

***CONTINUING
PROFESSIONAL
DEVELOPMENT
GUIDELINES
(EFFECTIVE 1 OCT
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CEA Council for
Estate Agencies

MANDATORY CONTINUING PROFESSIONAL DEVELOPMENT (CPD) FRAMEWORK FOR KEY EXECUTIVE OFFICERS, PRACTISING DIRECTORS/PARTNERS AND REGISTERED SALESPERSONS

1. Introduction

- 1.1 Developments within the real estate agency industry move at such a pace that no professionals should be content to rest on the knowledge and skills gained through their education, training and experience in the past. As the economy undergoes disruption brought about by technology, not only must salespersons keep abreast of the latest knowledge and skills, they must also be equipped to handle the increasingly disruptive business environment. The public expects no less from the real estate professionals whom they engage to be knowledgeable and to provide timely, accurate, comprehensive and reliable advice. The Council for Estate Agencies (CEA) shares these expectations.
- 1.2 The objective of the mandatory Continuing Professional Development (CPD) framework is to ensure that Key Executive Officers (KEOs) and salespersons have the skillsets and critical competencies to carry out their duties effectively. It is integral in ensuring that KEOs and salespersons continue to keep their knowledge and skills current with industry and regulatory developments. The mandatory CPD framework remains a key component of CEA's regulatory framework to achieve a higher professional standards of the real estate agency industry and aims to equip KEOs and salespersons with the ability to evolve with the changing industry landscape and enhances the professionalism of the industry.
- 1.3 As part of the Real Estate Industry Transformation Map efforts to strengthen the professionalism and upskill the industry, CEA completed a review of the CPD framework for KEOs and salespersons to ensure that they can stay ahead of the latest changes in policies and procedures relating to the property transaction process. To help KEOs and salespersons better equip themselves with the necessary knowledge and skillsets to thrive in the new digital environment, the review resulted in a more structured approach to guide agents in achieving deeper technical knowledge and skillsets to perform duties in different segments of the property market.
- 1.4 From 1 October 2019 onwards, every KEO, practising director/partner and salesperson will be required to undertake a minimum of 6 credits per annual CPD cycle, of which four of these credits must be from courses related to professional competencies and two credits must be from courses related to generic competencies. The minimum of 6 credits is also a renewal licensing/registration condition stipulated in the Estate Agents (Licensing and Registration) Regulations 2010. Failure to comply will affect the registration status of KEO, practising director/partner and salesperson and may lead to their removal from the Public Register.
- 1.5 This set of CPD guidelines seek to set clear standards and guidelines to facilitate and guide the professional development of real estate salespersons in their training. The same set of CPD guidelines shall also apply to KEOs, practising director/partners whose registration had lapsed but wish to apply for registration after a certain period.

2. Objectives

- 2.1 To raise the professionalism (professional conduct and ethics) and competency across the real estate agency industry;
- 2.2 To ensure their professional knowledge is up to date;
- 2.3 To acquire generic skills and competencies for personal and professional growth;
- 2.4 To build a culture of professionalism and encourage adherence to best practices;
- 2.5 To strengthen public confidence and consumer protection; and
- 2.6 To assist KEOs, practising directors/partners and salespersons in their quest for continuous learning and career development, and to help fulfil their potential.

