

**Building and Maintaining Client Relationships****CPD Approval Number:** ASPIRE171**CPD Points:** 3.5

The key to trust is reliability, consistency and connection with the client. This course is designed to establish and maintain trust through professionalism, best practice, correct use of documentation and ensuring the code of conduct is followed every step of the way.

**Conflict Resolution****CPD Approval Number:** ASPIRE182**CPD Points:** 3.5

Even we can do our best to minimise the chance of conflict, we cannot remove it all together. When conflict and disputes do arise, we need to handle them well, learn from our mistakes and put process in place to ensure they are not repeated again. Every stage of this is crucial and needs to be part of team culture.

**Court Proceedings****CPD Approval Number:** ASPIRE183**CPD Points:** 3.5

This session will provide an overview of the court proceedings process aligned to the real estate industry. It is specifically aligned to the Western Australian Magistrates Court "Residential Tenancies Act Guide for Applications/Agents" to improve the industries understanding of court proceedings. The aim of this session is to allow participant to gain the required skills and knowledge of court proceedings, whilst providing participants with the opportunity to practice completing necessary forms in an interactive but informative session.

**Risk – Applying Best Practice to your Real Estate Work****CPD Approval Number:** ASPIRE185**CPD Points:** 7

Risk is present in every area of real estate. Sales representatives and property managers may be indirectly breaching the ACL, CODE OF CONDUCT or make mistakes that could cause damages or loss to their clients or themselves. Identifying areas of risk, learning from previous mistakes and developing policy and procedure to reduce the likelihood of this occurring is the main focus of this session. Aligning best practice to all areas of Real Estate.

**Next Level Strata****CPD Approval Number:** ASPIRE186**CPD Points:** 3.5

With more and more strata being sold throughout Western Australia, real estate personnel need to increase their understanding of every aspect of strata properties. This would include documentation involved, overview, property management implications, sales implications and providing accurate information to clients (disclosures).

### How to Write and Read Legal Contracts

**CPD Approval Number:** ASPIRE189

**CPD Points:** 3.5

Real Estate in Western Australia has the privilege of drafting and executing its own transaction contracts. Agency Practitioners, Sales Representatives and Property Managers need to be fully aware of how each contract is of paramount importance to protect the interests of consumers. A focus on providing real systems and tools to increase client satisfaction and sales performance that create positive results when dealing with the real estate consumer.