



REIT

REAL ESTATE INSTITUTE
OF TASMANIA

REIT TRAINING

**Continuing Professional Development
CPD Season February- April 2019
Classroom sessions**

UPDATED V5



CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

Here at REIT, we strongly believe in the power and importance of ongoing learning.

Your learning journey doesn't end the day you receive your Licence – in fact, that's just the start!

The Continuing Professional Development education program is a legislative requirement and forms part of the qualification framework. It has been designed to enable property representatives to continue to update their knowledge and skills in the areas of industry developments, legislative change and work practices.

Continuing Professional Development (CPD) is an investment in your real estate career progression. In a dynamic environment where the economy, legislation and technology are constantly changing it is important for Property Representatives to evolve to stay relevant.

All licensees are required to undertake a minimum of 8 Continuing Education points each year. The REIT's CPD courses are approved Property Agents Board courses that count towards CPD points.

The REIT have put together a comprehensive CPD season calendar running between February and April 2019.

To register please visit our website <https://traininghub.reit.com.au> or alternatively the direct links provided on throughout the brochure.

Registrations close 10 days prior to the scheduled course date.

****Please note the online training login is a different and separate login to the standard REIT member login and/or PRC login ****

CPD has been made easier to achieve
Training sessions are either
4 or 8 hour training blocks

Select two 4 hour sessions
 $4 + 4 = 8$ CPD points
or 1 full day = 8 CPD points

PRINCIPAL'S DAY

Principal Forum

The Principals forum is a dedicated session for Principals and management staff. This forum includes the following presentations:

- Richard Rollins from Quartz Consulting to provide an update on the Award
- The Property Agents Board's Executive Officer Alicia Hutton with an update on the Property Agents and Land Transactions Act
- Adrian Kelly to provide an REIA update
- Fiona Schwab from First Title Insurance

Hobart 5 March **8.30am - 12.30pm**
Launceston 6 March **1pm -5pm**
Ulverstone 7 March **8.30am - 12.30pm**
Presenter: Various
Cost \$70

To enroll click here: <https://traininghub.reit.com.au/mylearning/catalogue/details/b455ad79-210a-e911-9f2a-0003ff8cbc3c>

PAB CPD Code: EP1396 4 Points

Real Estate Office for Profit

This session is focused on running an agency and making a profit, examining the structures in place and other structures available. Many principals want to grow their business but they can't until they have the right foundation. This session will deal with this and much more, including:

- How to increase income and decrease expenditure
- Attracting the right people, training them and retaining them
- Technology: what works and what doesn't

This is a hard hitting session by Malcom Riley who has helped agencies Australia-wide reach their business goals, and who ran his own real estate agency for 30 years. Ensure your business will be in business into the future. For principals, senior management and people looking to start an office.

Hobart 5 March **1pm -5pm**
Launceston 6 March **8.30am - 12.30pm**
Ulverstone 7 March **1pm -5pm**
Presenter: Malcom Riley
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/86d77fef-290a-e911-9f2a-0003ff8cdc5b>

PAB CPD Code: EP1163 4 Points

The above sessions are offered as either half day training sessions or book for the full day

Principal's Training Block Day

incorporating the Principals Forum & Real Estate Office for Profit

Hobart 5 March **8.30am - 5pm**
Launceston 6 March **8.30am - 5pm**
Ulverstone 7 March **8.30am - 5pm**
Cost \$250

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/a399a921-270a-e911-9f2a-0003ff8cbc3c>

PAB CPD Code: EP1395 8 Points

PROPERTY MANAGEMENT DAY

Property Management Forum

A forum dedicated for property managers. Learn about the latest industry topics and areas of interest. Including the below:

- Presentation from the Residential Deposit Authority to explain the new MyBond—Bond Management System that goes live May 2019
- The Property Agents Board's Executive Officer Alicia Hutton with an update on the Property Agents and Land Transactions Act
- Jenny Sparks from Tasmania Collection Service

Hobart 19 March 8.30am - 12.30pm
Launceston 20 March 1pm - 5pm
Ulverstone 21 March 8.30am - 12.30pm
Presenter: Various
Cost \$100

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/4c9e6a2c-2d0a-e911-9f2a-0003ff8cdc5b>

Responsible R'S of Property Management

General observations by agents, their clients/customers and consumer protection authorities indicate that the rental department brings about far more complaints between parties and agents than does the marketing (listing/selling) side of the industry. This is due to the immense detail expected from good property management processes and the ample potential for conflict between tenant and owner expectations.

