

Daniel Hayden  
[REDACTED]  
[REDACTED]

26 August 2020

Department of Justice and Community Safety  
ONLINE SUBMISSION

Dear Madam/Sir,

**Re: Regulatory Impact Statement for the proposed Estate Agents (Education) Regulations 2020.**

***BACKGROUND***

My 20+ year career includes more than a decade of technical and leadership roles in global markets, providing client-centric advice, due diligence and transaction solutions for property in more than 70 countries. This includes agency roles in Australia and Singapore in a licensed capacity, along with the UK, which is referred to in the Base Case (s.8.1.3) and where licensing is not required.

I have been a Licensed Estate Agent in Victoria since 2005 (License No. 068151L).

My further educational qualifications and professional accreditations are listed below:

- Cert IV Business (Estate Agency), Swinburne University, Melbourne Australia, 2004
  - Licensed Estate Agent (CEA), Victoria #068151L
- Member, Royal Institution of Chartered Surveyors (MRICS), 2004
  - Valuation & Commercial Property Faculties; Chartered Valuation Surveyor; APC Assessor
- Associate, Australian Property Institute (AAPI), 2001
  - Certified Practicing Valuer (CPV)
- Bachelor of Business (Property), RMIT University, Melbourne Australia, 2000
  - Real Estate Valuation Major
- Bachelor of Commerce, Deakin University, Geelong Australia, 1997
  - Marketing & Human Resources Management Majors

***SUBMISSION***

I have reviewed the RIS and am broadly supportive of both the intended outcomes and proposed educational requirements to achieve these. However I submit that the increased educational requirements alone are insufficient to address the problems identified and meet the objectives outlined in the RIS.

I submit that, in addition to the enhanced educational requirements outlined in the RIS, periods of directly relevant professional experience should be demonstrated by applicants for an Estate Agent license. This professional experience:

- Must be under the employment of a fully licensed Estate Agent; and
- Be completed in full, prior to application to commence the educational course.

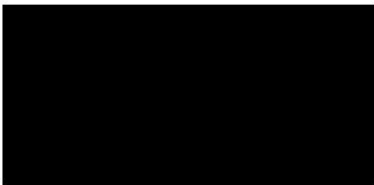
Specifically, I would propose:

<u>License Type</u>	<u>Period of Supervised Experience</u>
• Agent's Representative	Nil
• Estate Agent (Employee)	2 years as an Agent's Representative
• Estate Agent (Officer in Effective Control)	2 years as an Estate Agent (Employee)

In practical terms, given the consecutive nature of the timeline alongside the Estate Agent course duration, this would ensure that no agency business could be operated by an Estate Agent with less than 5 years full time industry experience.

Only through this dual obligation, the public can be confident that a business operating to provide estate agency services is managed by a professional who is both educationally qualified to a high standard and has amassed sufficient practical professional experience – under supervision and guidance of an Estate Agent, themselves both suitably qualified and experienced – so as to ensure they are equipped with the skills and knowledge to perform their duties competently and render services with the expected level of due care and skill.

Sincerely,



**DANIEL HAYDEN AAPI MRICS**  
Licensed Estate Agent

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E: [REDACTED]