

ACT Continuing Professional Development

Now you can undertake ALL your Real Estate training from the comfort of your home. As a Registered Training Organisation, the NSW Real Estate Training College is offering ACT Continuing Professional Development Category 3 (8 points) & Category 2 (4 points) modules. **Category 3 CPD modules cost \$145** and **Category 2 modules cost \$89**.

Completion of one Category 3 CPD module and one Category 2 CPD module will meet your ACT CPD requirements for 12 months. **Enrol in both for \$199**.

CPD CATEGORY 3 - \$145	8 CPD points
CPPDSM4001A	Act as a buyers agent
CPPDSM4002A	Apply knowledge of territory legislative and regulatory framework to complete agency work
CPPDSM4003A	Appraise property
CPPDSM4005A	Establish and build agent-client relationships
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4009B	Interpret legislation to complete agency work
CPPDSM4010A	Lease property
CPPDSM4011A	List property for lease
CPPDSM4012A	List property for sale
CPPDSM4013A	Market property for lease
CPPDSM4014A	Market property for sale
CPPDSM4015B	Minimise agency and consumer risk
CPPDSM4016A	Monitor and manage lease or tenancy agreement
CPPDSM4017A	Negotiate effectively in property transactions
CPPDSM4019A	Prepare for auction and complete sale
CPPDSM4022A	Sell & finalise sale of property by private treaty
BSBFIM501A	Manage budgets and financial plans
BSBHRM402A	Recruit, select and induct staff
BSLED401A	Develop teams and individuals
BSBRKG304B	Maintain business records



START TODAY WITH
INTERNET BASED
TRAINING SO YOU CAN
STUDY FROM HOME!

3 simple steps to enrol

- 1 Complete the enrolment form (located on our website) and return to us by fax or email.
- 2 Click on the course you wish to undertake. If this is your first visit, follow the directions on how to create a new account.
- 3 Pay for your course online using your credit card. Confirmation of your enrolment will be emailed to you within 24 hours.

... you then simply log on and start your studies!

Want to know more?

For further information, please call or email us today, or visit us at realestatetraining.com.au



NATIONALLY RECOGNISED
TRAINING

Registered Training Organisation Number 91003

NOTE: please refer to accesscanberra.act.gov.au for information on licence eligibility.

email: train@realestatetraining.com.au

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CPD CATEGORY 3 - \$145**8 CPD POINTS**

CPPDSM4080A	Work in the real estate industry
CPPDSM5012A	Develop a strategic business plan in the real estate industry
CPPDSM4018A	Prepare and present property reports (ACT)

CPD CATEGORY 2 - \$89**4 CPD points**

Administrative Support	10 ways to listen, goal setting the SMART way.
Anger Management	Ways of dealing with anger, the pentagon of anger, de-escalate the situation, identify the problem.
Business Etiquette	Remembering names, first impressions, dress codes, international communication.
Business Writing	Punctuation, spelling, sentence length, letter writing, proposal key information.
Coaching and Mentoring	Building trust, goals the SMART way, Maslow's needs Pyramid, differences between coaching and mentoring.
Communication Strategies	Body language, para-verbal communication, appreciative inquiry, speaking like a STAR, positive signals.
Creative Problem Solving	Six step process, types of information, mental blocks, gathering information, determining where the problem originated.
Customer Service	Going the extra mile, customer expectations, telephone etiquette, meeting basic needs, difficult customers.
Effective Conflict Resolution	Building positive energy, six phases of conflict resolution, adapt for all types of conflict, use tools to prevent conflict.
Effective Meetings	Basic requirements, using an appropriate approach, understanding technology and logistics and how to continually improve your meetings.
Effective Supervisor	Defining requirements and setting expectations, setting SMART goals.
Health & Safety in the Workplace	Identify management and employee commitment, accident/incident investigation and training.
Human Resource Management	Recruit, interview, and retain employees, articulate feedback to employees, manage situations requiring discipline and termination.
Leadership and Influence	Understand how to adapt your leadership styles for the people you lead, leading by Directing, Coaching, Participating and Delegating.
Managing Change	Goal orientated change management, creating the plan and communications, strategies for aligning people with a change.
Managing Stress	Identify the best approach to a stressful situation, how to cope with major events.
Motivating your Employees	Realising and understanding the importance of motivating your employees. Unlock the potential within.
Personal Productivity	Techniques that will engender self-discipline and respect for yourself and from others.
Proposal Writing	Helps to develop focused, high quality proposals.
Public Speaking	Identify your message and write the speech.
Sales Fundamentals	Using a unique selling position and common sales approaches effectively.
Landlord's Duty of Care	Understand Landlord's general duty of care to visitors to commercial and retail premises.