



Australian Capital Territory Real Estate CPD

ACT CPD Subject outline

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

Decision making

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 an online quiz with multiple-choice questions.

Effective conflict management

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 an online quiz with multiple-choice questions.

How to be a better negotiator

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 an online quiz with multiple-choice questions.

CPPDSM3019 Communicate with clients in the property industry

Subject overview

This unit of competency specifies the outcomes required to interact and build relationships with clients in the property industry. It includes developing rapport with clients, handling initial client enquiries, establishing and maintaining a client database and dealing with client complaints and problems.

Learning outcomes

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

1. establish contact with clients and determine their needs
2. handle initial client enquiries
3. maintain and use client database
4. deal with client complaints and problems

Assessment tasks

Assessment is via completion of multiple-choice questions and an assignment.

Contract Law

Subject overview

A contract is an agreement or promise (or set of promises) between two individuals or groups that is intended to be legally binding and can be enforced by the law. A contract can be written or oral and can cover virtually anything.

When working in the property sector, it is important to have a firm understanding of contract law, given its frequent application in commercial activities. Contracts for sale or purchase of land are only one type of contract that property agents are involved with. The agency agreements/authorities that agents enter into with clients such as landlords and vendors are another type of contract. Other types of contracts that agents may be involved in include commercial or retail leases, residential tenancy agreements, and contracts for maintenance work to be carried out for managed properties. All of these contracts are subject to contract law, as well as the specific real estate legislation in each state.

This course addresses:

- the Australian legal system, and key factors which have influenced the development of contract law
- the formation of contracts including identification of the parties, identification and interpretation of terms
- the requirements of contract performance; circumstances in which a breach of contract occurs resulting in a contract being discharged and the consequences of such a discharge
- the circumstances in which a contractual agreement is affected by the presence of a vitiating factor or illegality
- the principles governing remedies for breach of contract.

Learning outcomes

On completing this course, students should be able to:

- understand the nature of the Australian legal system
- define the nature of the Australian common law system
- analyse the nature and meaning of contracts, the regulation of the form of contracts and evaluate the impact of legislation upon contract law
- 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
- distinguish between mistakes, misrepresentation, duress and undue influence
- understand the nature and consequences of duress and undue influence
- evaluate the various remedies available when a contract is breached
- 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 terms

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 an online quiz with multiple-choice questions.

CPPDSM4009 Interpret legislation to complete work in the property industry

Subject overview

This unit of competency specifies the outcomes required to source and interpret legislation affecting real estate operations. It includes identifying and applying statutory interpretation techniques, identifying and tracking changes to relevant real estate legislation and industry codes of conduct and maintaining appropriate records.

Learning outcomes

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

1. identify legal principles and legislative requirements affecting property operations
2. interpret legislative requirements affecting property operations
3. identify changes to legislation and regulations affecting agency or organisation operations
4. comply with relevant industry codes
5. maintain records of legislation and industry codes

Assessment tasks

Assessment is via completion of multiple-choice questions and an assignment.

Managing risk in the property sector

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 an online quiz with multiple-choice questions. .

China Ready & Accredited®

Subject overview

CHINA READY® together with Kaplan Professional, have developed an authoritative and engaging online program that provides officially endorsed cultural awareness training.

This interactive program provides the wisdom and life experience of acknowledged expert cultural and business leaders in China. Designed to promote the appreciation of contemporary Chinese culture, the program develops an understanding of the importance to Chinese people of Chinese concepts such as “Face”, “Family”, “Guanxi” and the “Investment Mindset”. This course will assist you to understand the business values of Chinese clients and how best to adapt your communication to effectively build trust and rapport with them in business dealings.

Learning outcomes

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

1. understand specific knowledge of Chinese culture, history and business values
2. understand Chinese consumers’ requirements and customer service expectations
3. become more culturally aware when communicating with people of Chinese origin.

Assessment tasks

Assessment is via completion of 12 cultural core learning modules. Each online module includes ‘checkpoint’ quiz questions.

Workplace Communication Essentials

Subject overview

This course will focus on developing the essential skills you will need to communicate effectively in your role in the real estate sector. It focuses on the different types of communication you will encounter as you move through your career, and how to use them to achieve best results in your interactions with others.

Learning outcomes

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

1. identify the different types of workplace communication
2. understand and use interpersonal skills successfully in face-to-face interactions
3. employ the elements of effective written communication
4. communicate in groups, such as in a team environment
5. communicate across cultures, including being aware of common pitfalls
6. understand the elements of an effective presentation, including planning, structure, rehearsal and performance.
7. use social media to communicate with others quickly, safely and appropriately in a business context
8. undertake large-scale communication, such as across an organisation
9. understanding the job application process and using communication skills confidently and accurately with potential employers.

Subject topics

- Topic 1: Communication basics
- Topic 2: Interpersonal Skills: Part 1
- Topic 3: Interpersonal Skill:s Part 2
- Topic 4: Written communication: Writing effectively
- Topic 5: Written communication: Reports
- Topic 6: Written communication: Email
- Topic 7: Group communication
- Topic 8: Intercultural communication
- Topic 9: Oral communication
- Topic 10: Social media
- Topic 11: Organisational communication
- Topic 12: Communication in seeking employment

Assessment tasks

Assessment is an online quiz with multiple-choice questions.