

College Chronicle

Are you (and your agency) compliant?

June 14, 2019

RTO 91513



In an environment when regulations are determining how we operate our businesses, it is important to know what should be important in our focus, and what is simply window-dressing.

What I mean by this is, in amongst your busy lives of assisting your clients to buy, sell and manage properties, how do you prioritise what is important from a regulatory compliance perspective. Let me share what we at ACOP believe to be some of the core issues:

- Does everyone working in the agency who is involved in the providing direct customer service for the buying, selling and management of property – hold a current Certificate of Registration or Licence. This means that they hold the appropriate category of Certificate or Licence related to the role that they hold, for example, if they are selling rural land – then they require a Certificate of Registration or Licence in Stock and Station; or if they are managing strata or community title plans – then they require a Certificate of Registration or Licence in Strata Management.
- Has everyone in the agency who holds a Certificate of Registration or Licence, completed their CPD in the appropriate timeframe (ie, in the 12 months prior to their renewal date). Also, does the Licensee-In-Charge have a register of CPD for all team members for the past three years of CPD?
- Do you have the correct signage on the front door as required by Section 29 of the Property, Stock and Business Agents Act 2002 (the Act)? The correct signage should include the name of the corporation, its licence number, the name of the licensee-in-charge, all licensed agents employed in the office, and the services linked to the categories of licence held by the licensee-in-charge
- Do you have the mandatory insurances to the correct amounts?
- Do you have copies of your trust account audit reports for the past three years?
- Do you have a record of your Unique Identifying Number for your trust account?
- Do you have a policy and procedures manual?
- Do you conduct a check of your sales and/or property management files to ensure that they have all documentation, including agency agreements, correspondence with your vendor/landlord, comparable market reports at time of listing, changes to your opinion of price on sale properties.

There are so many issues (with the list above being just a start) that you need to consider in the operation of your business. Whether you are an employee or the owner of the agency, you have a role to play in the application of the legislation on a daily basis.

As agents, you have been provided with Supervision Guidelines to assist in the implementation of Section 32 of the Act in terms of properly supervising a business.

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It is also essential to ensure that all agents within a business are implementing the Rules of Conduct – found in Schedules 1 and 2 of the Property, Stock and Business Agents Regulation 2014. These Rules give specific guidelines as to the behaviour of agents and what is expected on a daily basis.

If you are not aware of the Rules of Conduct, or the Supervision Guidelines or other requirements such as the Fraud Prevention Guidelines, perhaps it's time you attended this year's CPD with the College – as this is the core focus of all CPD sessions this year.

If you are concerned about the compliance of your office and how you would fare if Investigators from NSW Fair Trading wandered through your door for a random visit, then perhaps now is the time to have ACOP come to your office and conduct a Compliance Check. The cost of a compliance check will be much less than incurring penalty notices from Fair Trading.

IF YOU THINK COMPLIANCE IS EXPENSIVE – TRY THE EXPENSE OF NON-COMPLIANCE.

'Til next time, wishing you every success in your business ventures,

Rosy Sullivan | College Director & Principal

**80% of real estate agencies
in NSW are Non-compliant!**

Visit acop.edu.au to organise a compliance check

4 HOUR CPD SEMINARS

WED 19TH JUN	SYDNEY CBD Business Broking	FRI 5TH JUL	CASTLE HILL Sales & Prop Mgmt
FRI 21ST JUN	CASTLE HILL Sales & Prop Mgmt	FRI 12TH JUL	SYDNEY CBD Commercial & Retail Sales & Leasing
TUE 25TH JUN	SYDNEY CBD Commercial & Retail Sales & Leasing	THU 18TH JUL	SYDNEY CBD Real Estate Sales
MON 1ST JUL	GOULBURN Stock & Station	THU 18TH JUL	SYDNEY CBD Property Management
MON 1ST JUL	GOULBURN Sales & Prop Mgmt	MON 22ND JUL	SYDNEY CBD Strata

2 HOUR CPD SEMINARS (8am - 10am unless specified otherwise). Pre-reading required

Full 12 points!!

