



**ESTATE AGENCY AFFAIRS BOARD
OF SOUTH AFRICA**

20 OCTOBER 2015

**CONTINUING PROFESSIONAL DEVELOPMENT AN UPDATE AND
INTRODUCTION OF E-LEARNING**

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 failed to accumulate the required fifteen verifiable CPD points.

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.

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.

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) as from 1 November 2015.

Estate agents who enrolled for CPD but failed to obtain fifteen verifiable CPD points

Estate agents who have already enrolled on-line for participation in the CPD programme by completing the required Personal Development Plan (“PDP”) and making payment of the required CPD fee 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. 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 all the multiple-choice questions will be awarded the three verifiable CPD points for that particular topic. Participants not correctly answering all of the multiple-choice questions will be required to review the presentation and materials until such time as they are able correctly to answer all the multiple-choice questions.

Non-compliant estate agents who failed to enrol for CPD purposes

Estate agents holding valid fidelity fund certificates in 2015, other than intern estate agents, who were, thus, obliged to have registered for CPD purposes during 2015, but failed to do so, will be afforded a similar opportunity to ‘catch-up’ on verifiable CPD points so as to regularise their positions where CPD is concerned. Persons falling within this category may accrue the required fifteen verifiable CPD points needed for 2015. Affected participants are earnestly encouraged to take full advantage of this ‘catch-up’ opportunity. Such participants should, therefore:

- immediately access the “MyCPD” portal on the EAAB website;
- complete the required Personal Development Plan (“PDP”); and
- make payment of the applicable CPD fee (R2 500 for principal estate agents and R2 000 for non-principal estate agents).

Doing so will ensure that hitherto non-complaint persons are not rendered disqualified as estate agents by reason of their failure to comply with the requirements of the mandatory Education Regulations.

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 thereby enabling them to acquire the required number of verifiable CPD points for the 2015 year.

The Standard of Training of Estate Agents Regulations, 2008

Regulation 8 of the Standard of Training of Estate Agents Regulations, 2008, provides that:

(1) In addition to the educational qualifications referred to in regulation 4, the Board may, at any time, prescribe any reasonable Continuing Professional Development requirements as contemplated in the NQF.

(2) Any Continuing Professional Development Requirements prescribed by the Board in terms of sub-regulation (1) must be completed over a rolling three year cycle.”

The Estate Agency Affairs Board (“EAAB”), in addition, was appointed as the Professional Body of the estate agency sector by the South African Qualifications Authority (“SAQA”) in September 2013. One of the determining criteria for such appointment by SAQA is that the EAAB must:

“Set criteria for, promote and monitor continuing professional development (CPD) for its members.”

The requirements of CPD

The requirement of CPD seeks to ensure that professional estate agency practitioners are able consistently to maintain their knowledge, practical competencies and skills through participation in a variety of relevant learning activities and interventions.

CPD is an essential component of professional estate agency practice

As CPD is an essential and mandatory component of the professional life of an estate agent, an onus rests on all professional estate agents to accept the responsibility of complying with established CPD requirements and of incrementally increasing their professional knowledge, skills and personal qualities. The success of the CPD programme will be evidenced by professional estate agents rendering superior, and fully compliant, estate agency services that meet the needs and approval of the consuming public.

The elements of CPD

The CPD approach emphasises the elements of:

- **continuing** - since professional learning must represent lifelong learning regardless of factors such as qualifications already acquired, age or length of service within the profession;
- **professional** - as the learning focusses on professional competence and a professional role within a professional economic sector; and
- **development** – where the ultimate goal should be not only to improve personal performance but also to enhance professional career progression.

Professional development planning, the “PDP”

The professional development planning is a structured and supported process undertaken by an individual to reflect upon their own learning, performance and/or achievement and to plan for their personal, educational and career development.

In pursuance of the PDP objectives, participants are, therefore, now required to complete a user-friendly Personal Development Plan (“PDP”) which will facilitate an improved understanding of the CPD process and of the real benefits to be derived therefrom.

When the PDP has been completed and submitted to the EAAB, by clicking the appropriate “Save and Submit” button on the last page of the PDP, participants will receive both a ‘pop-up’ instruction as well as an e-mail indicating the banking details for the purpose of making payment. These details are, for the sake of convenience, also reflected below.

Relevant banking details are as follows:

ABSA
ACCOUNT NAME: Estate Agency Affairs Board
ACCOUNT NO.: 405 203 3310
BRANCH NAME: Protea Park
BRANCH CODE: 632005

REFERENCE: Participant’s 7 digit reference number as provided

Participants who have already paid the annual CPD Fee must nevertheless still complete and submit the required PDP. Once the PDP has been received, the payment will be allocated to the participant concerned, who may then access the diary of scheduled CPD events.

Registration process and forms for completion

After having made a CPD reservation(s) the candidate will immediately receive an on-screen confirmation of that particular booking. Should the requested reservation not be available for any reason the candidate will be suitably prompted to make an alternative selection.

Special Notification to Intern estate agents

While intern estate agents are not on the CPD cycle, they are encouraged to attend the EAAB roadshows and will be given special access to the Roadshow calendar of events for

this purpose, they will, of course, not accumulate any CPD points but nevertheless encouraged to attend such roadshows.

