

## Continuing Professional Development Strata Management Course Brochure

The Office of Fair Trading has issued new CPD Guidelines as of the 1<sup>st</sup> January 2008. These Guidelines state that 12 points of professional development need to be acquired in the 12 month period immediately prior to the renewal due date of the licence or certificate regardless of the number of licences held. The Office of Fair Trading has set a number of Compulsory Learning Areas and also some Priority Learning Areas. All licensed and certificated persons must complete their CPD from the Compulsory Learning Areas and this content may be supplemented from the Priority Learning Areas.

ACP's courses are developed in conjunction with the law firm, Leverage Australia, and are delivered by current industry professionals and solicitors. This means that students are able to benefit from the analysis of real cases and scenarios and receive the most up to date knowledge of legislation and industry best practices.

College courses also provide an opportunity to network with other agents and agencies and to share ideas within our best practice framework.

The content of all CPD training conducted by the Australian College of Professionals targets topics selected from both the Compulsory and the Priority Learning Areas.

**Topic:            Dispute Management**

This topic includes the 5 step guide to the Strata Schemes Management Act in relation to dispute resolution including the CTTT. Also covered are Leverage Australia's rules and platform for dispute management.



**CPPDSM4056A**

**Manage conflicts and disputes in the property industry**

**Times:**            Please see [2012 Course Calendar](#) as session availability varies by location

**Venues:**            Sydney CBD                    Gosford                    Port Macquarie            Ballina  
                          Castle Hill                    Newcastle                Coffs Harbour            Tweed Heads

**Outcomes:**

At the conclusion of the training course and the successful completion of all assessment tasks, you receive a Certificate of Attendance/Completion for your CPD course.

**Target:**            Strata Managers and Property Managers working within the Property Industry.

**Points:**

Twelve (12) CPD points will be allocated for the successful completion of this course. The course involves interaction, group work and assessment tasks. All assessment will be completed during the course time. This course is mandatory for all people working in the property industry.

### Enrolment Process:

#### Face to Face Courses

1. Complete our enrolment form. If you have any questions regarding the form, please contact us on 9659 4699 or 1300 88 48 10.
2. Return the form to our office at least 1 week prior to course date together with payment for the course.
3. Alternatively, you can enrol online at [www.collegeaus.com](http://www.collegeaus.com) and follow the link to Training Schedule & Enrolment

#### Distance Education Courses

1. Complete our enrolment form. If you have any questions regarding the form, please contact us on 9659 4699 or 1300 88 48 10.
2. Return the form to our office together with the payment for the course.
3. Once your enrolment and payment has been received we will post the learning materials to you.
4. Read the materials and complete the assessment(s).
5. Return the assessment(s) to our office.
6. Your assessment(s) will be marked and if successful your Certificate or Transcript will be dispatched within seven (7-10 business) days.

### Expectations:

In order to meet the requirements of the course(s), you will need to complete all of the following:

- Attend all sessions of the course (face-to-face courses).
- Complete all competency assessments which will be undertaken throughout the course.
- Complete all take-home assessment tasks and return within thirty (30) days after course completion or by the due date specified in your Distance Education Package letter (30 – 60 days depending on course)
- If these assessments are not returned by the due date, you will be marked as “Not Yet Competent” and may be required to attend the course again or be assessed for Recognition of Prior Learning. Both of these will incur additional fees.
- If you require an extension to your due date, please contact the College to discuss your extension needs.

### Special Needs (face to face courses):

If you have any special needs in relation to access, food and beverage or any other issue, please note this on your enrolment form and we will make every effort to meet your needs.

### Course Fees:

	Face to Face	Distance Education
Continuing Professional Development (topic)	\$199*	\$195*

\*All course fees are GST exempt.

### Cost: The total costs cover (as applicable):

- All days of training and phone/email support
- The provision of all learning materials
- Morning and afternoon tea
- Conducting assessments for each participant
- Marking of competency assessments
- Issuing of academic transcripts

## **Payment**

### Face to Face Courses

Payment must be received no later than one week prior to the course date. Payments can not be accepted on the day. Tax Invoices/Receipts will be mailed to the address specified on your enrolment form.

### Distance Education Courses

Payment must be received prior to the issue of any course materials. Tax Invoices/Receipts will be emailed/mailed to the address specified.

Payment can be made by cheque, money order credit card. We accept MasterCard, Visa and American Express payments. AMEX payments incur a 3% surcharge.

## **Refund Policy – please note:**

### Face to Face Courses

- There are no refunds for cancellations less than 24 hours prior to commencement of the training.
- For cancellations less than fourteen (14) days prior to the training course, the College will transfer your enrolment to another date but no refund will apply.
- For cancellations more than fourteen (14) days prior to the training course, an administration fee of 20% of the course fee will apply.
- For course transfers less than 24 hours prior to the commencement of the training, an administration fee of 50% of the course fee will apply.
- ACP reserves the right to cancel courses due to unforeseen circumstances and/or if minimum course numbers are not reached. Students will be offered a full refund for any course fees paid for the cancelled course or have their course fee credited towards another ACP course.

### Distance Education Courses

- A full refund will apply for cancellations made prior to course materials being issued.
- No refunds are available after course materials have been issued.

## **Enquiries:**

Australian College of Professionals  
Suite 1, Level 1, 299 Old Northern Rd  
Castle Hill NSW 2154  
PO Box 1778, Castle Hill NSW 1765

Phone: (02) 9659 4699 or 1300 88 48 10  
Fax: (02) 9899 4797  
Web: [www.collegeaus.com](http://www.collegeaus.com)  
Email: [enquiries@collegeaus.com](mailto:enquiries@collegeaus.com)