3. Implementation of New CPD Framework on 1 Oct 2019

- 3.1 To address the diverse learning needs of the industry and encourage a culture of lifelong learning, CEA worked closely with the industry and training providers to understand the evolving demands in different training areas. As the estate agency industry undergoes disruption, there is a need to ensure that the CPD framework continues to be relevant to prepare industry for the future.
- 3.2 We envision that the salespersons of the future to be an individual who is professional and possesses the qualities of a trusted adviser. The new CPD framework aims to further support salespersons in deepening their knowledge and broadening their competencies. Besides providing a more structured approach in achieving deeper technical knowledge and skillsets to perform duties in different segments of the property markets, the new CPD framework also aims to equip salespersons with the necessary knowledge and skillsets so that they remain competitive and relevant in the changing environment.
- 3.3 Developed in consultation with the industry and training providers, the new CPD framework is one key initiative of the Real Estate Industry Transformation Map and it aims to facilitate salespersons in keeping abreast of the latest changes in policies and procedures relating to the property transaction process and ensure that they are equipped with the necessary knowledge and skillsets to thrive in the new digital environment. The new CPD framework will be implemented with effect from 1 October 2019. This will apply to CPD cycles commencing from 1 October 2019 onwards.
- 3.4 The new CPD framework groups courses into two main categories based on the key knowledge areas needed by salespersons when conducting estate agency work in property transactions and by KEOs and team leaders in managing and supervising salespersons under their charge. The two categories are:
 - Professional Competencies
 - Generic Competencies

Professional Competencies			Generic Competencies
Laws and Regulations	Property Markets	Other Real Estate Knowledge	18 Generic Skills and Competencies
<ul style="list-style-type: none"> Estate Agents Act & Regulations & Ethics Other laws & regulations 	<ul style="list-style-type: none"> Residential Commercial Industrial Foreign 	<ul style="list-style-type: none"> Sustainable living environment Appreciation of other real estate knowledge 	<p><i>(As defined under the Singapore Skills Framework Generic Skills and Competencies)</i></p> <ul style="list-style-type: none"> Communication Computational Thinking Creative Thinking Decision Making Developing People Digital Literacy Global Mindset Interpersonal Skills Lifelong Learning Leadership Managing Diversity Problem Solving Resource Management Sense Making Service Orientation Teamwork Transdisciplinary Thinking Virtual Collaboration

4. What are the components of the CPD Training Roadmap?

4.1 Courses are categorised according to knowledge areas and skillsets essential to the conduct of estate agency work.

Professional Competencies

4.1.1 Courses related to professional competencies offer salespersons opportunities to develop and deepen their knowledge in estate agency work. These will be grouped into three categories: Laws and Regulations, Property Markets, and Other Real Estate Knowledge.

- P1: Laws and Regulations** focuses on developing and enhancing the professional ethics of KEOs and salespersons and promoting their knowledge of the Estate Agents Act and Regulations, and other relevant laws and regulations. It also aims to raise the professional standards of KEOs and salespersons through learning best practices relating to estate agency work and deepening of knowledge of CEA’s practice guidelines.

- **P2: Property Markets** is designed to equip and deepen KEOs and salespersons’ understanding of the essential knowledge required for them to effectively perform estate agency work in the various property markets.
- **P3: Other Real Estate Knowledge** is aimed at expanding KEOs and salespersons’ ancillary knowledge for salespersons to effectively provide sound advice to their clients. It covers a wider spectrum of real estate knowledge and seeks to equip KEOs and salespersons with the appreciation and understanding of broader real estate knowledge such as major emerging trends.

P1: Laws and Regulations	P2: Property Markets	P3: Other Real Estate Knowledge
<ul style="list-style-type: none"> • Estate Agents Act, Regulations & Guidelines • Other Laws & Regulations 	<ul style="list-style-type: none"> • Residential • Commercial • Industrial • Foreign 	<ul style="list-style-type: none"> • Sustainable Living Environment • Appreciation of other real estate knowledge

4.1.2 CEA may introduce mandatory courses in the future for KEOs and salespersons to attend to deepen their knowledge essential for their estate agency work. The mandatory courses could be on government regulations relating to property transactions and estate agency work, including latest regulatory changes and updates.

4.1.3 Further elaboration of the Professional Competencies is provided in our reference guide under the Annex. The reference guide aims to provide an overview of the essential knowledge and competencies that are required for KEOs and salespersons in their respective areas of work.

Generic Competencies

4.1.4 Courses related to generic competencies will contribute towards KEOs and salespersons’ overall personal development and sharpen their soft skills. Aligned with Singapore Skills Framework’s list of Generic Skills and Competencies (GSC), these are grouped into 18 GSCs, including those on leadership, digital literacy, communication, and creative thinking.



