

Strata Managing Agent's Licence

CPP40609 – Certificate IV in Property Services (Operations)

Course Brochure

We are pleased to announce that the Australian College of Professionals is conducting a full strata managing agent's licensing course for people to undertake an in-depth study of the entire strata management process. This is a practical-based course and provides course participants with opportunities to acquire and practice new skills in all areas relating to strata management.

The courses listed here are based on the premise that you have not already completed the introductory Certificate of Registration course.

You may be assessed for Recognition of Prior Learning (RPL) or Recognition of Current Competence (RCC) for one or more modules. This means that you will not need to attend training for that module. Assessment is undertaken on an individual basis and determination of RPL or RCC is based on the evidence of your previous experience and learning.

The successful completion of this full training program will mean that the person gains the award of a Certificate IV in Property Services (Operations).

The Certificate of Registration course is required for all persons to work in the real estate industry. It also forms the basis for the licensing course. Please note that if you are completing all of the licensing courses at the same time, you may be assessed as only needing to complete the first day of the Certificate course. This assessment is undertaken on an individual basis and is at the discretion of the College Principal. This would also mean a reduction in the cost for this module. The four Units of Competence for this training are:



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

CPPDSM4080A

Work in the real estate industry

CPPDSM3019B

Communicate with clients as part of agency operations

The Trust Accounting course addresses the three (3) Units of Competence relating to trust accounting, which are three of the twenty four competencies required to gain a full real estate licence. The Units of Competence are:



CPPDSM4009B

Interpret legislation to complete agency work

CPPDSM4015B

Minimise agency work and consumer risk

CPPDSM4006A

Establish and manage agency trust accounts

The Strata Management Practices course (4 days) is aimed at providing strata managers with skills in managing a strata roll and assisting them in their day-to-day work. This course focuses on both the theoretical and practical aspects of positive two-way communication within the agency with colleagues and employers, and also with clients, focusing on owner's corporations, community associations, mediation and negotiation, and legal and compliance requirements. The Units of Competence studied in this course are:

BSBREL401A	Establish Networks
CPPDSM4028A	Identify and analyse risks and opportunities in the property industry
CPPDSM4044A	Co-ordinate maintenance and repair of properties and facilities
CPPDSM4047A	Implement and monitor procurement process
CPPDSM4048A	Implement customer service strategies in the property industry
CPPDSM4057A	Monitor a safe workplace in the property industry
CPPDSM4063A	Participate in developing and establishing property or facilities contracts
CPPDSM4072A	Provide leadership in the property industry
BSBLED401A	Develop teams and individuals
CPPDSM4034A	Assess and implement strata/community management agreement
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4056A	CPPDSM4056A
CPPDSM4074A	Select and appoint contractors in the property industry
CPPDSM3017A	Work in the strata/community management sector



Cash Flow Management course focuses on both the theoretical and practical aspects of property management. The relevant Units of Competence are:

CPPDSM4009B	Interpret legislation to complete agency work
CPPDSM4015B	Minimise agency work and consumer risk
CPPDSM4005A	Establish and build client-agency relationships
BSBRKG304B	Maintain business records
BSBSBM406A	Manage small business finances



Staff Management course focuses on both the theoretical and practical aspects of performance management – namely business planning, negotiation skills, conflict management and training and development within an organisation.

BSBLED401A	Develop teams and individuals
CPPDMS4056A	Manage conflict and disputes in the property industry
CPPDSM4017A	Negotiate effectively in property transactions



Times: 9.00am to 5.00pm each day (face to face courses)
Morning and afternoon tea is provided

Venues: Sydney CBD
Castle Hill

Tweed Heads*
Melbourne*

Canberra*

*Trust Accounting Module Only

Outcomes:

At the conclusion of the training course and the successful completion of all assessment tasks, you will have achieved:

Certificate of Registration

1. Undertake general property management and sales process with the assistance of a supervisor within a legislative framework
2. Prepare documentation for leasing and sales process
3. Utilise communication skills with clients and colleagues to achieve agency objectives

Trust Accounting

Understand the legal standards required for the keeping and maintenance of a real estate trust account.

- Understand basic bookkeeping and financial management in order to clarify the distinction between audits of accounts kept for normal agency business practices and audits for trust account management purposes.
- Establish trust account record-keeping systems, including account transactions.
- Secure cash disbursements.
- Maintain records of trust account transactions.

Strata Management Practices

This training focuses on practical skills in relation to working effectively and efficiently within a strata / community title management agency. It covers the basic practice functions of an agency associated with the management of property and facilities on behalf of an owner's corporation, and functions associated with an association constituted for a scheme under the Community Land Development Act 1989.

At the conclusion of the training, participants will have an understanding of the formal and informal relationships, including statutory obligations and responsibilities involved in acting for a client in transactions concerning two or more parties including:

- Plan and supervise meeting to meet the stated objectives.
- Describe procedures for different types of meetings, prepare documentation for meetings and record meeting minutes.
- Arrange property repairs and maintenance in accordance with agency, client and legal requirements.
- Understand factors that affect residential and commercial leasing and the legal rights of owners.
- Demonstrate the processes involved in strata management as outlined in the Strata Schemes Management Act and associated legislation.
- Understand building styles and construction types.
- Ability to recognise common building defects
- Understand the home building legislation, work orders, repairs and maintenance and major works.

Cash Flow Management

1. Undertake the establishment and maintenance of records of agency financial transactions:
 - Establish and maintain financial records from consultation and analysis of financial plans.
 - Prepare format for presentation and delivery of financial reports.
 - Monitor financial transactions.
2. Undertake the establishment of risk management systems for all aspects of agency business, including:
 - Analyse potential risk to agency and clients.
 - Implement agency policies and procedures to minimise risk.
 - Establish ongoing monitoring and reporting systems to minimise risk to agency, clients and properties.

Staff Management

1. Negotiate effectively in property transactions, including:
 - Establishing needs and expectations of clients
 - Negotiating with clients involved in property transactions to reach a desired outcome
 - Managing potential and real disputes with all parties involved
2. Managing conflicts and disputes, including:
 - Assessing the level of conflict or dispute from all sides of the issue
 - Negotiating resolutions
 - Evaluating responses by all parties to the dispute
3. Developing teams and individuals
 - Identifying learning and development needs within an organisation
 - Preparation of learning plans
 - Developing methods for the delivery of learning and identifying learning goals of individuals
 - Monitoring workplace performance in relation to learning goals and objectives
 - Utilising feedback from individuals and teams to identify and implement improvements in learning arrangements

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 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 sixty (60) days after course completion or by the due date specified in your Distance Education Package letter (60-90 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 (3 days)	Distance Education	
Certificate of Registration	\$595	\$350	\$200 (one day option)
Trust Accounting	\$895	\$600	
Strata Managing Practices	\$1500	\$850	
Cash Flow Management	\$600	\$450	
Staff Management	\$900	\$600	

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

Total Cost = \$4,490 Please note that this training course is GST exempt.

If you intend to participate as a student in all courses, a discount of just over 10% will be offered, bringing the total course fees to **\$4,000**.

Please note that these fees do not include the licence/registration application fees payable to the NSW Office of Fair Trading or any other external/government fees payable.

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 apply after course materials have been issued.

Enquiries:

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