



**CPD COURSES**

**Sydney**  
Comm & Retail Leasing  
**Wed 28th Aug**

**Wagga Wagga**  
Sales & Prop Mgmt (AM)  
Stock & Station (PM)  
**Thu 5th Sep**

**Baulkham Hills**  
Sales or Prop Mgmt  
**Fri 6th Sep**

**Port Macquarie**  
On-Site  
**Mon 9th Sep**

**Port Macquarie**  
Sales & Prop Mgmt  
**Tue 10th Sep**

**Dubbo**  
Sales & Prop Mgmt  
**Thu 19th Sep**

**Sydney**  
Sales or Prop Mgmt  
**Fri 23rd Aug**

**Newcastle**  
Sales & Prop Mgmt  
**Mon 23th Sep**

**Baulkham Hills**  
Comm & Retail Leasing  
**Fri 4th Oct**

**Auctions, auctions, auctions**

Every day at every CPD course that we conduct for salespeople, the issue of auctions arises. Sometimes the "discussion" in our training rooms become quite animated, as many people are polarised in their love or hatred of the auction process. But love them, or hate them, auctions are a part of our property environment and agents need to embrace the process and the many expectations that come from both vendors and purchasers.

One of the main issues discussed surrounding the auction process is the issue of "underquoting by agents". At the end of the day, you need to remember section 72 of the Property, Stock and Business Agents Act 2002 (the Act) which relates to false representation to seller or prospective seller of the agent's true estimate of the selling price of a property, plus section 73 that relates to false representations to prospective buyers, both of which are prohibited under the Act. In reality, what does this mean.....everything you say about your estimate (your opinion and belief based on evidence) of price for a property must be accurate and not mislead the vendor or prospective purchaser in any manner. So the rule is - no underquoting to prospective purchasers to 'get them interested'. Whatever you put on your agency agreement as your opinion of price, should be what you are quoting to prospective purchasers. Auctioneers can often get caught up in this same underquoting web - an auctioneer should not be suggesting anything about the price of a property that is not contained in the agency agreement.

The other main issue most discussed about auctions is that many people judge the selling agent by what happens on auction day - not only whether the property actually sells or not, but the "quality" of the auctioneer. Mind you, this concept of quality is in the eye of the on-looker and usually has no basis founded in either reality or property legislation. However, perceptions aside, it is important to have an auctioneer that showcases your agency at the highest level - remember everyone is watching.....



**www.acop.edu.au**

**CPD  
2 HOUR  
BREAKFAST  
SEMINARS**

**Full 12 points!!**

**Parramatta**  
Sales/Prop Mgmt  
**Tue 27th Aug**

**Sydney**  
Strata  
**Tue 17th Sep**

**Wollongong**  
Sales/Prop Mgmt  
**Wed 18th Sep**

**Sydney**  
Business Broking  
**Fri 20th Sep**

**Gosford**  
Sales/Prop Mgmt  
**Wed 2nd Oct**

**Sydney**  
Sales/Prop Mgmt  
**Tue 8th Oct**  
(Night Course 5pm - 7pm)

**Sydney**  
Sales/Prop Mgmt  
**Wed 9th Oct**

**Bankstown**  
Sales/Prop Mgmt  
**Fri 11th Oct**

After researching the qualities of a good auctioneer, we found that the following were the most common points:

- being a little nervous is OK
- being natural – being yourself
- use “pauses” as a positive tool
- not too many jokes, but never flippant
- use of voice variations
- making eye contact
- look like you are enjoying yourself
- use words that everyone can understand
- avoid mumbling
- if you make a mistake, rectify it and move on
- capture the audience with your presence

Whilst considering these qualities, and many more that auctioneers rely upon, we found that we had just about written the judging criteria for The Premier Auctioneers Competition that is being run in late October this year.



A promotional poster for the Premier Auctioneers Competition. The text is in gold and white on a dark blue background. It reads: 'PREMIER AUCTIONEERS COMPETITION' in large letters, with 'NOVOTEL PARRAMATTA' below it. A large '\$17,500 PRIZE POOL' is prominently displayed. Below that, it says '25 OCT - HEATS' and '26 OCT - SEMI FINALS & GRAND FINAL DINNER'. At the bottom, the website 'premierauctioneerscompetition.com.au' is listed.

If you are interested in becoming a competitor or just coming along and participating in the fun of the Premier Auctioneers Competition, go to the website [www.premierauctioneerscompetition.com.au](http://www.premierauctioneerscompetition.com.au) and register.

All net proceeds of the event go to the Westmead Medical Research Foundation, working in the area of research in cancer and rare diseases.

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

## CERTIFICATE OF REGISTRATION COURSES

### Hurstville

(Dist Ed + Weekend)

Sat 31st Aug – Sun 1st Sep

### Baulkham Hills

Mon 2nd – Wed 4th Sep

### Wagga Wagga

(Dist Ed + 1 day workshop)

Wed 4th Sep

### Port Macquarie

(Dist Ed + 1 day workshop)

Wed 11th Sep

### Sydney

Mon 16th – Wed 18th Sep

### Gosford

(Dist Ed + 1 day workshop)

Tue 24th Sep

## FINANCE AND MORTGAGE BROKING COURSES

### Cert IV in Finance & Mortgage Broking Sydney

Mon 9th - Wed 11th Sep

### Dip of Finance & Mort Broking Mgmt

Upgrade for existing Cert IV holders

### Sydney

Thu 12th - Fri 13th Sep

## Strata Management Practices

for existing Real Estate, Stock & Station and Business Broking Licensees

Tuesday 3rd to Friday 6th September at Sydney CBD.

Ring 1300 88 48 10 to book!

## Auctioneer Accreditation

for existing Real Estate, Strata and Business Broking Licensees

Friday 13th September at Sydney.

Ring 1300 88 48 10 to book!

## Is it Time You Upgraded to Your Licence?

ACoP runs a Fast Track 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.

*Have you visited our website?*

*Find a complete list of the courses we offer as well as detailed course information anytime.*

[www.acop.edu.au](http://www.acop.edu.au)

