



## CPD COURSES

### Sydney

Commercial & Retail  
Sales & Leasing

**Wed 26th Apr**

### Coffs Harbour

Sales & Prop Mgmt (AM)  
or Strata Mgmt (PM)

**Wed 26th Apr**

### Dee Why

Sales & Prop Mgmt

**Fri 28th Apr**

### Castle Hill

Sales & Prop Mgmt

**Fri 5th May**

### Port Macquarie

On-site Residential  
Prop Mgmt

**Mon 8th May**

### Parramatta

Commercial & Retail  
Sales & Leasing

**Wed 10th May**

### Sydney

Sales (AM)  
or Prop Mgmt (PM)

**Thu 18th May**

### Batemans Bay

Sales & Prop Mgmt

**Mon 22nd May**

### Gosford

Sales & Prop Mgmt

**Fri 12th May**

## Why the topics of 'Rental Bonds Online' and 'Proper Supervision' collide in your agency

This last week we received a call from a Licensee-In-Charge that had been contacted by NSW Fair Trading regarding a potential breach within their office. What has come to light from the communication with Fair Trading is that it appears a number of rental bonds have not made their way to being correctly lodged with the Rental Bond Board. Now this is a really sad state of affairs, as this is a good agency that does focus on being compliant. However, it is also a large agency and they have put their trust in their staff to do the right thing. Unfortunately, they have been let down by the actions of one person.

This is not a new issue for the industry. This is something that occurs more often than we would like to believe, and is one of the very clear reasons as to the motivations of NSW Fair Trading in introducing the Rental Bonds Online service.

We at the College discuss one case in training on a regular basis that went before the Administrative Decisions Tribunal. In this matter, a property manager had not lodged and had misappropriated 119 rental bonds over a two year period and the Licensee-In-Charge did not know until Fair Trading conducted a spot audit on the business.

Unfortunately trust within an agency setting is a double-edged sword. You must trust the people you employ and work with, however that same trust caused the agent mentioned in this case to lose their licence for a period of five years. Wow – that's gotta hurt !

Obviously there is a little more to this case than just an abuse of trust, the Licensee-In-Charge didn't lose their licence because rental bonds weren't lodged, they lost their licence because they were not properly supervising their agency.

Part of the role of the Licensee-In-Charge is to ensure there are policies and procedures in place for each position within the agency and that there is a level of supervision that would satisfy the section

32 proper supervision rules:

32 Duty of licensee and person in charge to properly supervise business

**CPD  
2 HOUR  
SEMINARS**

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

**Full 12 points!!**

**Sydney**

Trust Accounting

**Mon 1st May**

**Liverpool**

Sales & Prop Mgmt

**Mon 1st May**

**Parramatta**

Strata Mgmt

**Fri 19th May**

**Penrith**

Sales & Prop Mgmt

**Fri 19th May**

**Campbelltown**

Sales & Prop Mgmt

**Thu 25th May**

**Parramatta**

Sales & Prop Mgmt

**Fri 26th May**

**Campbelltown**

Strata Mgmt

**Wed 31st May**

**Sydney**

Sales & Prop Mgmt

**Fri 2nd Jun**

**Sydney**

Strata Mgmt

**Tue 6th Jun**

**Gosford**

Sales & Prop Mgmt

**Wed 14th Jun**

**Sydney**

Business Broking

**Tue 13th Jun**

(1) A licensee must properly supervise the business carried on by the licensee.

(2) A licensee employed by another licensee (the principal licensee" ) as the person in charge of business at a place of business of the principal licensee must properly supervise the business of the principal licensee carried on at that place.

(3) The requirement to properly supervise the conduct of business includes the following requirements:

(a) a requirement to properly supervise persons engaged in the business,

(b) a requirement to establish procedures designed to ensure that the provisions of this Act and any other laws relevant to the conduct of that business are complied with,

(c) a requirement to monitor the conduct of business in a manner that will ensure as far as practicable that those procedures are complied with.

To best properly supervise your business and provide a level of protection not just for your agency but also for your clients, is to ensure that your agency is using the Rental Bonds Online service. We understand that the service may not be perfect as some agents have given some very real feedback about the usability of the service on an agency's behalf, however it is the best way to remove cash from the agency and unfortunately where necessary remove temptation. And as with every electronic system, it will get better as time goes on. And of course, we highly recommend that it is essential that every Licensee-In-Charge does a check at month-end to reconcile the number of properties that they have currently rented and the number of bonds being held by the Rental Bond Board – a very quick and easy check that could save you a truck load of headaches.

