

College Chronicle

Training...
we love it

November 1, 2019



RTO 91513

With the Property Services Reforms now scheduled for implementation on 23rd March 2020, and changes to our industry qualifications already in place, there are a lot of “great deals” happening in the training space. Every day, we are being contacted by agents and prospective agent, making enquiries about training requirements. At this point, I would like to take the opportunity to emphasise how important it is to maintain integrity in your qualifications.

Let’s paint the picture...recall that feeling you get as an agent when your clients want a reduction in their commission percentage, particularly for the management of their investment property – and they make the comparison that the agent down the road is offering their services for less. You immediately raise the issue of quality service provision, maintaining the landlord’s asset and the integrity and reputation of your agency. You don’t want to go down that pathway of “negotiating your way to the bottom of price offerings”.

We at the College often receive calls from potential students asking us to match a deal. The deal may be cheaper than ours or perhaps “lighter” on training than what we would offer. Let us consider the Certificate IV in Property Services (Real Estate) as an example. This course can be undertaken either remotely through online training or by attending face-to-face classes and in both cases it would include a number of assessment items.

Those of you who have attended our face-to-face classes know that it is no walk in the park and that we do expect a level of commitment to your assessment items to ensure that you understand the industry, your responsibilities and your job role when you have completed the course.

Yes, you may be able to cut the amount of days required to attend or components of the qualification you have to complete by having life and employment experience as well as previous qualifications in related or other industries. We are often asked what is the quickest I can get my licence qualification? Our answer inevitably will be that it depends on your experience, qualifications and commitment to the assessment process. For each person it will be a completely different timeframe.

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It does beg the question how other companies can offer a “quick” solution to gaining your industry qualifications. An over the phone interview and sending through some “rate my agent” reviews and you are handed a qualification. A lunch with a hefty price tag and you walk away with your qualification? Sure, when having a joke these may seem like a great option. But what about the integrity of the qualification? What about the quality of the agents applying for their licence? The people gaining their qualifications in these questionable ways are your competitors and even your colleagues or employees. How do you ensure quality of your agency if your staff have completed an entire Certificate IV Qualification, including all assessments in under 5 days, and in some situations, in just a single day?

If you are an agency owner and/or licensee-in-charge, you need to ensure that the people for whom you are responsible (remember the supervision requirements of section 32 of the Property, Stock and Business Agents Act), are meeting all requirements of the Act and its associated regulations. By having poorly trained employees in your agency is a risk, as it is increasing the likelihood of complaints from customers when they receive a service that does not meet their expectations and is not compliant with the legislation. This increase in risk will ultimately have an impact on your insurance, if and when you need to address serious cases on non-compliance by your agents.

I am certain that you have heard the saying, you get what you pay for. Unfortunately most of the quick options are not even the cheapest option. Don't cheap out on your education and your career. Take the time it really requires to get your qualification with integrity and be ready for the career and the future you are building.

Is this newsletter blatant advertising? Yeah, it is. ACOP are educators and have been for 16 years. We are premium educators, offering premium training with premium outcomes.

Value yourself and value your future.

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

Rosy Sullivan | College Director & Principal

4 HOUR CPD SEMINARS Full 12 points

THU 14TH NOV	COFFS HARBOUR Sales & Prop Mgmt	THU 21ST NOV	DEE WHY Sales & Prop Mgmt
THU 14TH NOV	SYDNEY CBD Real Estate Sales	WED 27TH NOV	NEWCASTLE Sales & Prop Mgmt
THU 14TH NOV	SYDNEY CBD Property Management	WED 27TH NOV	SYDNEY CBD Commercial & Retail Leasing
FRI 15TH NOV	SYDNEY CBD Strata Management	FRI 29TH NOV	SYDNEY CBD Business Broking

2 HOUR CPD SEMINARS (8am - 10am unless specified otherwise). Full 12 points, Pre-reading required

THU 7TH NOV	PARRAMATTA Sales & Prop Mgmt	TUE 19TH NOV	GOSFORD Sales & Prop Mgmt
MON 11TH NOV	CASTLE HILL Sales & Prop Mgmt	FRI 22ND NOV	SYDNEY CBD Sales & Prop Mgmt
THU 14TH NOV	COFFS HARBOUR Strata Management	TUE 26TH NOV	BANKSTOWN Sales & Prop Mgmt