(Source: SkillsFuture Singapore)

4.1.5 Generic Competency courses include those offered by SkillsFuture Singapore (SSG) and Estate Agents’ in-house training courses that are in line with

Singapore Skills Framework's list of GSCs. CEA recognises that Estate Agents do provide in-house training for their salespersons. In-house courses that are in line with Singapore Skills Framework's list of GSCs can be recognised. KEOs and salespersons may refer to SSG's website for a suggested list of SkillsFuture courses.

- 4.1.6 Further elaboration of the GSCs is provided in our reference guide under the Annex. The reference guide provides a common reference to guide KEOs and salespersons in developing and sharpening the relevant skillsets essential to perform effectively as a salesperson.

5 What is the New CPD Requirement effective from 1 October 2019?

- 5.1 With effect from 1 October 2019, KEOs, practicing directors/partners and salespersons are required to achieve a minimum of six CPD credits per CPD cycle. The six CPD credits must comprise four CPD credits from courses related to professional competencies and two CPD credits from courses related to generic competencies. New mandatory courses may be introduced in the future.
- 5.2 Each CPD cycle spans one year, from 1 October of the previous year to 30 September of the current year. For example, the 2020 CPD cycle will start from 1 October 2019 and end on 30 September 2020.

6 Who will assess the CPD courses?

- 6.1 CPD is one of the key components of CEA's regulatory framework to achieve higher professional standards of the real estate agency industry. The CPD courses should fulfil the following objectives:
- Courses should be relevant and provide real value to salespersons. It should be customised to meet the specific needs of salespersons in their professional development.
 - The course objectives should be clearly defined and comprehensive to the target participants.

Professional Competencies

- 6.1.1 Professional Competencies under the CPD framework serve to raise the professional knowledge and effectiveness in estate agency work.
- 6.1.2 CEA will accord CPD credits for courses under the Professional Competencies. CPD course providers conducting Professional Competencies are required to obtain CEA's approval before the CPD course can be conducted. Please refer to CEA's CPD Guidelines for CPD course providers for more information.

Generic Competencies

- 6.1.3 Generic Competencies are also part of the mandatory 6-credit CPD requirements per CPD cycle. They are no less important as they contribute towards salespersons' overall personal development and sharpen their soft skills.
- 6.1.4 KEOs will accord the CPD credits for courses under the Generic Competencies. KEOs have the responsibility to ensure that their salespersons comply with the regulatory requirements of the CPD scheme. KEOs need to assess the relevance of activities undertaken by their salespersons are in line with Singapore Skills Framework's list of GSCs.

6.1.5 To assist KEOs in their assessment, further elaboration is provided on the Singapore Skills Framework's list of GSCs in the Annex.

7 What are the Principles and Guidelines for CPD Credits?

7.1 All CPD courses are assigned CPD credits based on the nature, content and contact hours of each course. Time spent on tea-breaks, ice-breaking, quiz, test etc. cannot be regarded as contact hours. CEA reserves the rights to vary the CPD credits depending on the relevance and content of the course.

7.2 We encourage salespersons to attend a balanced mix of training courses on different subject matters for diversified learning. Unless there are significant policy changes during the same CPD cycle, repeated attendance records of salespersons who attend CPD courses under the same topic by the same trainer/provider more than once within the same CPD cycle will not be counted towards the CPD requirements.

7.3 As the objective of CPD framework is to ensure that salespersons equip themselves with professional knowledge that is current and relevant, salespersons are not allowed to carry forward excess CPD credits to the following year.

7.4 Based on the above principles, the allocation of CPD credits guidelines are as follows:

7.4.1 CEA will accord CPD credits for courses under the Professional Competencies based on the nature and content of the course.

