



**ESTATE AGENCY AFFAIRS BOARD  
OF SOUTH AFRICA**

**CONTINUING PROFESSIONAL DEVELOPMENT: AN UPDATE**

[N/B: This communication replaces the communication on CPD issued on 20 October 2015 and published in the Agent Magazine Issue 122 of September/October 2015]

**1. The close of the first year of the first CPD cycle**

As the first year of the first CPD cycle draws to a close, it has become apparent that some estate agents on the current CPD cycle may, for one reason or another, have not been able to accumulate the required fifteen verifiable CPD points.

**2. Who must register for CPD purposes?**

Estate agents are reminded, in this respect, that all persons who held a valid fidelity fund certificate, whether as principal or non-principal estate agents, issued by the EAAB during 2015, excluding only those persons who held intern fidelity fund certificates, were obliged not only to have registered for CPD purposes but also to have accrued fifteen verifiable and five non-verifiable CPD points.

**3. The implementation by the EAAB of a ‘catch-up’ CPD initiative**

Mindful of this fact the EAAB has resolved to implement an appropriate ‘catch-up’ programme designed to assist non-compliant participants to obtain any outstanding verifiable CPD points that may still be required.

#### **4. The form of the ‘catch-up’ programme**

The ‘catch-up’ programme will take the form of a CPD e-learning intervention. Such e-learning may be accessed by all participants still needing to obtain verifiable CPD points through the “MyCPD” portal on the EAAB website ([www.eaab.org.za](http://www.eaab.org.za)) as from 1 November 2015.

#### **5. Estate agents who enrolled for CPD in 2015 but failed to obtain fifteen verifiable CPD points**

Estate agents who enrolled on-line for participation in the 2015 CPD programme by completing the required Personal Development Plan (“PDP”) and making payment of the required CPD fee, but who failed to accumulate the required fifteen verifiable CPD points for that year, will be granted until 31 December 2016 to ‘catch-up’ on any outstanding points. Such persons will be given internet access, depending on their individual PDPs, to a video recording of relevant CPD presentations made during the course of 2015, including both the slide presentations utilised by the facilitators at those events and the learning guides provided to event participants. The e-learning participants will, after having duly viewed the presentation in question and having also considered the slides and other learning material, be required to answer ten randomly generated multiple-choice questions relating to the presentation in question. Participants correctly answering at least 70% of the multiple-choice questions will be awarded the three verifiable CPD points for that particular CPD intervention. Participants who do not correctly answer at least 70% of the multiple-choice questions will be required to review the presentation and materials until such time as they are able correctly to answer at least 70% of the multiple-choice questions.

#### **6. Non-compliant estate agents who were obliged to do so but failed to enrol for CPD purposes in 2015**

Estate agents holding valid fidelity fund certificates in 2015, other than intern estate agents, were obliged to have registered for CPD purposes during 2015. Estate agents who failed, however, to do so will be afforded a similar opportunity to ‘catch-up’ on verifiable CPD points to regularise their positions where CPD is concerned. Persons falling within this category still have the opportunity, thus, to accrue the required fifteen verifiable CPD points needed for CPD compliance in 2015 subject, however, to such persons:

- completing the required Personal Development Plan (“PDP”) in respect of the 2015 CPD calendar year by no later than 28 February 2016;
- making payment of the applicable CPD fee for the 2015 calendar year (R2 500 for principal estate agents and R2 000 for non-principal estate agents) by no later than 31 March 2016; and
- simultaneously enrolling for CPD in 2016, and paying the applicable CPD fee, to enable them to participate in the 2016 CPD programme.

Estate agents falling within this category will, therefore, be required to enrol, pay for and complete both the 2015 CPD programme (which can only be done through the e-learning programme) as well as the 2016 CPD programme by no later than the end of the 2016 calendar year. It is to be underscored, thus, that persons falling within this category will be required to make two CPD payments to regularise their positions, namely, a CPD payment to enable them to ‘catch-up’ with outstanding 2015 CPD requirements and the CPD payment for enrolment and participation in the CPD programme for 2016.

By so doing hitherto non-complaint persons can ensure that they are not rendered disqualified as estate agents by reason of their failure to have complied with the requirements of the mandatory Education Regulations pertaining to Continuing Professional Development.

After having duly registered for CPD purposes, as set forth above, participants falling within this category will, similarly, receive access to the e-learning CPD material, in accordance with the completed PDP, from 1 November 2015. Such participants will thereby be able to obtain the required fifteen verifiable CPD points for the 2015 year as they concurrently accumulate the necessary fifteen verifiable CPD points for 2016 by participating in the 2016 CPD programme.