There are many "responsible R's" when working in a rental department ranging from knowing your rights, responsibilities, regulations and risk.

Some of the "Responsible R's" that are discussed in this unit are:

- Requirements of the rental department
- Role and responsibilities of a property portfolio manager
- Recruitment of a Property Manager
- Reputation of the Rental Department
- Reviews to Referrals (How to build a rent role)
- Rejecting a rental application
- Reference checking & screening tenants
- Responsible pet owners
- Rewarding good tenants
- Rude and difficult clients and customers
- Resolving disputes and managing conflict
- Residential Condition Report
- Routine inspections
- Reasonable wear and tear versus damage
- Repairs and maintenance (who is responsible)
- Reliable "tradies"
- Recovery of a debt above the bond
- Risks and dangerous situations
- Residential Tenancy Commissioner & the Residential Deposit Authority

Hobart 19 March 1pm - 5pm
Launceston 20 March 8.30am - 12.30pm
Ulverstone 21 March 1pm - 5pm
Presenter: Bev Sienesi
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/91c80086-410a-e911-9f2a-0003ff8cbc3c>

PAB CPD Code: EP1352 4 Points

The above sessions are offered as either half day training sessions or book for the full day

Property Management Training Block Day

incorporating the Property Management Forum & Responsible R's of Property Management

Hobart 19 March 8.30am - 5pm
Launceston 20 March 8.30am - 5pm
Ulverstone 21 March 8.30am - 5pm

Cost \$280

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/a2930561-390a-e911-9f2a-0003ff8cbc3c>

PAB CPD Code: EP1397 8 Points

SALES DAY - 8 hour session

Sales Day

This sales day of training is a must attend for any sales person from the rookie to the veteran, in this day we are looking prospecting and if done properly how it can be the lifeblood to a salesperson.

We all know that as a salesperson if you're not prospecting you have no chance of success!

The below content will be covered in the sales day:

- How much Prospecting are you doing?
- How do you measure the results from prospecting ? we will explore new ways to achieve this.
- Is the prospecting bringing the results you want ?
- Real life cases of top sales people and what they are doing.
- Dealing with your database.
- Find new ways to prospect it is a changing World.
- How to use new technology to enhance your results.

This day is very much a hands on day with real life examples , real plans that you can put in place straight away , bring your note pad and pen , iPad etc

A day not to be missed.

Hobart 4 March 8.30am - 5pm

Devonport 11 February 8.30am - 5pm

Presenter: Malcom Riley

Cost \$320

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/049db0b4-3a0a-e911-9f2a-0003ff8cdc5b>

PAB CPD Code: EP1393 8 Points

About Malcom Riley

Malcom has over 30 years' experience in running his own successful business and has weathered recessions, market fluctuations, industrial disputes and bird flu epidemics. With each year he has increased profits and improved efficiency and market share. His common sense approach and sound business acumen are the keys to his success.

Malcom can share the systems and business plans that guided him through each challenge as they arose. Malcom presentations have been described as thought provoking and he and has delivered sessions all around Australia and the USA.

Malcom has become one of Australia's most sought after Speakers and Trainers, Malcom has presented all over the nation Australia and in the Florida USA.

He has trained 1000's of students throughout Australia and consistently gets invited back from organisations to undertake repeat sessions.

He lives up to his motto is inform – influence – entertain.



