

2023-2024

Licensee in Charge  
Training Plan Template

A guide for licensees in charge to assist in compliance with the  
Secretary's Guidelines for the  
Proper Supervision of the Business of a Licensee, issued under  
section 32 of the *Property and Stock Agents Act 2002*

## About the annual training plan

All agencies licensed under the Property and Stock Agents Act 2002 are required to prepare and maintain an annual training plan for their agency, which connects the performance goals of the whole agencies with the training needs of all agents employed there. Nominated Licensees in Charge are responsible for the development and implementation of the training plan, as well as reviewing and updating it annually.

The plan will align to each Continuing Professional Development (CPD) year, which runs for 12 months from March each year.

## Purpose

The purpose of mandating a training plan is to ensure all agency principals and licensees in charge are thinking about the training needs of their business. Planning for and documenting the professional development of all property and stock agents is an important step towards a more trusted, empowered and accountable property services sector.

## Template

A template to help licensees in charge create a training plan for their agency is included here. It can be expanded and modified as needed in the agency; what is presented here is provided as a minimum guideline only.

## Compulsory CPD, further training and a framework for agents' capabilities

The foundation of the annual training plan prepared by a licensee in charge will be the compulsory CPD set by the Property Services Commissioner annually. But this is only a legal minimum for agents to remain licensed – their training and development needs will go beyond what's required by law. The training plan must also include further training for agents' development and to boost performance of the whole agency.

When planning the training needs of the agency and individual agents, licensees in charge can use the capability framework below to think about how both compulsory CPD and further, non-compulsory training serve professional development needs of individual agents. Each training exercise can be identified as enhancing one or more of the capability streams, and involve a combination of interactive training, online courses, workshops, mentoring, and job shadowing.

<b>Core capabilities</b> Knowledge, experience and skills that are fundamental to real estate practice, such as:	<b>Emerging priorities and reforms</b> Increases existing knowledge with more current information following changes or innovations in the industry, such as:	<b>Business practices and processes</b> Common business and administrative practices that are used in an agency to ensure it functions effectively, such as:	<b>Professional capabilities</b> A combination of knowledge, skills, behaviours and specialist expertise that enhance an individual's career and management., such as:	<b>Technical capabilities</b> Specialised knowledge and expertise required to perform specific tasks and use specific tools and programs in real world situations, such as:
<b>Communication and negotiation skills</b>  <b>Marketing and advertising strategies</b>  <b>Sales techniques</b>  <b>Customer service and relationship management</b>  <b>Time management and organisation</b>  <b>Legal and regulatory compliance</b>	<b>Knowledge and application of current and upcoming changes in law</b>  <b>Familiarity with emerging trends and innovations in industry</b>  <b>Identifying and mitigating risks arising from these changes</b>  <b>Staying informed and up to date with industry developments and emerging issues</b>	<b>Understanding of business operations and processes</b>  <b>Accounting and financial practices</b>  <b>Familiarity with business management software and tools</b>  <b>Strategic business planning</b>  <b>Evaluating and measuring business performance</b>  <b>Making better data-driven business decisions</b>	<b>Networking and building professional relationships</b>  <b>Business development and lead generation</b>  <b>Financial management and budgeting</b>  <b>Leadership and team management</b>  <b>Ethics and professional conduct</b>	<b>Industry trends and market conditions</b>  <b>Proficiency in property industry software and technology tools</b>  <b>Knowledge of property listings and databases</b>  <b>Ability to analyse property data and market research</b>  <b>Familiarity with real estate finance and appraisal methods</b>

## Individual training goals, measuring performance and outcomes

Describe your agency's training goals, training to be completed, performance metrics, and outcomes as they relate to each licence holder. Goals may change from year to year, so your annual review process should include the opportunity to add, modify, or delete previous goals. However, to properly assess your progress, you must have some way of measuring success. Include information about mandatory continuing professional development as well as further training and professional development.

### Example 1 – Class 1 and Class 2 Licence Holders – Real Estate Sales

	Training/Learning Goals	Unit or training to be completed	Duration	Target completion date	Date completed	Follow-up required?
Compulsory CPD	Understand contracts for sale (to be completed at XYZ training event)	Training event XYZ - Contracts for Sale – Terms and Conditions	1 hour	25/04/2023		
	Better understand Supervision guidelines for possible LIC role in future	Training event XYZ – importance of supervision guidelines	2 hours	15/06/2023		
	Understand Privacy legislation	Training event XYZ – privacy requirements	1 hour	22/09/2023		
Further Training	Working with ATSI communities	Online module delivered by ABC training	1 hour	01/06/2023		
	Improved conflict resolution skills	Online module delivered by ABC training	2 hours	13/09/2023		

### Example 2 – Class 1 and Class 2 Licence Holders – Strata

	Training/Learning Goals	Unit or training to be completed	Duration	Target completion date	Date completed	Follow-up required?
Compulsory CPD	Legal and regulatory compliance, innovation and emerging issues	EV infrastructure in strata	2 hour	25/04/2023		
	Better understand Supervision guidelines for possible LIC role in future	Training event XYZ – importance of supervision guidelines	2 hours	15/06/2023		
Further Training	Improved conflict resolution skills	Online module delivered by ABC training	1 hour	27/08/2023		

### Example 3 – Class 1 and Class 2 Licence Holders – Property Management

	Training/Learning Goals	Unit or training to be completed	Duration	Target completion date	Date completed	Follow-up required?
Compulsory CPD	Understand difficult and non-common rental terminations	Online webinar – Managing unforeseen terminations	2 hour	25/04/2023		
	Better understand Supervision guidelines for possible LIC role in future	Training event XYZ – importance of supervision guidelines	2 hours	15/06/2023		
Further Training	Working with ATSI communities	Online module delivered by ABC training	1 hour	01/06/2023		
	Improved conflict resolution skills	Online module delivered by ABC training	1 hour	27/08/2023		

### Example 4 – Assistant Agents

	Training/Learning Goals	Unit or training to be completed	Duration	Target completion date	Date completed	Follow-up required?
Compulsory CPD	Cert IV real estate	Unit – Establish and maintain property management portfolio		25/04/2023		
	Cert IV real estate	Unit – Establish and maintain vendor and lessor relationships and networks	2 hours	15/06/2023		
	Cert IV in real estate	Unit from Cert IV – Transact in trust accounts	1 hour	22/09/2023		
Further Training	Conflict resolution skills	Online webinar with role play	1 hour	01/06/2023		
	Business accounting and finances	On-the-job experience with Admin manager	2 hours	13/09/2023		