



## CPD COURSES

**Parramatta**  
Commercial & Retail  
Sales & Leasing  
**Wed 10th May**

**Gosford**  
Sales & Prop Mgmt  
**Fri 12th May**

**Sydney**  
Sales (AM)  
or Prop Mgmt (PM)  
**Thu 18th May**

**Batemans Bay**  
Sales & Prop Mgmt  
**Mon 22nd May**

**Newcastle**  
Sales & Prop Mgmt  
**Tue 23rd May**

**Castle Hill**  
Sales & Prop Mgmt  
**Thu 1st Jun**

**Mudgee**  
Stock & Station (AM)  
or Sales & Prop Mgmt  
(PM)  
**Fri 9th Jun**

**Sydney**  
Commercial & Retail  
Sales & Leasing  
**Thu 15th Jun**

**Raymond Terrace**  
Sales & Prop Mgmt  
**Wed 7th Jun**

## Fraud Prevention Guidelines

Last year our major topic throughout all of our CPD sessions was that of fraud prevention. We looked at a number of cases where owners had lost their homes due to fraud and how we could better serve our clients in our roles by ensuring we undertake the suggestions in NSW Fair Trading's Fraud Prevention Guidelines.

The Fraud Prevention Guidelines set out that it is best practice to obtain photo identification from all vendors and landlords that we are entering into an agency agreement with. We are well aware that this does not always happen. However, if you are not using the suggested proof of identity checklist within the guide, you may find yourself with a fine for a breach of the Section 37 conduct rules, which has been another of our previous CPD topics.

Section 37 of the Property, Stock and Business Agents Act 2002 provides that the regulations may prescribe rules of conduct to be observed in the course of the carrying on of business or the exercise of functions under a licence or certificate of registration.

Penalties apply for breaches of the rules of conduct. The maximum penalty is 100 penalty units – presently \$11,000. In addition, disciplinary action can be taken under the Act which can lead to licence cancellation and disqualification.

The specific rules you may be breaching by not using the suggested proof of identity checklist are as follows:

- Rule of Conduct 2 in the Property, Stock and Business Agents Regulation 2014 requires agents to comply with the fiduciary obligations arising as an agent.
- Rule of Conduct 3 requires that an agent must act honestly, fairly and professionally with all parties in a transaction.
- Rule of Conduct 4 requires that an agent must exercise reasonable skill, care and diligence.
- Rule of Conduct 6 requires that the agent must act in the client's best interest at all times unless it would be contrary to the Act or regulations under the Act or otherwise unlawful to do so.

While many agents will simply request a copy of a vendor's land rates notice to verify the title particulars as well as the owner's names, it is

## CPD 2 HOUR SEMINARS

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

**Full 12 points!!**

**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**

**Sydney**  
Business Broking  
**Tue 13th Jun**

**Gosford**  
Sales & Prop Mgmt  
**Wed 14th Jun**

**Bankstown**  
Sales & Prop Mgmt  
**Wed 21st Jun**

**Wollongong**  
Sales & Prop Mgmt  
**Tue 20th Jun**

simply not enough! You have a duty to your clients to ensure that you will act in the client's best interests and will act with reasonable care and diligence, not ensuring that the person who is instructing you to sell property is legally entitled to give those instructions is very much part of reasonable care and diligence.

As we write today we have been advised that a number of agents in the last few weeks have been issued fines for not using the proof of identity checklist and verifying their vendor's identification and therefore breaching the rules of conduct.

If you are not already using the checklist you can find it at the following link:

[http://www.fairtrading.nsw.gov.au/mobile0c9a66/biz\\_res/ftweb/pdfs/Property\\_agents\\_and\\_managers/Real\\_estate\\_fraud\\_prevention\\_guidelines.pdf](http://www.fairtrading.nsw.gov.au/mobile0c9a66/biz_res/ftweb/pdfs/Property_agents_and_managers/Real_estate_fraud_prevention_guidelines.pdf)

If you need to be reminded of what the rules of conduct are, you can find them at the following link:

[http://www.fairtrading.nsw.gov.au/ftw/Property\\_agents\\_and\\_managers/Rules\\_of\\_conduct/Real\\_estate\\_agents.page](http://www.fairtrading.nsw.gov.au/ftw/Property_agents_and_managers/Rules_of_conduct/Real_estate_agents.page)

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

We are visiting a number of regional areas over the next few weeks.

**We are looking forward to visiting:**

Port Macquarie

Mudgee

Wollongong

Gosford

Newcastle

Raymond Terrace

*CPD or Certificate of Registration courses*

### 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

(Dist Ed + 2 day workshop)

**Sat 6th – Sun 7th May**

### Sydney

**Mon 15th – Wed 17th 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**

### Parramatta

**Mon 3rd – Wed 5th Jul**

## FINANCE AND MORTGAGE BROKING COURSES

### Cert IV in Finance & Mortgage Broking

Sydney

**Mon 26th - Wed 28th Jun**

### Dip of Finance & Mort Broking Mgmt

Upgrade for existing

Cert IV holders

Sydney

**Thu 11th - Fri 12th May**

# From the Office

The last two weeks were shortened once again by the ANZAC Day public holiday, and many of our staff took the day to attend their local dawn service and to pay respects to our armed forces. Many of our staff also headed to their local RSL to try their hand, rather unsuccessfully, at the classic ANZAC day game of two-up. We dived straight back into a busy training schedule on the Wednesday, with a Certificate of Registration and CPD course in our CBD office, along with CPD training up at Coffs Harbour. The last week has also been packed with training courses, including CPD training at Castle Hill, Crows Nest, Orange and Byron Bay.

Another course that has been well underway at the College is our Diploma of Leadership and Management program. This course has seen a familiar group of students come to our office one evening every fortnight to work through the 12 modules for this course. One of these modules, which focuses on developing emotional intelligence, was covered last Saturday in a brilliant workshop run by one of our newest trainers, Steve Knox. This group of students are well into their fifth module for the course and have gotten to know each very well over the past two months (Rosy may even argue a little too well, with a couple of class clowns emerging in the group!) This course can be started at any time and there is always room for new people to join the program.

This week the College heard the exciting news that our trainer George has recently welcomed a beautiful new granddaughter to the world (second granddaughter for George). We celebrated the birth of the newest Evangelidis with some delicious pink cupcakes and everyone here at the College wishes George, and the proud parents, Nicole and Evan, endless memories and happiness with baby Ineka.

## 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 22nd - Fri 23rd Jun

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

Strata Management  
Agency Practices  
Sydney CBD  
Tue 4th - Fri 7th Jul

Stock & Station  
Agency Practices  
Sydney CBD  
Mon 21st - Fri 25th Aug

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 26th - Wednesday 28th June

## 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