7.4.2 As a guide, one CPD credit will be awarded for each contact hour of formal classroom learning or each hour of e-learning. There is a cap of 2 CPD credits for each CPD course undertaken per day, regardless of the number of hours per session.

7.4.3 For CPD courses under Generic Competencies, KEOs can assess and determine the number of CPD credits. As a guide, one CPD credit will be awarded for each contact hour of formal classroom learning or each hour of e-learning.

7.4.4 The acceptable learning modes are listed in the table below:

Learning Mode	CPD Credits Guideline
Attending conference/seminars/ related to real estate industry	<ul style="list-style-type: none"> As according to guidelines at 7.4.1 and 7.4.2
Attending courses leading to a certificate or academic qualification related to real estate industry	
Web-based distance learning	

Learning Mode	CPD Credits Guideline
Teaching RES / REA courses / CPD courses	<ul style="list-style-type: none"> • Max. 2 Professional Competency CPD credits per year for RES/REA trainers • 1 CPD credits per course for trainers of CPD courses

8 What are the Responsibilities of KEOs in complying with CPD Requirement?

8.1 KEOs are required to:

- i. Communicate to their salespersons that they need to achieve a minimum of six CPD credits per CPD cycle. The six CPD credits must comprise four CPD credits from courses related to Professional Competencies and two CPD credits from courses related to Generic Competencies.
- ii. Communicate to their salespersons that courses under Professional Competencies are recognised only if prior approval has been given by CEA.
- iii. Courses under Generic Competencies must be in line with CEA’s requirements.
- iv. Communicate to their salespersons that they have to maintain their own records of CPD training. From time to time, CEA may do sampling checks and require proof of participation in the form of:
 - a. Certificate of Attendance issued by course provider; or
 - b. Letter of Confirmation of Attendance given by course provider

These certificates or letters of confirmation should indicate clearly the name of salesperson, CEA registration number, title of course and date(s) of attendance.

- v. Monitor their salespersons’ compliance with CPD requirements and keep track of their CPD attendance throughout the year to prevent any bunching effect towards end of each CPD cycle. Should the KEOs suspect any falsification or cheating of CPD records, they should do due diligent checks with the course provider if necessary.
- vi. Assess the number of CPD credits for courses under Generic Competencies based on CEA’s guidelines and update the necessary information into CEA’s My CPD Portal.

Important Note: CEA will conduct random audit checks on estate agents to ensure compliance with CPD Scheme.

9 CPD Cycle

- 9.1 New Salespersons are exempted from CPD requirement for the first CPD cycle but will need to comply with the CPD requirement for the next and subsequent CPD cycles.
- 9.2 For KEOs, Practising Directors/Partners and Salespersons who leave the industry, he or she will be required to fulfil the following requirement:

KEOs, Practising Directors/ Partners and Salespersons Who:	CPD / Exam Requirements
Left the industry for up to 2 years	<p>Required to fulfil:</p> <ul style="list-style-type: none"> • The same number of CPD credits as if the salesperson did not leave the industry; and • The credits for the current year CPD cycle if the registration application is submitted on and after 1 Jan. <p>CPD requirements to fulfil before applying for registration = A + B</p> <p>A = Outstanding CPD requirements from the past CPD cycles*</p> <p>B = CPD requirements for current year CPD cycle (for registration application submitted on and after 1 Jan)</p>
KEOs, Practising Directors/ Partners and Salespersons Who:	CPD / Exam Requirements
Left the industry for more than 2 years	Required to pass the RES/REA examination, where applicable.

* Former salespersons are required to fulfil all outstanding CPD credits for past and current CPD cycles (minimum of 6 credits per cycle), before applying for registration.

- 9.3 The following examples illustrate the CPD requirements a returning salesperson has to fulfil if a salesperson re-applies to be registered within 2 years from the date his/her registration has lapsed.

