



**Tasmania
Real Estate CPD Program**

Tasmania CPD Subject outline

These CPD subjects apply to TAS only, please refer to the [website](#) for further information.

Communicate with clients in the property industry (CPPDSM3019)

8 CPD points

Subject overview

The real estate industry is about dealing with people. Every agent must always remember when communicating with clients that there are fiduciary obligations of trust, responsibility and confidentiality involved in their relationship. This course's overview looks at strategies to guide agents in best practices to deal with their clients and customers.

Learning outcomes

Upon successful completion of this subject, students should be able to have a better understanding on:

1. Developing relationships with clients
2. Procedural practices for improved communications
3. Processes to deal with enquiries effectively
4. How to deal with complaints

Subject topics

Topic 1: Establishing contact with clients

Topic 2: The communication strategy

Topic 3: Receiving and dealing with enquiries

Topic 4: Strategies for dealing with complaints, aggressive behavior and disputes

Assessment tasks

Assessment is via multiple choice questions, written and oral assessment.

Interpret legislation to complete work in the property industry (CPPDSM4009)

8 CPD points

Subject overview

It is critical in the real estate industry for agents to be able to source, interpret and apply legislation affecting real estate operations. This course introduces the legislative framework and key pieces of legislation related to real estate agency practice, strategies for interpreting this legislation, and methods of identifying and tracking any changes.

Learning outcomes

Upon successful completion of this subject, students should be able to have a better understanding of:

1. The legislative framework and key pieces of legislation that relate to real estate agency practice in Australia
2. Strategies to interpret legislation including familiarity with common terminology, legislation types and layout
3. Efficient and effective methods to monitor and track relevant changes in legislation.

Subject topics

Topic 1: Legislation related to agency practice

Topic 2: Interpreting legislation

Topic 3: Interpreting legislation and identifying changes

Assessment tasks

Assessment is via multiple choice questions, and a written and oral assignment.

Managing risk in the property sector

3 CPD points

Subject overview

This course will address the concept of managing risk within the property sector, including step by step process of rating and analysing risks to find the most appropriate risk treatment. This course includes the latest legal and compliance case studies in both residential and commercial real estate.

Learning outcomes

Upon successful completion of this subject, students should be able to:

1. identify potential risks in the property sector and potential sources of information about risk
2. analyse causes and potential impact of risks on agency, clients and other stakeholders
3. determine appropriate options for managing risk, including implementing procedures to manage risk.

Assessment tasks

Assessment is via completion of multiple-choice questions.

Note

To acquire the additional CPD points required for the licence year, please see Property Agents Board of Tasmania website: <<http://www.propertyagentsboard.com.au/continuing-professional-development-cpd.html>>

Decision making

2 CPD points

Subject overview

This CPD subject addresses various elements to better understand ourselves and understand others; leading to strategies and improvement in decision making.

Learning outcomes

Upon successful completion of this subject, students should be able to:

1. Identify their own emotional strengths and weaknesses
2. Identify their own personal stressors and own emotional states related to the workplace
3. Demonstrate flexibility and adaptability when dealing with others
4. Take into account the emotions of others when making decisions
5. Identify typical reasons people say 'No' in conflict situations and how to manage these
6. Understand stress management techniques for not letting the conflict 'get to you'
7. Understand the importance of good decision making and how to avoid the common decision making traps
8. Use the interrogative technique 'ASK 5 WHY'S' to reach root causes
9. Identify 7 steps for good decision making.

Subject topics

Topic 1: Emotional Intelligence

Topic 2: Conflict Management

Topic 3: Solving problems and Making Decisions

Assessment tasks

Assessment is via multiple choice questions.

Note

To acquire the additional CPD points required for the licence year, please see Property Agents Board of Tasmania website: <<http://www.propertyagentsboard.com.au/continuing-professional-development-cpd.html>>

Contract Law

2 CPD points

Subject overview

This CPD subject looks at the origins and overview of contract law in Australia, including contract formation, performance, illegalities and terminations.

