



### CPD COURSES

#### **Sydney**

Commercial & Retail  
Sales & Leasing

**Wed 5th Oct**

#### **Castle Hill**

Sales & Prop Mgmt

**Fri 7th Oct**

#### **Tamworth**

Sales & Prop Mgmt

**Fri 14th Oct**

#### **Gunnedah**

Sales & Prop Mgmt

**Mon 17th Oct**

#### **Orange**

Sales & Prop Mgmt

**Mon 17th Oct**

#### **Sydney**

Sales (AM)  
or Prop Mgmt (PM)

**Fri 21st Oct**

#### **Sydney**

Strata Management

**Fri 28th Oct**

#### **Blue Mountains**

Sales & Prop Mgmt

**Thu 3rd Nov**

#### **Sydney**

Business Broking

**Thu 3rd Nov**

#### **Batemans Bay**

Sales & Prop Mgmt (AM)  
Onsite Prop Mgmt (PM)

**Fri 4th Nov**

## The new Complaints Register

The NSW Fair Trading 'Complaints Register' commenced operation a number of months ago with the aim to provide businesses with an incentive to provide better customer service and also to help consumers make better informed decisions about where they put their money. A business will be placed on the publicly available complaints list, if Fair Trading receives ten (10) or more complaints about that business in one calendar month.

The first published report was released in August and there are four real estate businesses listed in the "top ten" most complained about businesses. When exploring this list one must be mindful that there is a massive flaw with the list. The four "agencies" that are listed are actually four separate franchise businesses. The register does not state which office of each franchise is the recipient of the complaint, which means each of those four listed are there as a collective group. This is not only slightly misleading but very unfair to those franchisees that are minimising complaints within their own offices by doing the right thing. If you are part of a franchise group, it would certainly be in your best interest to work with your franchisor in lobbying Fair Trading to have this aspect of the Complaints Register amended.

To understand the complaints even further, Fair Trading has divided the complaints into property management versus sales complaints. It is not surprising that the majority of complaints are property management bond related. This really does go along with the territory of property management - however it does indicate that there could be some issues with the way in which agencies are managing (or not managing) complaints at the workplace.

It is essential that all Licensees-In-Charge are implementing complaint handling procedures, which they are required to do within their Supervision Guidelines, under the Property, Stock and Business Agents Act 2002. The Commissioner of Fair trading released these guidelines a number of years ago to provide further guidance to section 32 of the Act requiring all Licensees-In-Charge to properly supervise their business. Within the guidelines the Commissioner set out that complaints handling is essential:

*A licensee must maintain documented complaint handling procedures. These procedures shall include a process that ensures that all complaints about staff behaviour towards consumers, and the agency's response to those complaints, are recorded and retained.*

**CPD  
2 HOUR  
SEMINARS**

(8am - 10am unless otherwise specified)  
Pre-reading required.

**Full 12 points!!**

**Bankstown**  
Sales & Prop Mgmt  
**Fri 30th Sep**

**Sydney**  
Sales & Prop Mgmt  
**Thu 6th Oct**

**Windsor**  
Sales & Prop Mgmt  
**Fri 7th Oct**

**Parramatta**  
Sales & Prop Mgmt  
**Thu 13th Oct**

**Sydney**  
Business Broking  
**Thu 13th Oct**

**Sydney**  
Strata Management  
**Fri 14th Oct**

**Armidale**  
Trust Accounting  
**Fri 14th Oct**

**Liverpool**  
Sales & Prop Mgmt  
**Thu 20th Oct**

**Gosford**  
Sales & Prop Mgmt  
**Thu 20th Oct**

**Newcastle**  
Sales & Prop Mgmt  
**Fri 21st Oct**

**Parramatta**  
Strata Management  
**Thu 27th Oct**

As an agent, your complaints handling procedures must be in writing. It must be easily accessible for all staff to view, read, understand and use and every office should have two separate complaints handling procedures and manuals. The first, is for general complaints regarding staff behaviour towards consumers, advertising complaints etc. The second is for complaints of a financial nature.

Complaints regarding finances, for example deposits have not been handed to vendors, need to be rectified immediately and in the correct manner. If it is a simple case of a sales agent having not released the deposit due to oversight, then taking the complaint and rectifying the issue should be quite simple. However, if there is something more sinister about the deposit not having been released, for example the deposit is no longer in the account and there is no record of where it is or who has removed it, then it is up to the Licensee-In-Charge to ensure that all steps are taken to have the monies found and the person responsible for the removal reprimanded. We suggest that there are two phone calls that should be made, one to the local Police and the other to Fair Trading.

