

***CONTINUING  
PROFESSIONAL  
DEVELOPMENT  
GUIDELINES  
(EFFECTIVE 1 OCT  
2021)***

***DATE OF ISSUE:***

***27 SEP 2021***



<b>S/N</b>	<b>Version History</b>	<b>Date Issued</b>
1	1	6 November 2013
2	2	21 March 2014
3	3	17 Oct 2017
4	4	31 March 2014
5	5	18 Jan 2018
6	6	9 May 2018
7	7	13 September 2019
8	8	27 Sep 2021

<b>Table of Contents</b>	<b>Page</b>
1. Introduction	- 3 -
2. Objectives	- 4 -
3. Current CPD framework (since 1 Oct 2019)	- 4 -
4. What are the components of the CPD Training Roadmap?	- 5 -
5. What is the prevailing CPD requirement?	- 7 -
6. Who will assess the CPD courses?	- 7 -
7. What are the principles and guidelines for CPD credits?	- 8 -
8. What are the responsibilities of KEOs in complying with CPD requirement?	- 9 -
9. CPD cycle	- 10 -
10. CPD information	- 12 -
<u>Annex</u> Reference guide on Professional and Generic Competencies	- 13 -

## **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 is required to undertake a minimum of six 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. Satisfying the required minimum of six credits per annual CPD cycle is 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. Current CPD Framework (since 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 current 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 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 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.
- 3.4 The 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	16 Critical Core Skills (Updated)
<ul style="list-style-type: none"> <li>Estate Agents Act &amp; Regulations &amp; Ethics</li> <li>Other laws &amp; regulations</li> </ul>	<ul style="list-style-type: none"> <li>Residential</li> <li>Commercial</li> <li>Industrial</li> <li>Foreign</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable living environment</li> <li>Appreciation of other real estate knowledge</li> </ul>	<p>(As defined under the SkillsFuture Singapore's list of Critical Core Skills*)</p> <p><u>Thinking Critically</u></p> <ul style="list-style-type: none"> <li>Creative Thinking</li> <li>Decision Making</li> <li>Problem Solving</li> <li>Sense Making</li> <li>Transdisciplinary Thinking</li> </ul> <p><u>Interacting with Others</u></p> <ul style="list-style-type: none"> <li>Building Inclusivity</li> <li>Collaboration</li> <li>Communication</li> <li>Customer Orientation</li> <li>Developing People</li> <li>Influence</li> </ul> <p><u>Staying Relevant</u></p> <ul style="list-style-type: none"> <li>Adaptability</li> <li>Digital Fluency</li> <li>Global Perspective</li> <li>Learning Agility</li> <li>Self Management</li> </ul>

\* The SkillsFuture Singapore's list of Critical Core Skills supersedes its previous list of Generic Skills and Competencies.

#### 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"> <li>• Estate Agents Act, Regulations &amp; Guidelines</li> <li>• Other Laws &amp; Regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Residential</li> <li>• Commercial</li> <li>• Industrial</li> <li>• Foreign</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable Living Environment</li> <li>• Appreciation of other real estate knowledge</li> </ul>

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.

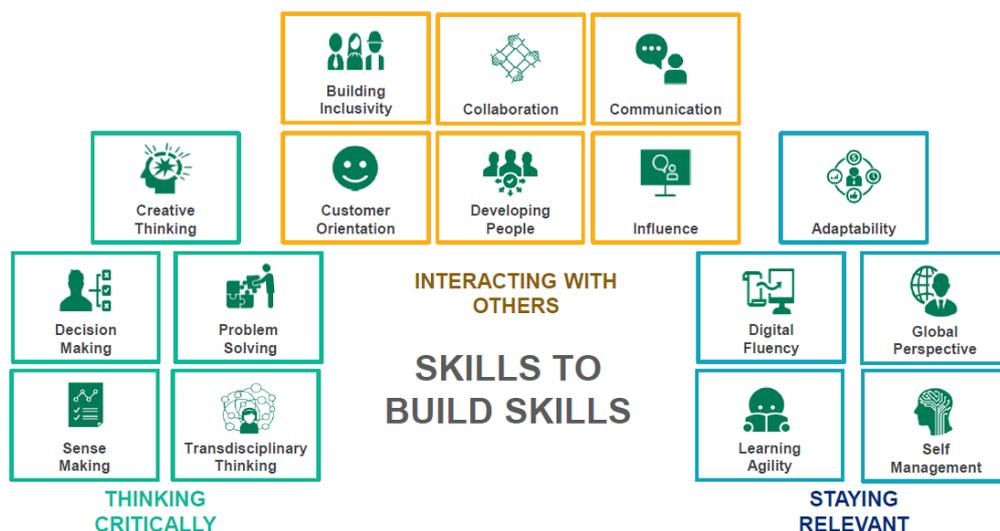
4.1.3 Further elaboration of the Professional Competencies is provided in our reference guide under the Annex. The reference guide aims to provide an overview of the essential knowledge and competencies that are required for KEOs and salespersons in their respective areas of work.

