

Approved CPD activities

CPD activities will be divided into verifiable and non-verifiable events.

The following six categories of CPD activities have been identified by the EAAB for all estate agents.

Education and Training (Compulsory – verifiable) **CPD points required: 15 points per year**

Education and Training includes all education and training gained through acquiring the South African Qualifications Authority (“SAQA”) accredited qualifications and attending appropriate EAAB approved short courses, seminars, conferences and/or workshops where the focus is content specific and relevant to property general and estate agency in particular and includes the participation by estate agents as lecturers at such events.

Professional Development (Elective – non-verifiable) **Maximum CPD points permitted: 5 points over the three-year rolling CPD cycle.**

Professional development includes activities that contribute towards the development of the practitioner in relation to the estate agency and property sectors.

Corporate Social Investment (Elective – non-verifiable) **Maximum CPD points permitted: 5 points over the three-year rolling CPD cycle.**

Corporate Social Investment activities have an internal sector focus and are undertaken to expand both existing and new enterprises within the sector. Activities having an external focus are undertaken to raise public awareness of the property sector or estate agency as a career pathway, source of wealth and store of value. Examples of corporate social investment activities include donating funds to charities, opening up internal schools for previously disadvantaged students, taking interns from previously disadvantaged communities.

Mentoring and Coaching (Elective – non-verifiable) **Maximum CPD points permitted: 5 points over the three-year rolling CPD cycle.**

Mentoring and Coaching activities refer to activities where estate agents assume responsibility for the provision of guidance and the transfer of knowledge and skills to a protégé who might be an intern estate agent or a junior employee of the estate agency enterprise. Mentoring and coaching previously disadvantaged students, taking interns from previously disadvantaged sectors into service and so forth.

Reading and Publishing (Elective – non-verifiable) **Maximum CPD points permitted: 5 points over the rolling three-year rolling CPD cycle**

Reading and Publishing includes the reading of appropriate and relevant estate agency related articles in magazines, scholarly journals, industry magazines, books and credible websites. It also includes the publishing of articles in the same sources.

Personal Development (Elective – non-verifiable) **Maximum CPD points permitted: 5 points over the three-year rolling CPD cycle.**

Personal Development relates to activities which contribute to the development of knowledge and skills that might not be directly related to property and estate agency but that will grow the estate agent as a person, professional practitioner and sector leader.

Additional CPD activities

There may well be further CPD activities not appearing above. Provision will be made for estate agency practitioner to contact the CPD office of the EAAB Education and Training Department to make appropriate suggestions on any other activities that they would prefer to have included as appropriate CPD activities for the award of CPD points.

Maintenance of a Portfolio of Evidence

All estate agents will be obliged to maintain and keep sufficient original evidence supporting their verifiable and non-verifiable CPD activities on file, in a Portfolio of Evidence (“PoE”), and may be required to submit that PoE to the EAAB for checking or to produce the PoE to EAAB inspectors for the same purpose.

Decide what you need to participate in to achieve the number of CPD points required

Estate agents, using the six categories of verifiable and non-verifiable CPD activities and the schedule of CPD events, must decide in advance on the activities that they will participate in. They may already be involved in some activities while others, such as the writing of articles, might be something new that they have not previously been involved in or thought of.

Participate in the appropriate activities to accumulate sufficient CPD points

Estate agents must implement what they have planned. They must ensure that the dates selected are properly diarised and that they have registered for appropriate CPD events. If books are to be read or self-development is to be implemented to acquire non-verifiable CPD points estate agents will be obliged not only to set realistic goals but to ensure that those goals are achieved.

Record your participation in the chosen activities

Estate agents must use the prescribed CPD record card to ensure that they have included all CPD categories in their programme. As they participate in each of the identified activities estate agents must record the completed activity on their record card and ensure that they have included a true copy of the evidence of their participation in the Portfolio of Evidence (“PoE”) so that everything is retained of record and easily accessible. The PoE of CPD events will be routinely examined and checked by EAAB inspectors.

Monitor and evaluate your progress throughout the CPD period.

Estate agents must ensure that they have achieved what they set out to do in respect of CPD compliance. Any areas of concern should be highlighted and focused on until the requisite number of twenty CPD points per year has been attained.



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**CONTINUING PROFESSIONAL
DEVELOPMENT FOR
ESTATE AGENTS**



CONTINUING PROFESSIONAL DEVELOPMENT FOR ESTATE AGENTS

The ongoing professionalisation of estate agency, which commenced with the implementation of the new education programme for estate agents, requires estate agency practitioners to remain current insofar as their knowledge, skills and competencies are concerned. Estate agents must be kept continuously apprised of relevant trends, development and/or changes that have occurred, and are presently occurring, within the South African socio-political-economic environment in general and the estate agency and property sectors in particular.

The introduction of Continuing Professional Development ("CPD") requirements for estate agents will, furthermore, establish and maintain the highest standards of competence and service excellence and enhance the values of honesty, integrity and credibility within the estate agency sector.

Regulations 8(1) and (2) of the relevant Education Regulations specifically provide that the Estate Agency Affairs Board ("EAAB") may prescribe reasonable CPD requirements, to be completed by estate agents over a rolling three-year cycle. The EAAB, will also be delivering CPD activities to estate agents in its capacity as the Professional Body of the sector.

What is CPD?