## **7. The CPD programme for 2016**

### **7.1 Persons who will fall within the second year of the first CPD cycle in 2016**

The CPD programme for 2016, which will continue to fill identified education gaps for the profession in a practical, meaningful and positive way, is currently being finalised by the EAAB.

It is envisaged that participants in the 2016 CPD programme will be afforded the choice of obtaining the required fifteen verifiable CPD points by:

- attending one-on-one contact sessions; **or**
- accessing the EAAB’s e-learning platform; **or**
- utilising a mixture of both of these methods by electing to attend contact sessions and, where required, also utilising available e-learning opportunities to accrue necessary verifiable CPD points.

The EAAB is pleased to announce that the required **fifteen verifiable CPD points** may be acquired in 2016 by using either the e-learning method or attending contact sessions or a combination of the two, in the discretion of the CPD participant.

## **7.1.1 Categories of learning**

The following learning categories have been developed after a comprehensive assessment of education gaps and the knowledge and skills that are required of professional estate agency practitioners:

### ***7.1.1.1 Technical knowledge***

This category will address the technical skills required of estate agents to enhance their technical capability in fulfilling their professional responsibilities as estate agents.

Technical knowledge topics will cover, among others, the following:

- Commercial property management;
- Selling from sectional title on behalf of the employer;
- Conveyancing – mortgage bonds;
- The 10 deadly sins that many estate agents commit;
- Subdivision, consolidation and rezoning of property;
- Advanced law of contract;
- Property valuations/appraisals;
- Foreign buyers and sellers.

### ***7.1.1.2 Professional skills***

In addition to professional knowledge estate agents frequently require soft skills that enhance their ability professionally to interact with various stakeholders.

Professional skills topics will include:

- Customer service and emotional intelligence;
- Professional business communication and business etiquette;
- Property marketing;
- Effective budgeting and operational cost control;
- Managing conflicts in the workplace; and
- Effective mentoring and coaching;
- Completing logbook for interns

### ***7.1.1.3 Taxation***

Various presentations on taxation will be delivered during 2016. Such topics will include:

- general tax implications affecting the property sector; and
- tax updates including any changes announced in the budget speech that may impact the property sector.

### ***7.1.1.4 Integrated real estate dialogues***

The EAAB will continue to engage with its stakeholders regarding matters of mutual interest and concern including, for instance, the requirements and impact of anti-money laundering legislation as well as current levels of compliance with the Financial Intelligence Centre Act; updates on the progress of the proposed Property Practitioners Bill; environmental legislation and compliance with NEMA and NEMBA; and any other developments in the property sector generally that the EAAB believes stakeholders should be aware of.

### ***7.1.1.5 Economic***

The economic category will focus on the aspects of the globalized world and local economies that influence the South African Property market.

## **7.2 Persons who will fall within the first year of the first CPD cycle in 2016**

Estate agents and, particularly, intern estate agents who obtained full status during the course of 2015 must register for CPD purposes for 2016. Such persons will, thus, commence the first year of their first CPD cycle in 2016.

Persons falling under this category should access the “MyCPD” portal of the EAAB website ([www.eaab.org.za](http://www.eaab.org.za)) to register for CPD purposes in 2016. This will be done by the participant completing the required Personal Development Plan (“PDP”) by no later than 28 February 2016 and making payment of the applicable CPD fee (R2 500 for principal estate agents and R2 000 for non-principal estate agents) by no later than 31 March 2016.

Persons falling within the first year of their CPD cycle in 2016 will also have the choice of obtaining the required fifteen verifiable CPD points by:

- attending one-on-one contact sessions; **or**

- accessing the EAAB’s e-learning platform; **or**
- utilising a mixture of both of these methods by electing to attend contact sessions and, where required, also utilising available e-learning opportunities to accrue necessary verifiable CPD points.

**8. Pass mark for e-learning**

The EAAB is pleased to announce that, following a submission made by the Multi Stakeholder Group, the pass mark for the e-learning questions at the conclusion of each e-learning presentation will be reduced from 100% to 70% effective from 2016. The pass mark for participants utilising the opportunity to ‘catch-up’ the necessary fifteen verifiable CPD points in respect of the 2015 CPD programme will also be reduced from 100% to 70% with effect from 14 December 2015. It has been resolved, furthermore, that all future e-learning presentations will not exceed forty-five minutes in duration so as to make such e-learning interventions more accessible to CPD participants.

**9. CPD fees due for 2016 and method of payment**

CPD fees payable by estate agents for the 2016 calendar year will not change from those of 2015.

In 2016 the CPD fee will, thus, remain:

- R2 500 for principal estate agents; and
- R2 000 for non-principal estate agents.

Payment for CPD registration must be made in full by the CPD participant after due submission of the required PDP.

