

**FREQUENTLY ASKED QUESTIONS AND ANSWERS ON PROJECT ADEPT'S REPORT
AND CEA'S IMPLEMENTATION OF 8 MEASURES TO ENHANCE THE CPD
ECOSYSTEM**

1. Why is there a need to enhance the entire Continuing Professional Development (CPD) ecosystem now?

CPD has been important to the professionalisation of the real estate agency industry since the Council for Estate Agencies introduced the CPD scheme in 2011. The Project ADEPT Workgroup has built on the work that began with the introduction of the new CPD framework in Oct 2019 under the Real Estate Industry Transformation Map 1.0 (REITM 1.0). Its study and recommendations are part of the efforts under REITM 2025 and in particular, the Jobs & Skills pillar and the Resilience pillar (out of 4 pillars under the ITM) to further enhance the CPD ecosystem so that it can better support property agents to be more professional, productive and resilient in the future economy.

2. Is CEA implementing all the recommendations from the Project ADEPT workgroup? If so, when will the measures be implemented?

CEA has accepted all 8 recommendations put up by the Project ADEPT workgroup. We will implement all 8 of them, with a slight modification to the first recommendation to target the increase of CPD hours to 24, starting first at 16 hours with effect from October 2025.

The workgroup, comprising representatives from property agencies (big and small), industry associations, course providers and the academia, had carefully studied the CPD landscape and how the CPD ecosystem can be enhanced. CEA is grateful to the workgroup for these recommendations and will work out the implementation details in consultation with industry stakeholders. In line with the timeline of the Real Estate Industry Transformation Map 2025, the measures will be implemented from October 2025 to allow ample time for the various stakeholders to sort out the implementation details.

3. Would the renewal of property agencies' licences and agents' registration become more difficult with the eight measures that CEA will be implementing to the CPD ecosystem?

These measures are aimed at supporting property agents in achieving higher professional standards and providing better quality service to consumers. CPD is not only for the purpose of salesperson registration renewal. It is a fundamental requirement of any professional to be adequately trained throughout his career and have the necessary and latest knowledge and competencies to deliver his services professionally to his clients. Through these measures, the future-readiness of the industry and quality of CPD training will be enhanced, thereby promoting a learning mindset among property agents.

4. I am a property agent. Will my training cost increase and what training subsidies can I apply for?

The costs of all CPD courses are and will continue to be determined by the respective course providers. For the Structured Learning (SL) courses, course participants who are NTUC members may enjoy unfunded course fee support if they attend Professional Competency courses conducted by CPD course providers that are supported under the Union Training Assistance Programme (UTAP)¹. Course providers which are not onboard UTAP yet can contact e2i at UTAP@e2i.com.sg for more information. Meanwhile, property agents who wish to find out more on UTAP can visit their website at <https://skillsupgrade.ntuc.org.sg/wps/portal/skillsupgrade/home>.

5. What is the difference between “CPD credits” and “CPD training hours”?

The prevailing requirement of six CPD credits is equivalent to six to nine training hours or a maximum of two credits per course. Under the current CPD framework, for example, a half-day course (assuming four training hours) that is allocated two CPD credits currently will be allocated four training hours under the new measure.

To recognise the industry’s training effort, CEA will set the CPD requirement in terms of training hours instead of credits to reflect the actual amount of training a property agent requires and receives.

This will also motivate course providers to develop courses of a longer duration that allows for more in-depth learning, which can in turn improve the overall course quality and learning experience for course participants.

6. What is the rationale behind Measure 1 to target to increase the CPD requirement to 16 training hours?

Arising from the Project ADEPT study, CEA and the industry stakeholders (including the property agencies, industry associations and course providers) observed that the current CPD requirement would not be adequate to provide the necessary breadth and depth of training to keep pace with changes. Over time, the operating environment and consumer expectations of the industry have evolved. Hence, it is timely to update the CPD requirement so that property agents have the necessary knowledge and competencies to meet the professional standards required of the industry and to better serve their clients.

7. Under Measure 2 on the reconfiguration of CPD requirement, what is the difference between the current Generic Competencies and the new Self-directed Learning (SDL)?

While SDL shares similarities with the current Generic Competencies which comprises SkillsFuture Singapore’s (SSG) 16 Critical Core Skills (CCSs), it will also recognise a wider spectrum of knowledge and skills which are relevant to real estate agency work, beyond the scope of Professional Competencies and CCSs.

These include relevant courses leading to a professional certificate and relevant online courses such as those offered by Coursera, edX and relevant conferences.

¹ Members enjoy 50% unfunded course fee support, capped at \$250 per calendar year. Members aged 40 and above can enjoy higher funding support up to \$500 each year, capped at 50% of unfunded course fees, for courses attended between 1 July 2020 to 31 December 2025.

The expansion of the current Generic Competencies to SDL contributes towards property agents' development by sharpening their soft skills and keeping up with emerging trends.

8. In what ways are the Prescribed Essentials (Measure 3) different from the Professional Competency (PC) courses which KEOs and property agents are currently already attending?

The Prescribed Essentials are aimed at reinforcing understanding and competence in critical area(s) relating to ethics, and rules and regulations. These are areas where all property agents are expected to be conversant with, but which not all property agents may ordinarily opt to undertake training in.

Under the new measures, the four training hours for Prescribed Essentials will form part of the Structured Learning (SL) training requirement. Although the courses will comprise mainly PC courses for a start, the scope may be expanded to include other topics which CEA identifies to be critical and relevant to the real estate agency industry as the business environment evolves.

With a wider range of topics and learning activities under the Self-directed Learning (SDL) component, KEOs and property agents can also explore relevant quality courses online, some of which are available for free, such as those offered by Coursera and edX.

9. How would existing CPD course providers be affected by Measure 5 on formalisation of tighter accreditation criteria for CPD course providers?

CEA has existing criteria in place for its assessment of professional competency CPD courses conducted by CPD course providers. Tightening the accreditation criteria for CPD course providers will help to reshape the way CPD courses are conducted and enhance the overall learning experience of the industry. CEA will share more details on the implementation in due course.

10. My company is a CPD course provider. How would Measure 7 on enhancing the transparency of CPD course feedback benefit me and my trainers? How do we ensure that course participants give their feedback responsibly?

By publishing the course feedback and ratings on CEA's website, property agents will be able to view feedback about the course, compare ratings across courses and make a more informed decision when selecting a course or course provider. This will help course providers identify areas for improvement and provide better quality courses for the industry.

CEA will have to work with industry stakeholders on the operationalisation of the measure during implementation. More details will be shared in due course.