**Generic Competencies (Updated)**

4.1.4 Courses related to generic competencies will contribute towards KEOs and salespersons’ overall personal development and sharpen their soft skills. With effect from 1 October 2021, the Generic Competencies will be aligned with SSG’s list of Critical Core Skills (CCSs) which have superseded SSG’s previous list of Generic Skills and Competencies (GSCs). The SSG’s list of CCSs comprises 16 CCSs grouped into three cluster of skills:

- **Thinking Critically** – These are cognitive skills that are needed to think broadly and creatively in order to see connections and opportunities in the midst of change. Cognitive skills are the root of technical skill development and progression.
- **Interacting with Others** – Learning from other people is one of the most effective ways to acquire new skills and ideas. Being effective at interacting with others means thinking about the needs of other people, as well as being able to exchange ideas and build a shared understanding of a problem or situation. Increasingly people need to be able to combine their technical skills with those of others to succeed.

- **Staying Relevant** – Managing oneself effectively and paying close attention to trends impacting work and living provide the strategies, direction and motivation for technical skill development.



(Source: SkillsFuture Singapore)

4.1.5 Generic Competency courses include those offered by SSG and Estate Agents' in-house training courses that are in line with SSG's list of CCSs. CEA recognises that Estate Agents do provide in-house training for their salespersons. In-house courses that are in line with SSG's list of CCSs 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 CCSs 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 prevailing CPD Requirement?

5.1 Under the current CPD framework, every 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 2022 CPD cycle will start from 1 October 2021 and end on 30 September 2022.

## 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 SSG's list of CCSs.

6.1.5 To assist KEOs in their assessment, further elaboration is provided on the SSG's list of CCSs 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
<b>Attending conference/seminars/ related to real estate industry</b>	<ul style="list-style-type: none"> <li>• As according to guidelines at 7.4.1 and 7.4.2</li> </ul>
<b>Attending courses leading to a certificate or academic qualification related to real estate industry</b>	
<b>Web-based distance learning</b>	
<b>Teaching RES / REA courses / CPD courses</b>	<ul style="list-style-type: none"> <li>• Max. 2 Professional Competency CPD credits per year for RES/REA trainers</li> <li>• 1 CPD credits per course for trainers of CPD courses</li> </ul>

## 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"> <li>• The same number of CPD credits as if the salesperson did not leave the industry; and</li> <li>• The credits for the current year CPD cycle if the registration application is submitted on and after 1 Jan.</li> </ul> <p><b><i>CPD requirements to fulfil before applying for registration = A + B</i></b></p> <p><b><i>A = Outstanding CPD requirements from the past CPD cycles*</i></b></p> <p><b><i>B = CPD requirements for current year CPD cycle (for registration application submitted on and after 1 Jan)</i></b></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 2021;
- The Estate Agent submitted an application on 3 Mar 2021 to register the salesperson till 31 Dec 2021; and
- The RES has no outstanding CPD requirements as he was granted renewal for his 2021 registration licence.
- Therefore, he will only need to fulfil 6 CPD credits for the 2021 CPD cycle.

CPD requirements to fulfil before applying for registration	=	A	+	B
CPD requirements to fulfil before applying for registration till 31 Dec 2021	=	-	+	2021 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 2019;
- The Estate Agent submitted an application on 10 Aug 2021 to register the salesperson till 31 Dec 2021; and
- The salesperson did not complete any CPD course in 2019 and 2020 CPD cycles.
- Therefore, he will need to fulfil 12 CPD credits for his outstanding CPD requirements from the 2019 and 2020 CPD cycles and 6 CPD credits for the 2021 CPD cycle.

CPD requirements to fulfil before applying for registration	=	A	+	B
CPD requirements to fulfil before applying for registration till 31 Dec 2021	=	2019 and 2020 CPD cycles	+	2021 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 Dec<sup>1</sup>:*

- The salesperson registration lapsed on 1 Jan 2020 (e.g. did not fulfil the 2019 CPD requirements for the renewal exercise in Oct 2019);
- The Estate Agent submitted an application on 30 Nov 2021 to register the salesperson for 2022; and
- The salespersons did not complete any CPD course in 2019, 2020 and 2021 CPD cycles.
- Therefore, he will need to fulfil 18 CPD credits for his outstanding CPD requirements from the 2019, 2020 and 2021 CPD cycles.

CPD requirements to fulfil before applying for registration	=	A	+	B
CPD requirements to fulfil before applying for registration till 31 Dec 2022	=	2019, 2020 and 2021 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](http://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 SSG's list of Critical Core Skills. 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.

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<sup>1</sup> 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.

**Annex**

**REFERENCE GUIDE ON PROFESSIONAL AND GENERIC COMPETENCIES**

1 The current CPD Framework (see Table 1) took effect on 1 October 2019, from 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 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 16 Critical Core Skills including those on digital fluency, communication and developing people.