Example 1 - Here is an illustration of the CPD requirements for a returning salesperson who left the industry and is returning within the same year:

- The salesperson registration lapsed on 14 Feb 2020;
- The Estate Agent submitted an application on 3 Mar 2020 to register the salesperson till 31 Dec 2020; and
- The RES has no outstanding CPD requirements as he was granted renewal for his 2020 registration licence.
- Therefore, he will only need to fulfil 6 CPD credits for the 2020 CPD cycle.

CPD requirements to fulfil before applying for registration	=	A	+	B
CPD requirements to fulfil before applying for registration till 31 Dec 2020	=	-	+	2020 CPD cycle
		To fulfil <u>6 CPD credits</u> , of which 4 credits must be from Professional Competencies and 2 credits from Generic Competencies, before applying for registration.		

Example 2 - Here is an illustration of the CPD requirements for a returning salesperson who left the industry for less than two years:

- The salesperson registration lapsed on 6 Sep 2018;
- The Estate Agent submitted an application on 10 Aug 2020 to register the salesperson till 31 Dec 2020; and
- The salesperson did not complete any CPD course in 2018 and 2019 CPD cycles.
- Therefore, he will need to fulfil 12 CPD credits for his outstanding CPD requirements from the 2018 and 2019 CPD cycles and 6 CPD credits for the 2020 CPD cycle.

CPD requirements to fulfil before applying for registration	=	A	+	B
CPD requirements to fulfil before applying for registration till 31 Dec 2020	=	2018 and 2019 CPD cycles	+	2020 CPD cycle
		To fulfil <u>18 CPD credits</u> , of which 12 credits must be from Professional Competencies and 6 credits from Generic Competencies, before applying for registration.		

Example 3 - Here is an illustration of the CPD requirements for a returning salesperson who left the industry for less than two years, and the EA submits the registration application in the month of Oct, Nov or Dec¹:

- The salesperson registration lapsed on 1 Jan 2019 (e.g. did not fulfil the 2018 CPD requirements for the renewal exercise in Oct 2018);
- The Estate Agent submitted an application on 30 Nov 2020 to register the salesperson for 2021; and
- The salespersons did not complete any CPD course in 2018, 2019 and 2020 CPD cycles.
- Therefore, he will need to fulfil 18 CPD credits for his outstanding CPD requirements from the 2018, 2019 and 2020 CPD cycles.

¹ For registration applications submitted to CEA in the months of Oct, Nov and Dec, the approved registration will commence from 1 Jan of the following year.

CPD requirements to fulfil before applying for registration	=	A	+	B
CPD requirements to fulfil before applying for registration till 31 Dec 2021	=	2018, 2019 and 2020 CPD cycles	+	-
		To fulfil <u>18 CPD credits</u> , of which 12 credits must be from Professional Competencies and 6 credits from Generic Competencies, before applying for registration.		

10 CPD Information

- 10.1 The CPD Guidelines are posted on the CEA website at www.cea.gov.sg and updated regularly. Course providers, KEOs and salespersons should refer to them from time to time for the latest updates.
- 10.2 CEA posts the list of upcoming approved CPD courses under Professional Competencies on our website.
- 10.3 Courses under Generic Competencies may be conducted by the industry associations, academic institutions and includes publicly available courses that meet the learning objectives of Singapore Skills Framework’s list of Generic Skills and Competencies. KEOs have the responsibility to ensure that their salespersons comply with the regulatory requirements of the CPD scheme. As such, KEOs are to assess the relevance of such courses undertaken by their salespersons and ensure that these courses are in line with CEA’s requirements. Salespersons are to seek their KEO’s approval for such courses as well as the accord of CPD credits.
- 10.5 CEA may introduce mandatory courses as and when such courses are assessed to be necessary for the continuing professional development of KEOs and salespersons.

Annex

REFERENCE GUIDE ON PROFESSIONAL AND GENERIC COMPETENCIES

1 The new CPD Framework (see Table 1) will take effect from 1 October 2019, for the 2019/2020 CPD cycle onwards. This reference guide serves to provide an elaboration of the topics covered under the Professional Competencies and the descriptors of the Generic Competencies.