**10. CPD 2016 Programme Timelines**

Estate agents are urged to take note of the 2016 CPD programme rollout timelines and to ensure that they strictly adhere to those timelines.

**10.1 Estate agents who enrolled for CPD in 2015 and paid for CPD but failed to obtain fifteen verifiable CPD points during 2015**

Description	Date
Access e-learning materials for CPD 2015 through the “MyCPD” portal and complete a test for the outstanding points	From 1 November 2015 to 31 December 2016

<b>Description</b>	<b>Date</b>
Complete and submit required PDP for 2016	From 4 January 2016 to 28 February 2016
Make payment for 2016 CPD programme (R2 000 for non-principal and R2 500 for principal estate agents) for CPD for 2016 (N.B. Payment should be made only <b>after</b> the PDP has been submitted)	From 4 January 2016 to 31 March 2016
Availability of CPD calendar (for attendance at contact sessions)	From 1 February 2016
Commencement of 2016 CPD contact sessions and availability of e-learning materials	From 1 April 2016
Deadline for change of PDP	From 31 May 2016

## **10.2 Non-compliant estate agents who were obliged to register for CPD in 2015 but failed to do so**

<b>Description</b>	<b>Date</b>
Complete and submit PDP for 2015	Any time from now but by no later than 28 February 2015
Make 2015 CPD payment (R2 000 for non-principal and R2 500 for principal estate agents) (N.B. Payment should be made only <b>after</b> the PDP has been submitted)	Any time from now but no later than 31 March 2015
Access e-learning materials for 2015 CPD programme through the “MyCPD” portal and complete a test for the outstanding fifteen verifiable CPD points	From 1 November 2015 to 31 December 2016

Complete and submit PDP for 2016 CPD programme	From 4 January 2016 to 28 February 2016
Make payment for 2016 CPD programme (R2 000 for non-principal and R2 500 for principal estate agents). (N.B. Payment should be made only <b>after</b> the PDP has been submitted)	From 4 January 2016 to 31 March 2016
Availability of CPD calendar (for attendance at contact sessions)	From 1 February 2016
Commencement of 2016 CPD contact sessions and availability of e-learning materials	From 1 April 2016
Deadline for change of PDP	From 31 May 2016

**10.3 Compliant persons falling within the second year of the first CPD cycle in 2016 who accrued fifteen verifiable CPD points in 2015**

<b>Description</b>	<b>Date</b>
Complete and submit PDP for 2016 CPD programme	From 4 January 2016 to 28 February 2016
Make payment for 2016 CPD programme (R2 000 for non-principal and R2 500 for principal estate agents). (N.B. Payment should be made only <b>after</b> the PDP has been submitted)	From 4 January 2016 to 31 March 2016
Availability of CPD calendar (for attendance at contact sessions)	From 1 February 2016
Commencement of 2016 CPD contact sessions and availability of e-learning materials	From 1 April 2016

Description	Date
Deadline for change of PDP	From 31 May 2016

#### 10.4 Persons who will fall within the first year of the first CPD cycle in 2016

Description	Date
Complete and submit PDP for 2016 CPD programme	From 4 January 2016 to 28 February 2016
Make payment for 2016 CPD programme (R2 000 for non-principal and R2 500 for principal estate agents). (N.B. Payment should only be made <b>after</b> the PDP has been submitted)	From 4 January 2016 to 31 March 2016
Availability of CPD calendar (for attendance at contact sessions)	From 1 February 2016
Commencement of 2016 CPD contact sessions and availability of e-learning materials	From 1 April 2016
Deadline for change of PDP	From 31 May 2016

#### 11. Consequence of non-compliance

CPD participants should note that the ‘catch-up’ programme is a ‘once-off’ opportunity that is available to CPD participants until 31 December 2016. Estate agents who fail to take advantage of this opportunity to regularise their CPD positions, while they will not immediately be rendered disqualified, will nevertheless find that they will not be able to accumulate the required points needed for CPD compliance purposes over the rolling three-year CPD cycle.

#### 12. Allocation of CPD points

Every effort is currently being made to allocate the correct number of verifiable CPD points to those participants who attended CPD interventions during 2015. The challenges inherent in this

process are presently being addressed and CPD participants may rest assured that this matter will be suitably finalised in the near future.

### **13. Accrual of non-verifiable CPD points in 2015**

CPD participants who, for whatever reason, were not able to accumulate the required five non-verifiable CPD points during the course of 2015 will, similarly, be granted a once-off 'catch-up' period until 31 December 2016 within which to regularise this aspect of CPD compliance. CPD participants are, in their own interests, urged to make full use of this latitude to ensure CPD compliance.

**Jointly issued by: The Estate Agency Affairs Board and the Multi-Stakeholder Group**

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