



CPD COURSES

Mudgee
Sales & Prop Mgmt
Mon 13th Nov

Sydney
Real Estate Sales
Thu 16th Nov

Sydney
Prop Management
Thu 16th Nov

Coffs Harbour
Sales & Prop Mgmt
Fri 17th Nov

Coffs Harbour
Strata
Fri 17th Nov

Gosford
Sales & Prop Mgmt
Tue 21st Nov

Dee Why
Sales & Prop Mgmt
Fri 23rd Nov

Sydney
Sales & Leasing
Thu 30th Nov

Castle Hill
Sales & Prop Mgmt
Fri 8th Dec

Sydney
Strata
Tue 12th Dec

NCAT (The Reality of Tribunal)

This newsletter is aimed at property managers, particularly property managers who are relatively new to the industry. Time after time we hear stories about landlords who feel that their property manager has taken too long to take action on an issue with their property – a great example being rental arrears. One of the criticisms is usually that the property manager has not been in the industry very long and had the property been taken care of by someone more senior, the rental arrears may not have spiralled out of control.

Any professional that is new to their industry needs the time to gain experience and what we at the College have found to be an area of great trepidation for newer property managers is the NSW Civil and Administrative Tribunal. While NCAT can be somewhat intimidating, it is a necessary tool for those working in property management. It is also imperative that the property manager is utilising the tribunal to the advantage of their landlords in the correct manner as it can have serious impacts on the outcome of any tenancy matter if the application is made too early (or too late) or the proper process has not been followed.

For example, as a matter of due process - it is strongly suggested that a property manager should be making an application to NCAT seeking a specific performance order (SPO) if a tenant is behind on their rent. Even if it is just the first time. A SPO is an order that requires the tenant to perform in a particular manner, ie pay their rent, or the tenancy can be terminated. This will make the eviction process easier should the tenant become a frequent late payer because they have not only not paid their rent but have also breached a specific performance order issued by the Tribunal.

If you are a property manager that is hesitant to go to the Tribunal because you do not have the experience or you are too nervous - remember the following:

- The Tribunal is a public space - if you have some spare time, go and sit in for an hour or two to watch the process;
- It's a relatively informal jurisdiction in comparison to court, while suits, ties gowns and wigs are not seen here, you are still expected to dress appropriately. In this jurisdiction, neat office attire is perfectly fine.

CPD 2 HOUR SEMINARS

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

Full 12 points!!

Parramatta
Strata Management
Wed 15th Nov
(8.30am - 10.30am)

Sydney
Trust accounting
Fri 17th Nov

Penrith
Sales & Prop Mgmt
Fri 17th Nov

Campbelltown
Sales & Prop Mgmt
Fri 22nd Nov

Castle Hill
Sales & Prop Mgmt
Fri 24th Nov

Sydney
Strata
Mon 27th Nov

Bankstown
Sales & Prop Mgmt
Tue 28th Nov

Newcastle
Sales & Prop Mgmt
Thu 30th Nov

Sydney
Sales & Prop Mgmt
Tue 5th Dec
(5.00pm - 7.00pm)

- Organisation is key. As a property manager, it is imperative that you are on top of your tasks as dates roll around. With the Tribunal, this is the only way to present a matter. If you are too early to apply, you can jeopardise your matter, or if you haven't met the proper service requirements the matter can be turned away. Make sure you are organised.
- Remember that the Tribunal is based on consumer protection. No one (particularly the Tribunal Member) wants to kick someone out of a property at the first hearing, so don't expect that outcome at the first instance. However, if you are keeping all records, making the appropriate applications on time and start with the specific performance order, you will be more successful in NCAT.

So, if you are a property manager, take every opportunity you can to learn more about the Tribunal and expand both your knowledge base and your experience.

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

Rosy

NEW Skills Course for 2018

NCAT (The Reality of Tribunal)

A one (1) day skills workshop facilitated by Lisa Jemmeson, Senior Associate, Litigation, Jemmeson & Fisher and Rosy Sullivan, College Principal, ACOP

The workshop will focus on the practical skills and knowledge required to present matters at the NSW Civil and Administrative Tribunal.

Commencing in 2018 and will run in February, May, August and November
Check our website for enrolment details

(Will include 12 CPD points)

CERTIFICATE OF REGISTRATION COURSES

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

Sydney

Mon 13th – Wed 15th Nov

Coffs Harbour

(Dist Ed + 1 day workshop)

Thu 16th Nov

Sydney

Sat 18th – Sun 19th Nov

Gosford

(Dist Ed + 1 day workshop)

Mon 20th Nov

Castle Hill

Mon 4th – Wed 6th Dec

Newcastle

(Dist Ed + 1 day workshop)

Tue 5th Dec

FINANCE AND MORTGAGE BROKING COURSES

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

Cert IV in Finance & Mortgage Broking Sydney

Mon 20th - Wed 22nd Nov

Dip of Finance & Mort Broking Mgmt

Upgrade for existing

Cert IV holders

Sydney

Thu 23rd - Fri 24th Nov

From the Office

The College has been keeping our Trainers very busy this last fortnight with a range of CPD courses running in Campsie, Boolaroo, the Blue Mountains, Castle Hill and our CBD office. We've also had Certificate of Registration courses in Parramatta and Rhodes.

Our Business Broking Trainer, Krisitne Bice, has also been busy up in the Gold Coast the last two days as a guest speaker at a national business broking conference. It's a tough life going to the Gold Coast, but Kris most definitely rose to the challenge.

On Friday, the ACOP team celebrated the birthday of one of our Trainers, Michael Carolan, with a wonderful cake. Michael continued the celebrations for his birthday with a trip away, travelling north with his wife Maree for a short break at Port Douglas.

On Sunday, our College Directors Rosy and John Sullivan hosted a lunch for the ACOP team and their families. The Manly beachfront offered a perfect sunny day for the event with a beautiful seafood paella cooked up for everyone, followed by an abundant range of desserts (in true ACOP style). The lunch was a great opportunity for the team to catch up outside of our busy workplace environment.

Is it time to change your career?

Diploma of Leadership and Management

BSB51915

Units taken from nationally accredited training qualifications from the BSB Business Services Training Package.

Every second Wednesday night
5.30pm - 8.30pm

acop.edu.au

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

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

**Financial Management
Sydney CBD**
Thu 23rd - Fri 24th Nov

**Staff Management
Sydney CBD**
Tue 21st - Wed 22nd Nov

**Stock & Station
Agency Practices
Sydney CBD**
Mon 16th Apr - Fri 20th Apr

**Strata Management
Agency Practices
Sydney CBD**
Tue 7th - Fri 10th Nov

**Financial Management
Sydney CBD**
Thur 23th - Fri 24th Nov

**Sales for Real Estate
Sydney CBD**
Tue 28th Nov - Fri 1st Dec

**Auctioneer
Accreditation
Sydney CBD**
Fri 1st Dec

**Experienced Agents
Property Licence
Program
Sydney CBD**
Mon 4th - Fri 8th Dec

**Trust Accounting
Sydney CBD**
Mon 4th - Wed 6th Dec

**Property Management
Sydney CBD**
Thu 7th - Fri 8th Dec

FNS40815 Certificate IV in Finance and Mortgage Broking

Monday 20th - Wednesday 22nd November

FNS50315 Diploma of Finance and Mortgage Broking Management

Thursday 23rd - Friday 24th November

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