PROPERTY MANAGEMENT - 4 hour session blocks

Difficult D's of Property Management

DIFFICULT Ds Sing along with us... "It's easy as ABC". But once you get to D, things get a little more complex. We'll take you through dealing with all the difficult Ds in property management:

- Death or Divorce of a landlord
- Death of a tenant
- Debt above the bond
- Database listings
- Dogs (and other pets)
- Drains and gutters
- Domestic violence
- Disputes
- Damage versus fair wear and tear
- Door keys and security
- Drugs
- Declining a rental application
- Difficult clients and customers
- Dangerous situations – how to remove yourself

Hobart 15 March 1pm -5pm
Launceston 13 March 8.30am - 12.30pm
Devonport 14 March 1pm -5pm
Presenter: Bev Sienesi
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/ad16bf31-0413-e911-9f2a-0003ff8cdc5b>

PAB CPD Code: EP1058 4 Points

Understanding the Workplace Stress of Property Management

Property Managers are often confronted by maintenance issues, tenants in arrears, poor condition reports, unhappy landlords and disgruntled tenants. Your role becomes that of the "middleman" for the two parties with an expectation that you'll find a common solution to appease both.

This engaging workshop looks at how to manage workplace stress by firstly understanding that the key is in knowing *how* to manage conflict, which is understanding the process of planning to avoid conflict. This requires running a department that is proactive, planned and focussed with practices, procedures and systems streamlined to deliver the best results consistently. After all, happy and satisfied customers rarely complain, and if they do have a situation that doesn't meet with their expectation, they are generally much easier to work with.

Hobart 18 March 8.30am - 12.30pm
Devonport 27 March 8.30am - 12.30pm
Presenter: Annette Ferrari
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/f6932610-360a-e911-9f2a-0003ff8cbc3c>

PAB CPD Code: EP1211 4 Points

The In's and Out's of the Magistrates Court and other legal matters for Property Managers

In this session you will cover the following topics:

- Preparation of court documentation
- What to expect as soon as you walk through the doors at the magistrates court, security, who's who in the court room, room allocation
- Hearing dates
- Preparing for the court hearing, what evidence will the court require and how to prepare the evidence
- Using appropriate court etiquette
- Presenting a case
- The magistrates decision
- Taking possession of premises under a court order/abandonment procedure
- Disposal of items left at a property
- Follow court process through - application for order for vacant possession and application for warrant of vacant possession
- Notice to vacate timeframes
- Methods of service
- Property managers obligations if any to report criminal activity at a property and to what degree
- Rights of owners when a tenanted property is raided by the police
- Family violence orders and AVO's and impact on the tenancy
- What are property managers' rights if they have been requested to attend criminal court

Hobart 15 March 8.30am - 12.30pm
Launceston 13 March 1pm - 5pm
Devonport 14 March 8.30am - 12.30pm
Presenter: Simone Watson
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/2fa8cc3d-3e0a-e911-9f2a-0003ff8cdc5b>

PAB CPD Code: EP1197 4 Points

PROPERTY MANAGEMENT - 4 hour session block

PM Platinum

Attendees will work through the full property management life cycle-from securing the listing through to finalising the tenancy. You will learn:

- The roll of BDMs and property managers in growing the rent roll
- How to set up the property for maximum exposure and achieve obtainable rents
- Managing the tenancy-how to do effective routine inspections the use of technology to full effect
- Dealing with maintenance properly and effectively
- The best most effective way to conduct routine inspections and bond inspections
- How best to avoid going to mediation
- Fee and commission structures multiple ways of charging for what we do

Learn how to connect with people and how to secure appraisals. Learn how best to win the business using the right appraisal techniques. PM Platinum will arm you with the most up to date methods and technology to be the best property manager you can be.

Hobart 5 March 8.30am - 12.30pm
Launceston 6 March 1pm - 5pm
Ulverstone 7 March 8.30am - 12.30pm
Presenter: Malcom Riley
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/c1bbacd1-420a-e911-9f2a-0003ff8cbc3c>

PAB CPD Code: EP1353 4 Points

ADMINISTRATION - 4 hour session blocks

Administration Staff Job Ready

A highly practical course focusing on operational requirements of staff in an administration role, with specific focus on working in real estate, communication, telephone techniques, job roles, technology and much more. Designed for newcomers to the profession or those that need a kick-start, this course will ensure attendees are genuinely 'job ready' for their administration role.

