



Australian College  
of Professionals

## College Chronicle

# New Supervision Guidelines

March 20, 2020



RTO 91513

## ATTENTION ALL ACOP STUDENTS AND FRIENDS

As of Monday 23rd March 2020, ACOP will be working in a split team environment. This means that half of our team will be working remotely whilst the other half will be working from the College premises in Town Hall. We will be rotating our teams weekly in order to continue to provide you with a complete education and training service. Remember that online training is offered for all qualifications, licensing, assistant agent - certificate of registration and CPD programs.

**The best way to contact us will be via email at [enquiries@acop.edu.au](mailto:enquiries@acop.edu.au)  
or contact us through our website at [acop.edu.au](http://acop.edu.au)**

As most of you should be aware, with the commencement of the new Property and Stock Agents Act 2002 on Monday 23 March 2020, a new set of Supervision Guidelines has been issued for the Licensee-in-Charge of an agency. One of the items that has been added to the Guidelines are rules for fraud prevention and identification verification.

As from the 23rd March 2020, a principal licensee must prepare and maintain written procedures for the verification of the identity of a party with whom it is proposed to enter an agency agreement.

NSW Fair Trading have always expected that an agent should verify the identity of their vendors and their landlords but have not previously provided in the legislation what standard of verification has been required. Going forward, all agents will need to sight and retained a copy of the evidence that they have sighted the following:

1. A primary Proof of Identity document, being:
  - a current Australian driver's licence, or
  - a current photo card issued by a State or Territory Government agency, or
  - a current Australian passport, or
  - a current non-Australian passport.

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2. Two secondary Proof of Identity documents being:
  - a current Medicare card, or
  - a current credit card, or
  - a current passbook or an account statement from a bank, building society or credit union up to one year old, or
  - an electoral enrolment card or evidence of enrolment not more than two years old, or
  - a gas, electricity or council rates bill up to one year old, or
  - a water rates notice up to one year old.
3. A document that is proof of ownership being:
  - the certificate of title for the property, or
  - a current council rates notice up to one year old, or
  - a land valuation notice up to one year old, or
  - a National Vendor Declaration concerning the relevant livestock.

If the person who is engaging the agent is not the registered owner of the property, for example if they have Power of Attorney or are the executor to an estate, the original or a certified copy of the document which confers the power of sale or management on that person must be sighted, and a copy of the document must be retained.

And the final point to note is that if there is no mortgage on the property, written confirmation of the power of sale or management is sought from all registered owners listed on the title. If this is not possible, a record must be kept by the agency detailing the reasonable attempts made to verify the ownership and the right of the party engaging the services of the agency without the consent of the other party.

It is now time for your agency to get their processes correct and to ensure that the identity of both landlords and vendors are being correctly verified and the information is stored correctly to meet all privacy principles that are set out by the legislation.

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

Rosy Sullivan | College Director & Principal

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## NEW PROPERTY LICENCE COURSES

**These courses are modules within the new property qualifications and meet the new licensing requirements commencing on 23rd March 2020.**

**Licence courses are available in Real Estate, Strata Management and Stock & Station. Units taken from nationally accredited training qualifications from the CPP Property Services Training Package.**

**CPP41419 - Certificate IV in Real Estate Practice | CPP40516 - Certificate IV in Strata Community Management**

<b>11<sup>TH</sup> - 13<sup>TH</sup> MAY</b>	<b>Property Sales</b> SYDNEY CBD	<b>28<sup>TH</sup> - 29<sup>TH</sup> MAY</b>	<b>Property Management</b> <b>Business Development</b> SYDNEY CBD
<b>22<sup>ND</sup> - 24<sup>TH</sup> APR</b>	<b>Property Management</b> SYDNEY CBD	<b>30<sup>TH</sup> - 31<sup>ST</sup> MAR</b>	<b>Business Broking Agency</b> <b>Practices</b> SYDNEY CBD
<b>8<sup>TH</sup> - 11<sup>TH</sup> JUN</b>	<b>Stock &amp; Station Agency</b> <b>Practices</b> SYDNEY CBD	<b>31<sup>ST</sup> MAR -</b> <b>2<sup>ND</sup> APR</b>	<b>Strata Management</b> <b>Agency Practices</b> SYDNEY CBD
<b>27<sup>TH</sup> - 28<sup>TH</sup> APR</b>	<b>Auctioneering</b> SYDNEY CBD	<b>3<sup>RD</sup> APR</b>	<b>Trust Accounting &amp;</b> <b>Insurance (Strata Management)</b> SYDNEY CBD
<b>25<sup>TH</sup> - 26<sup>TH</sup> MAY</b>	<b>Commercial Sales &amp; Leasing</b> SYDNEY CBD	<b>2<sup>ND</sup> - 3<sup>RD</sup> JUL</b>	<b>Financial Management</b> SYDNEY CBD
<b>20<sup>TH</sup> - 21<sup>ST</sup> APR</b>	<b>Trust Accounting</b> SYDNEY CBD		