'Til next time,

Wishing you every success in your business ventures,

Rosy Sullivan

Is it time to change your career?

**Diploma of Leadership and Management**

Every second Wednesday night  
5.30pm - 8.30pm

You can join the program at any Unit throughout the  
Diploma course.

Enquire now - 1300 88 48 10  
Sydney CBD

## CERTIFICATE OF REGISTRATION COURSES

### Sydney

Wed 26th – Fri 28th Apr

### Parramatta

Mon 1st – Wed 3rd May

### Sydney

(Dist Ed + 2 day workshop)

Sat 6th – Sun 7th May

### Batemans Bay

(Dist Ed + 1 day workshop)

Tue 23rd May

### Gosford

(Dist Ed + 1 day workshop)

Wed 24th May

### Castle Hill

Mon 29th – Wed 31st May

### Mudgee

(Dist Ed + 1 day workshop)

Thu 8th Jun

### Newcastle

(Dist Ed + 1 day workshop)

Thu 22nd Jun

## FINANCE AND MORTGAGE BROKING COURSES

### Cert IV in Finance & Mortgage Broking Sydney

Mon 8th - Wed 10th May

### Dip of Finance & Mort Broking Mgmt

Upgrade for existing

Cert IV holders

### Sydney

Thu 11th - Fri 12th May

# From the Office

The office has been host to a plethora of licensing students over the past two weeks, with Staff Management, Financial Management, Trust Accounting and Property Management filling up our training schedule and our training rooms. Some of our students have attended all of these courses on offer as part of their Real Estate Licence training and have quickly become familiar faces in the office. We also saw plenty of familiar faces with previous students returning for our Real Estate, Property Management and Strata Management CPD courses held throughout the week.

Although it has been busy, it has also been a very short couple of weeks with the Easter long weekend. There was definitely plenty of chocolate for our staff from the Easter Bunny, who not only delivered both to home and to the office. We all enjoyed our well-deserved break by spending time with family and friends and a few of us off holidaying and relaxing.

Most importantly, ACOP took delivery of a brand new coffee machine this week. The 4 year old monster that sang when making coffee (yes you know you've hummed along with the machine when attending training) has gone to the old coffee home and we now have a new wiz-bang machine (as yet un-named by the team) which offers full and lite milk options, hot chocolate and chai tea. We have all overdosed in the past 48 hours – and that combined with our excess of chocolate over the past week, should encourage us all to start a new exercise routine.....should.

The College also welcomed our newest member this week, with Nina joining the ACOP team. Nina will be working as part of our administration team and assisting our events team. We wish her all the best and hope she finds her work as part of the ACOP team a very enjoyable experience.

## CPD Courses

ACOP offers CPD courses in different formats

Workshops  
Distance Education  
Online

*We also conduct in-house courses for small or large groups.  
Ring 1300 88 48 10 for a quote. We come to you.*

## Enrol Now

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

## Property Licence Courses

Experienced Agents  
Property Licence  
Program  
Sydney CBD  
Mon 22nd - Fri 26th May

Trust Accounting  
Sydney CBD  
Mon 22nd - Wed 24th May

Property Management  
Sydney CBD  
Thu 25th - Fri 26th May

Business Broking  
Agency Practices  
Sydney CBD  
Thu 27th - Fri 28th Apr

Sales for Real Estate  
Sydney CBD  
Tue 29th May - Fri 1st Jun

Strata Management  
Agency Practices  
Sydney CBD  
Tue 2nd - Fri 5th May

Stock & Station  
Agency Practices  
Sydney CBD  
Mon 8th - Fri 12th May

Financial Management  
Sydney CBD  
Mon 5th - Tue 6th Jun

Staff Management  
Sydney CBD  
Wed 7th - Thu 8th Jun

Auctioneer  
Accreditation  
Sydney CBD  
Thu 1st Jun

## Certificate IV in Finance and Mortgage Broking

Monday 8th - Wednesday 10th May

Diploma of Finance and  
Mortgage Broking Management (Upgrade)

Thursday 11th - Friday 12th May

## MAKE 2017 YOUR YEAR

With proposed reforms coming for the real estate and property industry, make 2017 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

