This online course provides the specific statutory Continuing Professional Development (CPD) requirements of the NSW Office of Fair Trading for the renewal of real estate operatives licences. Under recent legislative requirements the renewal of a licence or certificate or registration is conditional on undertaking continuing professional development each year. You must accumulate 12 points each year.

**Course delivery**
This course is fully online and we advise 12 weeks to complete the program.

**CPD Sessions Available**
In order to accumulate 12 CPD points each year, you can select four (4) sessions to obtain your continuing professional development status.

- **Risk Management (3 points)**
  In this session you will overview the risk management process that should be an integral part of any agency practice

- **Property transaction legal requirements (3 points)**
  This session develops your skills in understanding different types of agency agreements, sales transactions and the agents role in the sales process

- **Ethics and legal requirements (3 points)**
  This session outlines the ethical and legal requirements to ensure that you as an agent refrain from making false, misleading or deceptive statements

- **Commercial industry property practice (3 points)**
  In this session you will gain an understading of The Clean Energy Bill 2011, Residential Building Mandatory Disclosure Fact Sheet July 2011 and the Building Energy Efficiency Disclosure Act 2010.

- **Property Appraisal for marketing purposes (3 points)**
  In this session you will have an overview of the appraisal process for residential properties

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Negotiate Effectively in Property transactions (3 points)
In this session you will understand the outcomes required to manage effective negotiations in relation to the sale, lease or management of property. It includes establishing the needs and expectations of relevant parties, negotiating to achieve desired outcomes and managing potential and real disputes between parties.

Sales Practice (3 points)
This session provides an overview of the sale of property by private treaty.

Occupational health and safety (3 points)
In this session you will have an overview of the Work Health and Safety laws applicable to the Real Estate practice.

Property client service strategies (3 points)
This session looks at strategies that can contribute to improving property client service strategies aiming to maximise repeat business and improve the agency’s reputation.

Residential Tenancies Act 2010 (3 points)
This session will overview the Residential Tenancies Act 2010.

Assessments
You are required to complete a short test at the end of each session.

Course fee
The fee for the course is $135 per person and includes resources. This allows you to complete your 12 point CPD requirement for the year. Price valid from 26 July 2012.

How to register
For registration and enrolment details email nsi.onlinecourses@tafensw.edu.au or call 9448 4518.

Terms and Conditions
Registration and payment are required to confirm your place and must be received before you commence your online studies. Cancellations advised in writing more than seven (7) days prior to course commencement are eligible for a full refund.

TAFE NSW courses commence only if there are sufficient resources and demand. Every effort was made to ensure this information was accurate as at 26 July 2012. Changes may have taken place since that time. Contact TAFE NSW – Northern Sydney Institute to confirm course details and availability.