2 The new CPD framework aims to facilitate salespersons in keeping abreast of the latest changes in policies and procedures relating to the property transaction process and ensure that they are equipped with the necessary knowledge and skillsets to thrive in the new digital environment. It includes a more structured approach to guide salespersons in achieving deeper technical knowledge and skillsets to, among others, perform duties in different types of property markets. It is a key initiative of the Real Estate Industry Transformation Map and is the result of a collaborative effort between CEA and the estate agency industry.

3 Courses related to **Professional Competencies** offer salespersons opportunities to develop and deepen their knowledge in estate agency work. These will be grouped into three categories: laws and regulations, property markets, and other real estate knowledge.

4 Courses related to **Generic Competencies** will contribute towards salespersons' overall personal development and sharpen their soft skills. These are grouped into 18 categories, including those on leadership, digital literacy, communication, and creative thinking.

Table 1: New CPD Framework

Professional Competencies			Generic Competencies
Laws and Regulations	Property Markets	Other Real Estate Knowledge	18 Generic Skills and Competencies
<ul style="list-style-type: none"> Estate Agents Act & Regulations & Ethics Other laws & regulations 	<ul style="list-style-type: none"> Residential Commercial Industrial Foreign 	<ul style="list-style-type: none"> Sustainable environment Appreciation of other real estate knowledge 	<p><i>(As defined under the Singapore Skills Framework Generic Skills and Competencies)</i></p> <ul style="list-style-type: none"> Communication Digital Literacy Managing Diversity Computational Thinking Global Mindset Problem Solving Creative Thinking Interpersonal Skills Resource Management Decision Making Leadership Sense Making Developing People Lifelong Learning Service Orientation Teamwork Transdisciplinary Thinking Virtual Collaboration

5 Tables 2 to 4 illustrate the key knowledge and skills that a salesperson should be equipped with in order to perform the job task required in the respective categories under the Professional Competencies. The knowledge indicated in the examples builds on the knowledge acquired in the Real Estate Salesperson examination syllabus, and is not exhaustive.

Table 2: Laws and Regulations – Topics and Possible Knowledge Areas

<p>P1: Laws and Regulations</p> <p>Salespersons are expected to be conversant with the laws and regulations in order to carry out their duties professionally and ethically. Salespersons must also be cognisant of other laws which have direct or indirect impact on the real estate market.</p>
<p><u>Topics under CEA’s Estate Agents Act, Regulations & Guidelines</u></p> <ul style="list-style-type: none"> • Estate Agents Act and Regulations • Code of Ethics and Professional Client Care (CEPCC) • Code of Practice for Estate Agents (COPEA) • CEA’s Practice Guidelines and Practice Circulars • Professional Service Manual • Dispute Resolutions and Arbitration • Disciplinary cases
<p><u>Possible knowledge areas:</u></p> <ul style="list-style-type: none"> • An understanding of the duties of estate agents in respect of management and supervision, estate agent card, claims and complaints, and retention of documents and records. • Dealing with situations where conflict may arise and ensuring compliance to the Estate Agents Act and Regulations. • Develop ethics as the underlying basis for the conduct of estate agency work. • Understand the Advisory Guidelines for Personal Data Protection for the Real Estate Sector and Do Not Call Provisions, and ensure compliance in the course of estate agency work. • Recognise the role of estate agent and salesperson in the prevention of Money Laundering and Countering the Financing of Terrorism (AML-CFT) and to ensure compliance with the AML-CFT guidelines by performing checks for every transaction.
<p><u>Topics under Other Laws & Regulations</u></p> <ul style="list-style-type: none"> • Central Provident Fund (CPF) Act and policies • Comply with the Advertising Standards Authority of Singapore (ASAS)’s Singapore Code of Advertising Practice (SCAP) • The Law Society of Singapore’s Conditions of Sale 2012 • Planning Act and Development Control policies • Land Titles (Strata) Act and the related collective sales rules and regulations
<p><u>Possible knowledge areas:</u></p> <ul style="list-style-type: none"> • Be cognisant of CPF Act including advising clients on the use of CPF monies for purchase of properties and refund of CPF monies in the case where the sales proceeds are not enough to make the full required CPF refund, before completing of transactions. • Comply with the Advertising Standards Authority of Singapore (ASAS)’s Singapore Code of Advertising Practice (SCAP) when putting up advertisements for property transactions. • Be cognisant of Planning Act including Master Plan zoning, plot ratio, height control, change of use rules and regulations, etc., especially for properties with redevelopment potential or lands. • Be well versed with the Land Titles (Strata) Act with regard to the laws on collective sales.