Professional estate agency practitioners who have been certificated against the Further and Training Certificate: Real Estate (for non-principal estate agents) and/or the National Certificate: Real Estate (for principal estate agents), and who have passed the relevant Professional Designation Examination, will have demonstrated that they are competent professionals. Such persons must, nevertheless, be aware of, and ensure that they are always fully acquainted with, the latest trends, developments and technologies occurring within the South African socio-political-economic environment as well as within the dynamic, volatile and continually evolving estate agency and property environments.

The objective of the mandatory CPD programme is to ensure that professional estate agency practitioners remain current in their professional practice where such vital aspects as knowledge, skills and competencies are concerned, as well as in the proficient manner in which estate agency services are rendered to consumers, and that they are kept fully acquainted with, and mindful of, material changes and developments occurring within the estate agency sector. Professional estate agents must comply fully with all legislative, and any other, requirements pertaining to the sector in which they operate. They must ensure that their business-related skills, aptitudes and competencies at least meet, but preferably exceed, current organisational and enterprise requirements including such relevant aspects as the expert use of appropriate ICT systems, including financial and client management software packages.

The benefits of a CPD programme

By actively and fully committing themselves to participation in the mandatory CPD programme estate agents unequivocally demonstrate to all stakeholders:

- a commitment to achieving and maintaining the highest levels of performance excellence;
- a passion and dedication to advancing themselves in a career of choice;
- a culture of learning and improvement as professionals and law-abiding citizens;
- an enduring interest in the estate agency and general property sectors;
- awareness of relevant trends and developments within the estate agency sector in respect of products, services, statutory legislative compliance and the building and retention of efficient and effective strategies and business management systems; and
- skills and competence in the establishment, management, control and expansion of sustainable and economically, and reputationally, successful estate agency enterprises.

The issue of fidelity fund certificates to estate agents by the EAAB will henceforth be evidence of a positive commitment by the holders of those fidelity fund certificates to the estate agency profession and the relevant estate agency enterprise where they serve that they, as estate agency professionals, are aware, informed, passionate and committed to the advancement of the estate agency profession. The new CPD requirement is also likely to increase public pressure on non-registered estate agents to regularise their status. Non- or under-qualified persons practicing illegally as estate agents will not easily be tolerated by either prospective clients or stakeholders in an increasingly professional environment.

Extent: the required level of CPD for practicing estate agents

The Education Regulations require that the CPD programme be reasonable and be completed over a rolling three-year cycle. The EAAB has, therefore, determined that estate agents will initially be required to complete 60 CPD points over the rolling three year cycle by way of 20 CPD points per annum, with one point equating to one hour of approved CPD activities. It may, of course, be necessary for the EAAB to adjust the envisaged CPD point allocation in due course - depending on such factors as complexity, availability and the duration of any particular CPD activity.

Mix: the compulsory CPD activities for practicing estate agents

While estate agents will generally be granted a significant degree of freedom in selecting appropriate CPD activities, the education and training component of the CPD programme will be mandatory for all estate agents. A CPD calendar will be compiled by the EAAB at the commencement of each calendar year. Estate agents will be required to diarise their chosen CPD activities and also ensure that they duly attend the various CPD activities that they have selected.

Compulsory CPD activities will comprise the specific education and training activities established and delivered by the EAAB. It is possible that the EAAB will, in due course, begin accrediting external providers for the provision of CPD to estate agents.

Compliance with the CPD programme by practicing estate agents

As from 1 August 2012 ("the effective date") all practicing estate agents, both principals and non-principals, applying for the renewal of their fidelity fund certificate will have to satisfy the EAAB that they have complied with the required CPD requirements in respect of the preceding calendar year, failing which it will not be possible for the EAAB to issue any such fidelity fund certificates to applicants.

As mandatory CPD requirements must be completed over a rolling three-year cycle it is obvious that no currently practicing estate agent can be disqualified due to CPD non-compliance until, at the very least, 1 August 2015. It is likely indeed, that the first CPD cycle will be extended by one-year to accommodate the profession.

Procedure to be following in cases of non-compliance with the requirement of the CPD programme

Should any estate agent fail to comply with the required mandatory CPD requirements over any applicable rolling three-year period the EAAB will, as the complainant in the matter, bring a complaint of conduct deserving of sanction against the offending estate agent for investigation in accordance with the improper conduct regulations. Any estate agent found guilty of conduct deserving of sanction, and who has been duly sanctioned accordingly, shall have the right to appeal against such finding and sentence in accordance with the relevant appeal regulations.

Exemptions from the CPD programme

Any practicing estate agent who attains the National Certificate: Real Estate (SAQA QUAL ID 20188) or the Further Education and Training Certificate: Real Estate (SAQA QUAL ID 59097) or any other estate agency qualification deemed by the EAAB to be of a similar standing to those qualifications, after the effective date and who provides sufficient evidence to the EAAB of the award of that qualification will be exempted from the CPD requirements for the remainder of the calendar year in which the qualification in question was attained. The CPD cycle will re-commence for that person in the next following calendar year.

CPD Exclusions

Any continuing education undertaken by a practicing estate agent as the result of a direction given by a committee of inquiry and/or by any other committee of the EAAB and/or any court of law shall not be eligible to be counted towards completion by that estate agent of that estate agent's CPD obligations.

Recordal of participation at CPD activities

The participation by estate agents at CPD activities must be recorded either by the signing of an attendance register or mechanically or electronically at the commencement of the proceedings and, again, at the conclusion of the event. A certificate of attendance, including an electronic certificate, will be issued to attendees at the conclusion of the event.