Through the implementation of the new Complaints Register, NSW Fair Trading is wanting to ensure the following:

- a complaints policy and procedure is in place;
- a complaints register is maintained;
- a complaints procedure is implemented; and
- where the Agency is in the wrong, the Agency makes good.

Following the guidelines and having your own policies and procedures on dealing with disputes is the best way to minimise the complaints that reach Fair Trading and subsequently minimise the chances of your agency being added to the complaints register.

‘Til next time,  
Wishing you every success in your business ventures,  
Rosy Sullivan



**Want to take that next step in your career?**

**Get a Diploma of Leadership and Management and show people that you mean business.**

**The next program commences soon.**

**~ 9 days to a brighter future ~**

**Get on that ladder and value yourself.**

## CERTIFICATE OF REGISTRATION COURSES

### Castle Hill

Tue 4th – Thu 6th Oct

### Newcastle

(Dist Ed + 1 day workshop)

Fri 7th Oct

### Tamworth

(Dist Ed + 1 day workshop)

Thu 13th Oct

### Orange

(Dist Ed + 1 day workshop)

Tue 18th Oct

### Sydney

Mon 17th – Wed 19th Oct

### Sydney

(Dist Ed + 2 day workshop)

Sat 22nd – Sun 23rd Oct

### Parramatta

Mon 31st Oct–Wed 2nd Nov

### Batemans Bay

(Dist Ed + 1 day workshop)

Thu 3rd Nov

### Bathurst

(Dist Ed + 1 day workshop)

Tue 8th Nov

## FINANCE AND MORTGAGE BROKING COURSES

### Cert IV in Finance & Mortgage Broking Sydney

Mon 10th - Wed 12th Oct

### Dip of Finance & Mort Broking Mgmt

Upgrade for existing Cert IV holders

### Sydney

Mon 24th - Tue 25th Oct

## News from the Office

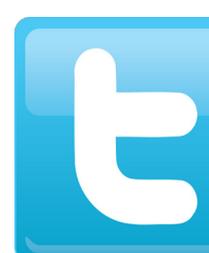
Over the last fortnight, the College has held a number of CPD courses throughout the suburbs of Sydney, including Castle Hill, Baulkham Hills, Hurstville and quite a few here in our CBD office. These courses give us a great opportunity to go out to the areas of Sydney where our students work and provide training in locations convenient for them. In addition to our CPD training here at the office, we've also had a large number of students through our doors attending our Certificate of Registration and Sales for Real Estate courses. And we won't even start on the people who are completing their mortgage broking and financial planning qualifications!

The last fortnight has also been busy on the birthday front for the College, with a whopping four staff birthdays in the last two weeks. September started with John Roberts, one of our Trainers and Assessors, who celebrated his birthday with a well-deserved holiday last week with his partner Kayla at the Whitsundays. The next two causes for celebration were for the birthdays of Katrina Knell, our Financial Planning Trainer and Assessor and then Sarah Shaw, our Events Facilitator. Sarah also celebrated her birthday with a trip away, travelling up the coast for a short break at Port Stephens. And finally, last but certainly not least, we celebrated the 21st Birthday of Braden Dew, one of our Training Administrators here at the College. The College team will be celebrating Braden's birthday at the weekend with a surprise all-day event. I dare say that after number of birthdays celebrated this last fortnight, the staff here may need a break from cake.