## From the office

And as always, ACOP come to end of another fortnight thankful that it's now the weekend. But today more so than ever. Not since pre the commencement of the new Act in September 2003, has there been such anxiety from our students and a sprint to the deadline for submitting qualifications and applications for property licences and certificates to NSW Fair Trading. Whilst Rosy, John and Linh have shared stories about the "old days" of 2003, the rest of the team can only relate to the urgency from our students to complete their assessments and obtain their qualifications in the scurry to the finish line. ACOP has been working seven days a week and around the clock to support our students and we are full of talk of licensing, Certificate, the Reforms, the role of Licensees-In-Charge, transition arrangements and the list goes on. As a team, we are hugely excited about the end of this era and the commencement of the brave new property world commencing in NSW on 23 March. In amongst the hustle and bustle of the College, there has still been much training with licensing courses in Sales, Financial Management and Trust Accounting still being conducted this past fortnight – in addition to the regular CPD classes which have taken place in Gosford, Liverpool, Castle Hill, Ermington and of course in our head office in the CBD. With the onset of COVID-19, we have also been utilising our media room and facilities in the conduct on numerous interactive webinars with our regional and metropolitan clients in West Wyalong, Murwillumbah, Macquarie Park and Beacon Hill. Our classes for the Diploma of Property Services and the Diploma of Leadership and Management continue to be well attended, as to our Mortgage Broking courses. In amongst the madness of last minute reform actions, we have upgraded our online facilities to provide a more interactive service to our clients who are choosing the self-isolation approach of our ACOP online student portal to complete their training – always remembering that our trainers and assessors are here to assist.

Megan, Chanelle and Rosy attended an International Women's Day breakfast at the Ivy Ballroom organised by the Future of Leadership group (Hands Across the Water), where Johanna Griggs shared her journey as a leading woman in television. The event was inspiring and Chanelle hasn't stopped talking about it for days.

On a lighter note, we celebrated a couple of birthdays this past fortnight. Firstly our Marketing Co-ordinator, Lucas celebrated with an unusual creation of M&M ice-cream cones with candles in the top – whilst it almost looked like a Disney castle (let's not tell him that), it was much enjoyed by the entire team. Then only yesterday we celebrated the birthday of our College Principal and fearless leader Rosy, with a creation that can only encourage you to have a look on our social pages to check it out. Two cakes in two weeks – it's good to see that we are reaching our usual ACOP cake KPIs.

## ASSISTANT AGENT - CERTIFICATE OF REGISTRATION COURSES

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

<b>MON 6<sup>TH</sup> THU 9<sup>TH</sup> APR</b>	<b>Real Estate and Stock &amp; Station SYDNEY CBD</b>
<b>MON 14<sup>TH</sup> THU 17<sup>TH</sup> APR</b>	<b>Strata SYDNEY CBD</b>

## FINANCE & MORTGAGE BROKING COURSES

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

<b>MON 25<sup>TH</sup> WED 27<sup>TH</sup> MAY</b>	<b>SYDNEY CBD Certificate IV in Finance &amp; Mortgage Broking</b>
<b>MON 25<sup>TH</sup> FRI 29<sup>TH</sup> MAY</b>	<b>SYDNEY CBD Diploma of Finance &amp; Mortgage Broking Management (Upgrade Program - Must hold Certificate IV in Finance &amp; Mortgage Broking)</b>

# PROPERTY LICENCE COURSES

These courses are for those students who have already commenced their qualification prior to 23rd March 2020.

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

29 <sup>TH</sup> - 30 <sup>TH</sup> JUN	Staff Management SYDNEY CBD	2 <sup>ND</sup> - 3 <sup>RD</sup> JUL	Financial Management SYDNEY CBD
25 <sup>TH</sup> - 28 <sup>TH</sup> MAY	Sales for Real Estate SYDNEY CBD	3 <sup>RD</sup> APR	Trust Accounting + Insurance (Strata) SYDNEY CBD
31 <sup>ST</sup> MAR - 2 <sup>ND</sup> APR	Strata Management Agency Practices SYDNEY CBD	27 <sup>TH</sup> - 29 <sup>TH</sup> APR	Trust Accounting SYDNEY CBD
8 <sup>TH</sup> - 11 <sup>TH</sup> JUN	Stock & Station Agency Practices SYDNEY CBD	30 <sup>TH</sup> APR - 1 <sup>ST</sup> MAY	Property Management SYDNEY CBD
27 <sup>TH</sup> - 28 <sup>TH</sup> APR	Real Estate Auctioneer Accreditation SYDNEY CBD	30 <sup>TH</sup> - 31 <sup>ST</sup> MAR	Business Broking Agency Practices SYDNEY CBD

View our course calendar for all course details.

## DIPLOMA OF PROPERTY SERVICES (AGENCY MANAGEMENT) CPP50307

SYDNEY

MODULE 1

16<sup>TH</sup> - 17<sup>TH</sup> APR

MODULE 2

29<sup>TH</sup> - 30<sup>TH</sup> APR

PROPERTY SERVICES

# CONSUMER GUIDES

THESE 9 GUIDES WERE CREATED  
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More information on our courses and a full course calendar can be found at [www.acop.edu.au](http://www.acop.edu.au)