From the office

ACOP have, as usual, been on the road conducting training and compliance checks throughout the metropolitan and regional areas in the past fortnight. The locations for CPD sessions included Katoomba, Springwood, Camden, Wollongong, Newcastle, Castle Hill, Ryde and of course at our College head office at Town Hall in the Sydney CBD. In addition, we had evening sessions in the Leadership and Management Diploma, a full Mortgage Broking certificate program, an Auctioneering accreditation workshop, and sessions for the Diploma of Property Services (Agency Management) qualification for those people wanting to hold the qualification that will be necessary to make application for a Class 1 licence when the Reforms are implemented next March. We are all tired just thinking about what has happened this past fortnight.

You may have read over the past years that ACOP supports the Cambodian Children's Fund (CCF) and that Rosy is on their advisory board and John is on the board of the Child Protection Unit which is also a part of the charity in Cambodia. Last Friday night, a group of the ACOP team attended the annual gala ball to mark 15 years since the commencement of the vital work that CCF does in Cambodia. Some of the ACOP clients from Bathurst, North Richmond, Ryde and Melbourne also frocked and suited up and joined the group at the gala dinner. The function raised over \$300,000 to support the education of impoverished and disadvantaged children in Cambodia. Huge excitement also when the winner of the grand raffle was Megan, our Training Manager, who won the most beautiful diamond and sapphire earrings donated by Larsen Jewellers. She has definitely increased her contents insurance now.

So last fortnight we discussed the lack of cake activity in the ACOP office – we have certainly made up for that cake-scarcity this past couple of weeks. Firstly, we had the sad cake occasion for Kristin, our Accounts guru – who is not actually leaving us, but relocating her work environment to her home. Now we understand that her husband and two beautiful children need her, and that the travel has become an issue for her, but we will miss her around the office every day, with her random comments, her banter with students and her general ability to see the good in all people. We will look forward to daily/hourly phone calls and her visits to the office. You, our loyal clients, will not see any difference, as she will still be contacting you and sending emails from her new home-office. Then, there was another sad cake occasion for Chanelle, as we marked the occasion of her last day in the office for a month prior to her spinal surgery. We are pleased to announce that the surgery went well and that Chanelle is now recuperating at home. We are all keen to see her back in the office. And the happy cake of the fortnight goes to Michael Carolan (our very own George Clooney look-alike), one of our Senior Trainer/Assessors – as we celebrated his birthday with an indulgent butterscotch cheesecake and plenty of desk decorations.

CERTIFICATE OF REGISTRATION COURSES

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

MON 11TH WED 13TH NOV	SYDNEY CBD
MON 25TH WED 27TH NOV	CASTLE HILL
MON 9TH WED 11TH DEC	SYDNEY CBD

FINANCE & MORTGAGE BROKING COURSES

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

MON 9TH WED 11TH DEC	SYDNEY CBD Certificate IV in Finance & Mortgage Broking
9TH-11TH DEC & 12TH-13TH DEC	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.

20 TH - 21 ST NOV	Staff Management SYDNEY CBD	18 TH - 19 TH NOV	Financial Management SYDNEY CBD
25 TH - 28 TH NOV	Sales for Real Estate SYDNEY CBD		
18 TH - 22 ND NOV	Stock & Station Agency Practices SYDNEY CBD	FRI 8 TH NOV	Trust Accounting + Insurance (Strata) SYDNEY CBD
24 TH - 27 TH FEB	Strata Management Agency Practices SYDNEY CBD	11 TH - 13 TH NOV	Trust Accounting PARRAMATTA
FRI 14 TH FEB	Real Estate Auctioneer Accreditation SYDNEY CBD	14 TH - 15 TH NOV	Property Management PARRAMATTA

View our course calendar for all course details.

DIPLOMA OF PROPERTY SERVICES (AGENCY MANAGEMENT) CPP50307

SYDNEY

MODULE 1	20th - 21st February	MODULE 2	12th - 13th March
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PROPERTY SERVICES

CONSUMER GUIDES

THESE 9 GUIDES WERE CREATED
TO HELP YOU WORK MORE
EFFECTIVELY WITH YOUR AGENT

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More information on our courses and a full course calendar can be found at www.acop.edu.au