Table 3: Property Markets – Topics and Possible Knowledge Areas

<p>P2: Property Markets</p> <p>Salespersons should deepen their understanding of the essential knowledge to effectively perform estate agency work in the various property markets.</p>
<p><u>Topics under Residential Property Market</u></p> <ul style="list-style-type: none"> • HDB (including Executive Condominiums) • Private
<p><u>Possible knowledge areas:</u></p> <ul style="list-style-type: none"> • Market drivers, factors affecting demand and supply. • Types of residential properties and their characteristics. • Marketing process for residential properties. • Policies relating to the purchase of new HDB flats and Executive Condominiums. • Policies and processes relating to the resale of HDB flats and Executive Condominiums, sale of condominiums, apartments and landed residential properties. • Financing of HDB flats and Executive Condominiums, and purchase of private properties. • Policies and processes relating to the subletting of HDB whole flat/rooms. • URA's regulations on leasing of residential properties with regard to minimum duration of tenancy, maximum occupancy and partitioning. • Advise on the terms in the tenancy agreement to the landlord/tenant. • Policies and guidelines governing the landed properties including redevelopment considerations. • Policies relating to different mode of sales of private residential properties, e.g. en bloc / collective sales, tender, bank/mortgagee sale and auction. • Understanding the impact of the other Government agencies' policies on residential transactions, e.g. LTA's Road Line Plan.
<p><u>Topics under Commercial Property Market</u></p> <ul style="list-style-type: none"> • Office • Retail • Shophouses • Medical suites
<p><u>Possible knowledge areas:</u></p> <ul style="list-style-type: none"> • Market drivers, factors affecting demand and supply. • Types of commercial properties (e.g. office spaces, retail spaces, shophouses) and their characteristics. • Policies relating to sale of commercial properties. • Policies and processes on sale, resale, and leasing of commercial properties. • Marketing process for commercial properties. • Financing on purchase of commercial properties. • Policies relating to different modes of sales of commercial properties e.g. en bloc/collective sales, tender, bank/mortgagee sale and auction en bloc/collective sales, tender, bank/mortgagee sale and auction.
<p><u>Topics under Industrial Property Market</u></p> <ul style="list-style-type: none"> • JTC industrial properties • Private industrial properties
<p><u>Possible knowledge areas:</u></p> <ul style="list-style-type: none"> • Market drivers, factors affecting demand and supply. • Types of industrial properties under Master Plan zoning (e.g. Business Park, Business 1, Business 2) and their characteristics. • Policies affecting industrial properties.

- Process on sale and leasing of industrial properties.
- Marketing process for industrial properties.
- Financing on purchase of industrial properties.
- Understanding JTC and URA's policies on industrial properties.
- Policies relating to different mode of sales of private industrial properties, e.g. en bloc/collective sales, tender, bank/mortgagee sale and auction.

Topics under Foreign Properties

- By jurisdiction

Possible knowledge areas:

- Types of properties and their tenure/leases in different jurisdictions, and factors affecting the real estate markets in these jurisdictions.
- Laws and policies relating to the sale and lease of foreign properties in different overseas jurisdictions.
- Financing on purchase of foreign properties.

