

To whom it may concern:

I am writing a submission for change in the quality and length of real estate education and the issuance of certificates/licenses to those who have only undertaken condensed quick courses.

I am a working director of my boutique real estate agency in regional Victoria and have previously owned a metropolitan agency at Newport Victoria.

I am demonstrating my right for comment and not extolling myself. I am an experienced trainer/educator of real estate practices and certifications, and consider myself an academic in the field. I was paid as such over a long extended period dating back to 1995 for approximately 15 years. I have not worked recently based on my strong objection and protest in teaching the courses of today which I refused to do based on the ultimate outcomes of the quality of agents produced.

My experience included autonomously running the evening sessional Real Estate Agents Representative Course for Victoria University Sunbury for 10 years or so. We had very large classes (up to 40 students) and my pass rate was 98%. The course was for 6 weeks which included four subjects; and a pass for each subject was based strictly on written exams, written assignments and attendances.

I was employed also by Victoria University at St Albans (all subjects of the full licensing course apart from trust accounting) for a few years. I relieved fellow trainers at Kangan Broadmeadows and Werribee. I was also an assignment assessor.

I was under contract to the REIV, training Agents Representatives for a couple of years and conducted many training courses. I also attended Members offices to assist co-ordination of various office departments. Additionally I also facilitated and trained in other parts of regional Victoria in specialist courses for REIV.

Repeating, the above is purely to underline my experience and my entitlement to give a strong opinion of the level of education today. This is based on experience of both a trainer and a real estate business owner and meeting many other agents in my workplace and comparing those who have had a stronger level of education.

It is my opinion that the short “condensed” courses are basically just buying a licence. The hard yards of longer courses were made to implement strong educational aspects of the industry. Now, trainees pay big money for short term training and as such I believe their knowledge of the industry can be questioned as many subjects have been dropped to facilitate time frames, so they are not “condensed” but reduced information/training.

Online you will see so many new agencies springing up and the increase in the number of private training schools and their systems. Some I believe are not RTOs but sub-licensed to RTOs.

I believe this type of training and RPLs issued, is not enough to merit a person entering the industry and to handle trust moneys and the ethics attached to the importance of being involved in the sale/purchase of someone's property and/or running a real estate business. I often see that agents have not been trained in the idiom of working FOR their principals (client) and working WITH their customers. This is basic professional conduct.

I can not believe that so many new Agents Reps employed by some agencies have sufficient training in these 'overnight' courses. In our districts some Reps often have little command of English, nor can they spell as noticed in their letter box “flyers” and contain only mobile phone numbers. How can they explain contracts to the parties?

As example: I have been approached by many buyers who wish to purchase but the first question they ask is “would the vendors be looking at a very long settlement?” The reason is that door-knocking agents have purchased their properties for land banking purposes. Often with a good deposit, but with an outlandish settlement period thus disallowing the homeowner to purchase elsewhere. It is heart breaking to turn these buyers away but I believe a well trained agent would not sell a property under these circumstances without explaining all the facts of the situation.

These short training courses should be outlawed and quality training returned as per previous curriculums. It is essential if we are to return the reputation and trust to the industry. The only way we can do this is with supervised and thorough education. We must not permit “Weeties box” training certificates handed out with so much ease. We must have qualifications that are earned not bought.

Such graduates use the industry as a golden ticket for easy money and in some cases move on to ownership themselves or their parents. My opinion is that this is often the reason why we have so many agencies popping up.

In conclusion, I believe **'education'** is not **'education'** any longer. It is no longer a cultivation of knowledge. Training organisations are a lucrative money making industry within the industry itself. Its a case of ship them in, ship them out.

I submit that tougher and more supervised training, extended subject matter and scrutinization of test results should be implemented immediately. Should CAV change its level of its educational criteria, and more restrictive issuance of certificates and licenses, the better off the public will be.

I thank you for the opportunity to give my opinions and as you can glean, I feel very strongly about the importance of real estate education.

SUBMITTED BY:

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