John  
Katrina  
Sarah  
Braden

## Social Media



## Property Licence Courses

**Experienced Agents  
Property Licence  
Program**

**Sydney CBD**

**Mon 7th - Fri 11th Nov**

**Trust Accounting  
Sydney CBD**

**Mon 7th - Wed 9th Nov**

**Property Management  
Sydney CBD**

**Wed 9th - Fri 11th Nov**

**Business Broking  
Agency Practices  
Sydney CBD**

**Thu 29th - Fri 30th Sep**

**Sales for Real Estate  
Sydney CBD**

**Tue 15th - Fri 18th Nov**

**Strata Management  
Agency Practices  
Sydney CBD**

**Tue 8th - Fri 11th Nov**

**Stock & Station  
Agency Practices  
Sydney CBD**

**2017**

**Financial Management  
Sydney CBD**

**Wed 5th - Thu 6th Oct**

**Staff Management  
Sydney CBD**

**Wed 12th - Thu 13th Oct**

**Auctioneer  
Accreditation  
Sydney CBD**

**Fri 2nd Dec**

## Don't forget to renew

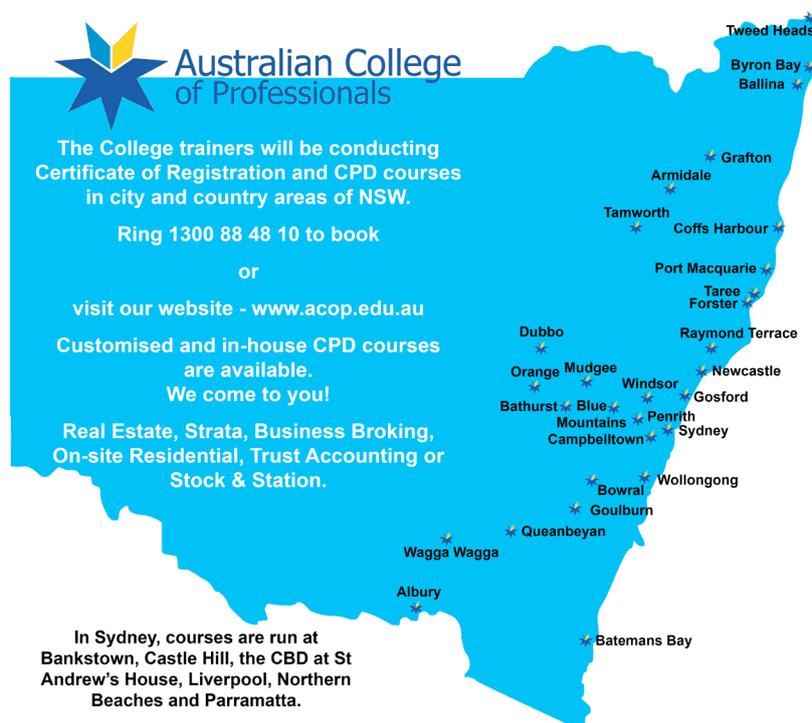
The College regularly receive calls from agents who have unwittingly let their licence or certificate expire.

Whilst in most cases it is a simple fact of having to complete your CPD training or perhaps you have completed the training but did not renew with Fair Trading on time, there is the odd occasion where it could potentially require you to complete further training - particularly where there has been a change of legislation since the time you last renewed.

Rather than being in a position where you are required to complete additional training, it is advised that you take advantage of NSW Services online renewal service, which allows you to renew your qualifications and update your information. Simply follow the link at [https://www.onegov.nsw.gov.au/GLS\\_Portal/snsw/Renew/Details](https://www.onegov.nsw.gov.au/GLS_Portal/snsw/Renew/Details)

It is important to remember that it is your responsibility to update and renew your own licence or certificate - not your employers. Set a reminder in your calendar. While we will always tell you where and when the next CPD session is in your area, not everyone completes their CPD training around the same time every year or necessarily around the time that their authority requires renewal.

If you have a spare couple of minutes visit the new online system and ensure your details are correct. Go to NSW Services online at <https://www.onegov.nsw.gov.au/publicregister/#/publicregister/categories>



**Australian College  
of Professionals**

The College trainers will be conducting Certificate of Registration and CPD courses in city and country areas of NSW.

Ring 1300 88 48 10 to book  
or  
visit our website - [www.acop.edu.au](http://www.acop.edu.au)

Customised and in-house CPD courses are available.  
We come to you!

Real Estate, Strata, Business Broking,  
On-site Residential, Trust Accounting or  
Stock & Station.

In Sydney, courses are run at Bankstown, Castle Hill, the CBD at St Andrew's House, Liverpool, Northern Beaches and Parramatta.

Locations marked on the map: Tweed Heads, Byron Bay, Ballina, Grafton, Armidale, Tamworth, Coffs Harbour, Port Macquarie, Taree, Forster, Raymond Terrace, Newcastle, Gosford, Windsor, Orange, Mudgee, Dubbo, Bathurst, Blue Mountains, Penrith, Campbelltown, Sydney, Wollongong, Bowral, Goulburn, Queanbeyan, Wagga Wagga, Albury, Batemans Bay.