This course is presented by Nicole Berry who has worked in an administration role in a Real Estate office for 20 years.

Learn the tips and tricks on how to be great at your job.

The course also covers the following topics:

- First impressions
- The dynamics of a real estate office
- Administrators role
- Working in a team
- Telephone techniques
- Work plans
- Communication techniques
- Dealing with customers
- Front reception
- Different personalities
- Office systems
- Creating a great work environment

Hobart 4 April 8.30am - 12.30pm
Launceston 2 April 1pm - 5pm
Devonport 3 April 8.30am - 12.30pm
Presenter: Nicole Berry
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/a8d38fd1-430a-e911-9f2a-0003ff8cb906>

PAB CPD Code: EP1009 4 Points

Customer Service - What does it really mean?

What is customer service like in Australia?
What was the last time you got REAL service?
How important is customer service in Real Estate?

In this training session you will find these answers and many more. You will see the results of clients and customers who have been surveyed and the findings are amazing, if you are looking for repeat business and constant stream of referred business this training is for you.

The following topics will be covered:

- How to provide the right service to your clients and customers
 - How to ensure this feedback is going through to social media marketing
 - We will demonstrate how to impress everyone you come in contact with.
 - Where does technology fit in with customer service?
- We will show you new techniques that provide outstanding results for agents.

Customer service is not what most people think it is, in this training you will see how it can have a major factor in your business.

Launceston 8 March 8.30am - 12.30pm
Presenter: Malcom Riley
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/41914679-450a-e911-9f2a-0003ff8cdc5b>

PAB CPD Code: EP1051 4 Points

GENERAL - 4 hour session blocks

Professional Influences

What makes someone say “yes” to you? How many times a day do we work toward shaping the outcome of a customer’s or client’s decision? The ability to create impact and have a positive influence are both key ingredients of successful listing presentations. We know that listings are the lifeblood of an agency, therefore, your skill in building a strong foundation of influence and credibility is essential. Communicating with savvy and finesse, while working with strategy and focus toward securing a new listing.

This engaging workshop will change your thinking about how you conduct your listing presentation and show you how to:

- be positively memorable
- position yourself as a professional
- understand the 6 factors of influence
- embed the influencing factors into your listing presentation

This session will be delivered by Annette Ferrari. Annette is a licensed practitioner; she has worked in the industry as an agency principal & sales specialist. Her practical day-to-day agency knowledge and entertaining style, complemented by her current hands-on skills, make her a winner with participants of all levels of real estate experience.

Hobart 19 March 8.30am - 12.30pm
Launceston 28 March 8.30am - 12.30pm
Presenter: Annette Ferrari
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/d16148bc-460a-e911-9f29-0003ff8cddf1>

PAB CPD Code: EP1145 4 Points

GENERAL - 8 hour session block

Wellbeing for a Healthy Mind

Why is it that there are times in our lives when we can breeze through tasks and other times when we find getting out of bed difficult? Our mental wellbeing is imperative to our everyday lives and yet we spend very little time checking in on our mental state.

Learn some brain basics to understand how your mind should be working (and how to get your mind back on track).

We look at thinking skills and strategies to enhance resilience so that you are better prepared for any setbacks or challenges.

What is a healthy mind?

- Understanding the concept of the Zone
- Signs and symptoms which indicate a move away from the Zone
- Thinking skills – how they work for and against us
- Resilience skill sets – how to enhance your ability to dealing with life

Hobart 2 April 8.30am - 5pm
Launceston 3 April 8.30am - 5pm
Devonport 4 April 8.30am - 5pm
Presenter: Isla Gillespie
Cost \$320

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/51393951-480a-e911-9f2a-0003ff8ceb9a>

PAB CPD Code: EP1214 8 Points

DIGITAL MEDIA - 4 hour session block

Digital Media Marketing Masterclass

Fresh from the Inman Conference in NYC, Peter Brewer and Tara Christianson will be sharing case studies and hands-on techniques for the most useful forms of digital media in real estate, including:

- Advanced Facebook Ads
- Online Lead Generation
- 360 and VR
- Micro Video

Do you have a plan in place for your digital strategy? Either create or review what you have planned for your business when it comes to strengthening and enhancing your online presence.

