ones – planning our gatherings and the copious amounts of food that we will consumer. The ACOP Christmas celebrations were held at the beginning of December and we had a fantastic night out on the harbour on our favourite boat (MV Coast) where we shared great times, great food, great company, fabulous drinks and plenty of dancing and singing. As you plan your work and family celebrations, remember to be mindful and ensure the safety of yourself and your guests as they travel to and from the celebrations, particularly if they are enjoying a few drinks at the parties. Also remember not to overdo the credit card spending (yes I am actually saying that), be careful in racking up Afterpay deals and enjoy your time with family and friends and enjoy real life conversations.

On a personal note from ACOP, we have had two staff weddings in the last few months which has been hugely exciting for the team – congratulations to our newly weds - Nicky and Lisa and Kristin and Adam. Sadly, we also had staff who lost a parent during the year. So the emotions have run high for us all this year. But mostly, our team continues to grow – both in number and expertise, not to mention in size from the many cakes that we consume – and the support that the team gives to each other through the good and bad, makes me a very happy (and proud) business owner.

As I always state in my final newsletter of the year, this is a time for reflection – both from a business and from a personal perspective. Also, remember those in our community who need a little extra support at this time of the year. ACOP continues to actively support the Northern Beaches Women’s Shelter and the Cambodian Children’s Fund. These charities, like most non-profit organisations, work hard at this time of the year to bring some happiness to the people that they support. We should all remember that in our line of business in the property, finance and management sectors throughout Australia, that we are extremely fortunate and now is the time to translate our fortune to others that are in real need. So I encourage all of us to think about those in need in our local communities and find a way of helping out in some way, be it small or large – it will make everyone’s Christmas better.

We have some really exciting new products that will be launched after the holiday season, so watch this space for more news on that...but our excitement is definitely brewing. We hope that you take some time over the holiday period to plan your goals for the year ahead and what strategies you will be putting in place to achieve them.

ACOP will close its doors and telephone lines at midday on Wednesday 19th December and reopen on Monday 7th January at 8.30am. Naturally, you will still be able to log in online and enrol and complete CPD training if required. Any of your questions will be addressed as soon as we are back at our desks on the 7th.

On behalf of John and myself and all of the magnificent ACOP team, we send our warm festive regards and wish you a truly happy Christmas and a safe, healthy and prosperous 2019. Don’t forget to leave out the beer and cookies for Santa and a carrot or two for the reindeer. Stay safe and happy. We are looking forward to seeing you all in the new year.

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

Rosy

Certificate of Registration Courses

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

MON 14 TH - WED 16 TH JAN	SYDNEY CBD
SAT 19 TH - SUN 20 TH JAN	SYDNEY CBD Online + Weekend Workshop
MON 18 TH - WED 20 TH FEB	PORT MACQUARIE
MON 4 TH - WED 6 TH FEB	PARRAMATTA
MON 4 TH - WED 6 TH MAR	CASTLE HILL

Finance & Mortgage Broking Courses

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

MON 25 TH - WED 27 TH FEB	SYDNEY CBD Cert IV in Finance & Mortgage Broking
MON 25 TH FEB - FRI 1 ST MAR	SYDNEY CBD Dip of Finance & Mortgage Broking Management

Property Licence Courses

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

29 TH - 30 TH JAN	Financial Management SYDNEY CBD	FRI 25 TH JAN	Trust Accounting + Insurance SYDNEY CBD
31 ST JAN - 1 ST FEB	Staff Management SYDNEY CBD		
11 TH - 14 TH FEB	Sales for Real Estate SYDNEY CBD	4 TH - 6 TH FEB 18 TH - 20 TH FEB	Trust Accounting SYDNEY CBD PORT MACQUARIE
1 ST - 5 TH APR	Stock & Station Agency Practices SYDNEY CBD		
21 ST - 24 TH JAN	Strata management Agency Practices SYDNEY CBD	7 TH - 8 TH FEB 29 TH - 30 TH JAN	Property Management SYDNEY CBD PORT MACQUARIE
FRI 15 TH FEB	Real Estate Auctioneer Accreditation SYDNEY CBD	7 TH - 8 TH FEB	Business Broking Agency Practices SYDNEY CBD

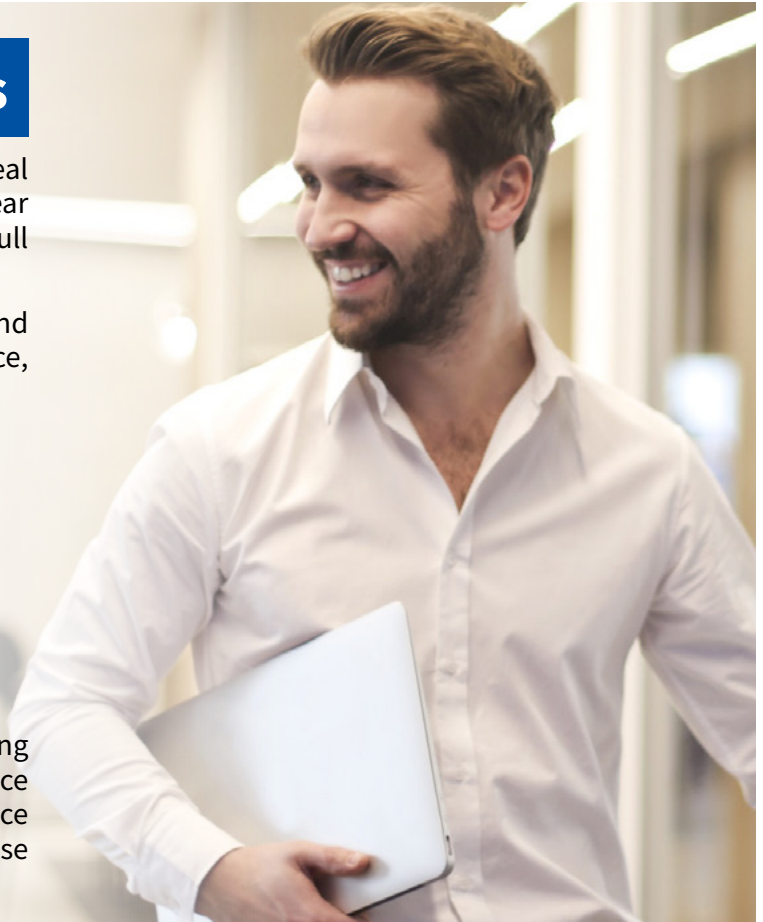
Finish 2018 with Success

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.



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