Table 4: Other Real Estate Knowledge – Topics and Possible Knowledge Areas

<p>P3: Other Real Estate Knowledge</p> <p>Salespersons should deepen and broaden their real estate knowledge beyond their domain segment and to keep abreast of other real estate information and trends which may be relevant to the conduct of their estate agency work.</p>
<p><u>Topics under Sustainable Living Environment</u></p> <ul style="list-style-type: none"> • Built environment and infrastructure (e.g. Facilities and strata management; Green Mark, Quality Mark and Construction Quality Assessment System (CONQUAS)) • Urban sustainability and planning (e.g. Urban planning) • Heritage conservation (e.g. Building conservation)
<p><u>Possible knowledge areas:</u></p> <ul style="list-style-type: none"> • Management and maintenance of buildings and facilities. • Understanding of BCA's Green Mark, Quality Mark and CONQUAS. • Understanding of URA's Conservation Guidelines for buildings (e.g. shophouses, bungalows, institutions) that have been gazetted for conservation. • Understand the broader issues on how cities are evolving and re-adapting in changing times.
<p><u>Topics under Other Real Estate Knowledge</u></p> <ul style="list-style-type: none"> • Valuation • Property finance and investments • Taxation • REITs
<p><u>Possible knowledge areas:</u></p> <ul style="list-style-type: none"> • Understanding of different property valuation methods. • Understanding of real estate financing. • Understanding of property related taxes. • Understanding of REITs in Singapore.

6 Generic Competencies are transferable skills which complement salespersons in acquiring professional competencies. Table 5 lists the 18 Generic Skills and Competencies that salespersons can refer to, in guiding them in their professional and personal growth.

Table 5: Descriptors of Generic Skills & Competencies

<p>Communication Convey and exchange thoughts, ideas and information effectively through various mediums and approaches.</p>
<p>Computational Thinking Develop and use computational models, tools and techniques to interpret and understand data, solve problems and guide decision-making.</p>
<p>Creative Thinking Adopt a fresh perspective to combine ideas or information in new ways and make connections between seemingly unrelated fields to create new ideas and applications.</p>
<p>Decision Making Choose a course of action from various alternatives using a reasoned process to achieve intended goals.</p>
<p>Developing People Help others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals.</p>
<p>Digital Literacy Use ICT tools, equipment and software to create, evaluate and share information digitally with others.</p>
<p>Global Mindset Awareness of diversity across global cultures and markets; Seek opportunities to adopt successful practices and ideas.</p>
<p>Interpersonal Skills Manage relationships efficiently and communicate with others effectively to achieve mutual consensus and outcomes.</p>
<p>Leadership Lead others to achieve objectives in the most effective way; Provide an inclusive workplace that cultivates workplace relationships and teamwork, and foster the development of others.</p>
<p>Lifelong Learning Seek out opportunities to enhance one's knowledge and skills; Access and acquire new knowledge and skills actively for continual learning.</p>
<p>Managing Diversity Work well with people from different ethnic, social, cultural and educational backgrounds and understand the concerns and interests of diverse work groups.</p>
<p>Problem Solving Generate feasible and efficient solutions to solve problems and capitalise on new opportunities.</p>
<p>Resource Management Efficient and effective deployment and allocation of resources when and where they are needed; Include planning, allocating and scheduling of resources to tasks, which typically include manpower, machines, money and materials.</p>
<p>Sense-Making Organise and analyse data and information accurately to identify relationships and detect patterns and trends to gain insights for decision-making.</p>

Service Orientation

Commit to exceeding both internal and external customers' needs; Proactively identify customer needs and sustain a culture of service excellence within the organisation

Teamwork

Work collaboratively and effectively with others to contribute to group efforts to achieve identified objectives.

Transdisciplinary Thinking

Understanding of concepts across multiple disciplines, with the capacity to synthesise the knowledge and insights to guide decisions and foster cooperation.

Virtual Collaboration

Use online collaborative communication tools to work as teams to accomplish tasks or projects.

(Source: SkillsFuture Singapore)