WED 19TH JUN	BANKSTOWN Sales & Prop Mgmt	FRI 12TH JUL	LIVERPOOL Sales & Prop Mgmt
MON 8TH JUL	PARRAMATTA Sales & Prop Mgmt	MON 22ND JUL	CASTLE HILL Sales & Prop Mgmt
TUE 9TH JUL	GOSFORD Sales & Prop Mgmt	FRI 26TH JUL	SYDNEY CBD Sales & Prop Mgmt



From the office

The training team at the College have been busy this past fortnight – in amongst a lot of colds, sniffles, man flu and real sickness – our trainers have soldiered on to facilitate CPD training and licence training at our Sydney CBD head office training campus, in addition to travelling to Parramatta, Girraween, Castle Hill, Willoughby, Fairfield and further afield to Raymond Terrace and Mudgee. The trainers are certainly clocking up some serious mileage in their pursuit to provide training to property professionals throughout New South Wales. Our team have also been involved in conducting compliance checks for agencies in both the strata management sector and the property sector, ranging from traditional suburban agencies to large project marketing companies. It is certainly an enlightening process for the agencies and our feedback is that these agencies are now looking at compliance and regulation in a totally different light after these checks have been conducted by ACOP.

Our College Principal Rosy, has also been on the road again with EAC as one of the presenters for the EAC Insight Tour. Just this past fortnight, she has presented on legislation and also on how to make emotional intelligence a part of your success at seminars in North Sydney, Dubbo and Orange. Rosy is definitely getting up those miles as she drives around the State as well – not to mention the number of clients she randomly pops in to visit on her way through regional towns. So watch out – you could be the next agency where she pops in for a cuppa and a chat.

This last fortnight at the College has been one of partings – sad, sad partings. Sarah, who has been one of the core members of our training administrators’ team since 2015 decided that it was time to spread her wings and discover more of the world. In our usual ACOP way, we farewelled Sarah with a night out on the town (what happens on the town, stays on the town), many tears and excessive amounts of hugging. Sarah will be sorely missed in the office and when she decides to return to Australia, she has promised that ACOP will be one of her first stops – we look forward to that day. We are also losing Courtney, who has only been a member of the training administration team for a short while, but is following her heart into an HR role which will give her the practical focus for the study that she is currently undertaking at university. We wish her well and her energy will be missed around the office. Yes....of course there were cakes to commemorate these events. Happy or sad – you can guarantee that ACOP will have a cake.

CERTIFICATE OF REGISTRATION COURSES

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

MON 15TH WED 17TH JUL	SYDNEY CBD
SAT 20TH SUN 21ST JUL	SYDNEY CBD WEEKEND WORKSHOP
MON 29TH WED 30TH JUL	CASTLE HILL
MON 12TH WED 14TH AUG	SYDNEY CBD

FINANCE & MORTGAGE BROKING COURSES

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

MON 24TH WED 26TH JUN	SYDNEY CBD Certificate IV in Finance & Mortgage Broking
THU 27TH FRI 28TH JUN	SYDNEY CBD Diploma of Finance & Mortgage Broking Management <i>(Upgrade Program - Must hold Certificate IV in Finance & Mortgage Broking)</i>

PROPERTY LICENCE COURSES

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

24 TH - 25 TH JUL	Staff Management SYDNEY CBD	22 ND - 23 RD JUL	Financial Management SYDNEY CBD
8 TH - 11 TH JUL	Sales for Real Estate SYDNEY CBD	FRI 5 TH JUL	Trust Accounting + Insurance SYDNEY CBD
29 TH JUL - 2 ND AUG	Stock & Station Agency Practices SYDNEY CBD	15 TH - 17 TH JUL	Trust Accounting SYDNEY CBD
1 ST - 4 TH JUL	Strata Management Agency Practices SYDNEY CBD	20 TH - 21 ST JUN 18 TH - 19 TH JUL	Property Management SYDNEY CBD PARRAMATTA
FRI 12 TH JUL	Real Estate Auctioneer Accreditation SYDNEY CBD	8 TH - 9 TH AUG	Business Broking Agency Practices SYDNEY CBD

View our course calendar for all course details.

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