Learning outcomes

Upon successful completion of this subject, students should be able to:

1. understand the nature of the Australian legal system
2. define the nature of the Australian common law system
3. analyse the nature and meaning of contracts, the regulation of the form of contracts and evaluate the impact of legislation upon contract law
4. understand the nature and significance of the terms of a contract, the differences between representations and terms, the nature and significance of collateral contracts, the different types of contract and the nature and operation of exclusion clauses
5. distinguish between mistakes, misrepresentation, duress and undue influence
6. understand the nature and consequences of duress and undue influence
7. evaluate the various remedies available when a contract is breached
8. differentiate between the consequences of a breach of condition, an intermediate term and a warranty.

Subject topics

Topic 1: Australian legal system

Topic 2: An overview of Australian common law

Topic 3: Overview of contract law

Topic 4: Offer and Acceptance

Topic 5: Consideration

Topic 6: Certainty of contract term

Topic 7: Intention to create legal relations

Topic 8: Capacity to contract and illegality of contract

Topic 9: Classification of contract according to enforceability

Topic 10: Termination of contract and consequences for breach of contract

Assessment tasks

Assessment is via multiple choice questions.

Note

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Effective conflict management

6.5 CPD Points

Subject overview

No matter where we are in the world or what position we hold, conflict will be part of our daily lives. Conflict management is the process of planning to avoid conflict where possible and organising to resolve conflict where it does happen, as rapidly and smoothly as possible.

Effective conflict management is part of good risk management in any business and one of the best skills an individual can learn for a successful career in the property industry.

Learning outcomes

Upon successful completion of this subject, students should be able to:

1. appreciate the benefits of effective conflict management in reducing personal, agency and client risk
2. pro actively predict when conflict might occur and recognise its symptoms whilst the conflict is in its earlier stages
3. understand how we filter our perceptions (and reactions) to conflict through our values, culture, beliefs, information, experience, gender, and other variables
4. analyse via case studies the role assumptions, expectations and perceptions play in conflict
5. deal with difficult people and situations
6. follow steps to resolving conflict
7. manage the fight or flight response to ensure the emotion in conflicts are managed effectively.

Subject topics

Topic 1: Signs that conflict is building

Topic 2: Individual reactions to conflict

Topic 3: Typical sources of conflict

Topic 4: The role of assumptions, perceptions and expectations

Topic 5: Dealing with difficult people and situations

Topic 6: The Iceberg Principle of Conflict

Topic 7: Steps for resolving conflict

Topic 8: Addressing burn out of conflict — How not to let the emotion of conflict affect you negatively

Assessment tasks

Assessment is via multiple-choice questions.

How to be a better negotiator

6.5 CPD points

Subject overview

This CPD subject will address the various elements of negotiation and conflict management, including different negotiation styles, ethical negotiation practices, how to prepare for negotiation and how to manage deadlocks.

Learning outcomes

Upon successful completion of this subject, students should be able to:

1. describe the features and benefits of interest based negotiation
2. use a structured model of negotiation to improve negotiating outcomes
3. prepare effectively for negotiation by developing information about interests, currencies and 'BATNAs'
4. explore the needs and perspectives of the parties using skills in paraphrasing and asking effective questions
5. handle objections and diffuse resistance
6. discover ways to shift deadlocks
7. recognise power tactics and respond to them for a successful result
8. increase your personal power in negotiation.

Subject topics

Topic 1: How to be a better negotiator: Introduction

Topic 2: Understanding negotiation

Topic 3: Negotiation Stage 1: Preparation/research

Topic 4: Negotiation Stage 2: Discussion

Topic 5: Negotiation Stage 3: Bargaining

Topic 6: Negotiation Stage 4: Closing and implementation

Topic 7: More tips to hone your negotiation skills

Assessment tasks

Assessment is via multiple choice questions.