They'll also be discussing digital media policies. Do you know who has access to your office's passwords? Have you communicated what is and isn't acceptable social behavior online for your staff? Is everyone on-board with your digital media policy (you do have one of those, don't you)?

Explore the good, bad and some downright ugly case studies of social media gone horribly wrong, and take away the tools to confidently create a social/digital policy for your office.

Hobart 19 February 8.30am - 12.30pm
Launceston 20 February 1pm - 5pm
Devonport 21 February 8.30am - 12.30pm
Presenter: Peter Brewer
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/7b6e54aa-4c0a-e911-9f2a-0003ff8ceb9a>

PAB CPD Code: EP1060 4 Points

Facebook

Learn how to master Facebook for your business & get more listings! In this training Sam Lees will walk you through the inner workings of Facebook and cover the following;

- How have a perfectly set up business page
- The difference and benefits of Facebook, Instagram and Twitter and how to choose the best platform to reach your target market
- Facebook posting, the formula to building and engaging an audience that sells
- Explore Facebook boosting vs adverts and how to use both tools effectively

Content ideas and tips to save time while getting results.

Sam is an entrepreneur and mum of four who has over 14 years experience in the industry with over 1200 businesses Australia wide. She works with some of the worlds top digital experts to bring to life the courses she teaches today.

Hobart 9 April 1pm - 5pm
Launceston 5 April 9am - 1pm
Presenter: Sam Lees
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/4eb1b7d2-4d0a-e911-9f2a-0003ff8ceb9a>

PAB CPD Code:EP1243 4 Points

SAFETY - 4 hour session block

Are you at Risk?

Property Representatives often work remotely, and in people's homes. Their role potentially places them at greater risk to encounter psychotic people and events.

Office staff also encounter potentially dangerous situations in their workplace.

Staff should attend this 4 hour workshop to reduce their risk of harm. You will learn about:

- Dealing with psychotic events
 - ICE
 - Flakka
 - Mental Illness
- Recognising a potentially dangerous situation in the office and in the field
- Recognising warning signs of danger
- Developing strategies and staying safe
- Workplace audit (includes a workplace audit template)
- Preventative measures, creating a plan and checklist
- Responding to psychotic events

Hobart 19 February 1pm - 5pm
Launceston 20 February 8.30am - 12.30pm
Devonport 21 February 1pm - 5pm
Presenter: Scott Bailey
Cost \$180

Enrolment link: <https://traininghub.reit.com.au/mylearning/catalogue/details/fd6aeab9-4a0a-e911-9f2a-0003ff8ceb9a>

PAB CPD Code: EP1266 4 Points

The REIT even offer in house training - we come to you!

Suitable for small and large groups alike, we offer tailored in-house training.

REIT trainers will visit your office, or a location of your choice, and deliver a training program specifically tailored to meet the needs of your team and your agency. In-house training is an ideal solution that delivers maximum results, with minimum organisation on your part.

Expert trainers

REIT trainers are highly-qualified industry experts, skilled at delivering practical information in a clear and engaging way.

The benefits of in-house training

Choosing to learn via in-house training has many benefits:

- Choose a time that is convenient for you and your team
- Save time and money by having your team trained together in one place, at one time
- Choose a training package tailored to meet the specific requirements of your team and your agency
- Ask industry-related questions and discuss confidential issues specific to your agency
- Ensure your team comply with their CPD requirements

To discuss your needs, please contact the REIT Training Department

REIT TRAINING

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The Real Estate Institute of Tasmania is the industry body for the Real Estate Industry in Tasmania and is a Registered Training Organisation delivering relevant training for the industry. We are committed to providing a high standard of service to all clients.