Intern estate agents are directed to the on-line Intern Logbook which should be accessed as soon as the e-Logbook is made available.

Who is on the CPD cycle?

The question is frequently posed as to precisely who is on the CPD cycle. The simple answer to this question is that all estate agents, both principal and non-principal who hold a valid fidelity fund certificate, excluding only intern estate agents, will be on the current CPD cycle. This implies, of course, that all estate agents other than intern estate agents must access the MyCPD portal (as detailed hereunder) to register for the current CPD cycle.

It is to be underscored, therefore, that all estate agents, other only than intern estate agents, fall within the CPD cycle. This applies whether or not such estate agents are still required to complete a necessary NQF Real Estate qualification or to pass a Professional Designation Examination.

Persons who have applied for, and been granted, an educational exemption under one of the categories available to estate agents must, similarly, comply with CPD obligations.

Payment of tax deductible CPD fees

The payment of CPD fees by CPD participants for the verifiable CPD interventions to be presented by the EAAB during 2015 has, understandingly, elicited much comment. The EAAB wishes to underscore the fact that it has made every conceivable effort to ensure that CPD fees are kept as low as possible and that envisaged CPD interventions will provide a valuable educational dividend to professional property practitioners. It should again be emphasised that CPD compliance is a **mandatory requirement** for the professionalisation of any sector and for the recognition, in this case, of the EAAB as the Professional Body of the real estate sector. The costs incurred by property practitioners for CPD attendance are, accordingly, fully tax deductible.

CPD should, in any event, never be regarded as yet another onerous chore imposed upon, and which must be complied with by, property practitioners. CPD compliance confirms to all property consumers that participating property practitioners are both knowledgeable and up-to-date with all relevant legal and other developments in the property sector in general and the estate agency environment in general and, indeed, that such professional property practitioners can be relied upon as trusted advisors for all immovable property-related transactions.

It should also be borne in mind that the socio-political, legal, economic and governmental

environments within which the property and estate agency sectors operate are dynamic, volatile and ever-changing. It is essential, therefore, that professional property practitioners, even after having complied with the compulsory educational requirements, remain acquainted with relevant amendments, changes and developments and, more particularly, how these might impact on the sector.

Personal Development Plan (PDP)

Participants will be required, on the “MyCPD” portal, to complete a user-friendly Personal Development Plan (“PDP”) which, it is anticipated, will facilitate an improved understanding of the CPD process and of the real benefits to be derived therefrom. When the PDP has been completed and submitted to the EAAB, by clicking the appropriate “Save and Submit” button on the last page of the PDP, participants will receive both a ‘pop-up’ instruction as well as an e-mail indicating the banking details for the purpose of making payment. These details are, for the sake of convenience, also reflected below.

EAAB banking details

On the MyCPD online portal, participants will be prompted to use the seven-digit personal identification number (PIN), as initially allocated by the EAAB to all registered property practitioners, for payment allocation purposes. Participants can find the seven-digit PIN on the tear-off segment at the bottom of the fidelity fund certificate issued to property practitioners by the EAAB for each calendar year. If the incorrect PIN is used it is unlikely that the EAAB will be able correctly to allocate the payment concerned and this will, unavoidably, result in significant delays.

Registration process and forms for completion

After having reserved a seat at a chosen CPD intervention the participant will immediately receive an on-screen confirmation of that particular booking. Should the requested reservation not be available for any reason the participant will be suitably prompted to make an alternative selection.

Cancellation of reservations made

A CPD reservation may be cancelled not later than **ten calendar days** prior to the scheduled event. Such timeous cancellation must, again, be done by the participant online using the “MyCPD” portal, when attendance at an alternative CPD intervention can also simultaneously be selected.

Confirmation of attendance at a CPD event

Participants will receive two e-mailed reminders of their chosen CPD event from the EAAB. The first reminder will be e-mailed to participants five days before the scheduled

intervention while a further e-mail will be sent one day prior to the event itself. It is essential, therefore, that the EAAB is provided with accurate e-mail addresses by participants. It is, of course, up to property practitioners themselves to ensure that they attend sufficient CPD events to enable them to accumulate the mandatory 15 verifiable CPD points for each calendar year of the CPD cycle.

The issue of the CPD credit card

Estate agents will be issued with their individual CPD credit card as and when they attend events. The credit card will enable participants to gain access to CPD events by swiping at the beginning and at the end of each event. Participants will, upon production of acceptable proof of identity, such as an identity document or driver's license or passport, be handed, and requested to sign an acknowledgement of receipt for, their individual CPD credit cards by the EAAB administrator **when attending their first CPD event**. It goes without saying that the credit card must be retained and carefully safeguarded by participants. The credit card must be swiped both at the inception as well as upon the conclusion of each individual CPD event to ensure the recordal of verifiable CPD points.

It should be borne in mind that CPD administrators will only be authorised to permit 'swipe-ins' and 'swipe-outs' by participants at certain specific times before and after each CPD event. The EAAB will be unable to allocate verifiable CPD points to participants who, for whatever reason, fail to 'swipe in' or 'swipe out' during the specified time periods allowed for this purpose. Participants are reminded that, once a CPD event has been "closed", it will not be possible for a participant to swipe-out.

Any CPD queries may be e-mailed to cpd@eaab.org.za.

NB: Please note that Google Chrome is not compatible with MyEAAB Portal