**Table 1: CEA's CPD Framework**

Professional Competencies			Generic Competencies
Laws and Regulations	Property Markets	Other Real Estate Knowledge	16 Critical Core Skills <i>(Updated)</i>
<ul style="list-style-type: none"> <li>Estate Agents Act &amp; Regulations &amp; Ethics</li> <li>Other laws &amp; regulations</li> </ul>	<ul style="list-style-type: none"> <li>Residential</li> <li>Commercial</li> <li>Industrial</li> <li>Foreign</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable environment</li> <li>Appreciation of other real estate knowledge</li> </ul>	<p><i>(As defined under the SkillsFuture Singapore's list of Critical Core Skills)</i></p> <p><u>Thinking Critically</u></p> <ul style="list-style-type: none"> <li>Creative Thinking</li> <li>Decision Making</li> <li>Problem Solving</li> <li>Sense Making</li> <li>Transdisciplinary Thinking</li> </ul> <p><u>Interacting with Others</u></p> <ul style="list-style-type: none"> <li>Building Inclusivity</li> <li>Collaboration</li> <li>Communication</li> <li>Customer Orientation</li> <li>Developing People</li> <li>Influence</li> </ul> <p><u>Staying Relevant</u></p> <ul style="list-style-type: none"> <li>Adaptability</li> <li>Digital Fluency</li> <li>Global Perspective</li> <li>Learning Agility</li> <li>Self Management</li> </ul>

\* *The SkillsFuture Singapore's list of Critical Core Skills supersedes its previous list of Generic Skills and Competencies.*

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><b>P1: Laws and Regulations</b></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><b><u>Topics under CEA’s Estate Agents Act, Regulations &amp; Guidelines</u></b></p> <ul style="list-style-type: none"> <li>• Estate Agents Act and Regulations</li> <li>• Code of Ethics and Professional Client Care (CEPCC)</li> <li>• Code of Practice for Estate Agents (COPEA)</li> <li>• CEA’s Practice Guidelines and Practice Circulars</li> <li>• Professional Service Manual</li> <li>• Dispute Resolutions and Arbitration</li> <li>• Disciplinary cases</li> </ul>
<p><b><u>Possible knowledge areas:</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Dealing with situations where conflict may arise and ensuring compliance to the Estate Agents Act and Regulations.</li> <li>• Develop ethics as the underlying basis for the conduct of estate agency work.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<p><b><u>Topics under Other Laws &amp; Regulations</u></b></p> <ul style="list-style-type: none"> <li>• Central Provident Fund (CPF) Act and policies</li> <li>• Comply with the Advertising Standards Authority of Singapore (ASAS)’s Singapore Code of Advertising Practice (SCAP)</li> <li>• The Law Society of Singapore’s Conditions of Sale</li> <li>• Planning Act and Development Control policies</li> <li>• Land Titles (Strata) Act and the related collective sales rules and regulations</li> </ul>
<p><b><u>Possible knowledge areas:</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Comply with the Advertising Standards Authority of Singapore (ASAS)’s Singapore Code of Advertising Practice (SCAP) when putting up advertisements for property transactions.</li> <li>• 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.</li> <li>• Be well versed with the Land Titles (Strata) Act with regard to the laws on collective sales.</li> </ul>

**Table 3: Property Markets – Topics and Possible Knowledge Areas**

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

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

6 Generic Competencies are transferable skills which complement salespersons in acquiring professional competencies. Table 5 lists the 16 Critical Core Skills that salespersons can refer to, in guiding them in their professional and personal growth.

**Table 5: Descriptors of Critical Core Skills**

<b>Thinking Critically</b>
<p><b>Creative Thinking</b> Adopt diverse perspectives in combining ideas or information and making connections between different fields to create different ideas, improvements and solutions.</p>
<p><b>Decision Making</b> Choose a course of action from several alternatives developed through a structured process in order to achieve intended goals.</p>
<p><b>Problem Solving</b> Generate effective and efficient solutions to solve problems and capitalise on new opportunities.</p>
<p><b>Sense Making</b> Leverage sources of qualitative and quantitative information and data to recognise patterns, spot opportunities, infer insights and inform decisions.</p>
<p><b>Transdisciplinary Thinking</b> Apply concepts from multiple disciplines, and synthesise different areas of knowledge and insights to guide decisions, foster cooperation and drive continuous improvement.</p>
<b>Interacting with Others</b>
<p><b>Building Inclusivity</b> Collaborate with stakeholders from different backgrounds or with different abilities, including diversity dimensions such as race, ethnicity, religion, gender orientation, age, physical and learning ability, education, socio-economic status and political belief, to understand the interests of diverse groups and build an inclusive work environment.</p>
<p><b>Collaboration</b> Manage relationships and work collaboratively and effectively with others to achieve goals.</p>
<p><b>Communication</b> Convey and exchange thoughts, ideas and information effectively through various mediums and approaches.</p>
<p><b>Customer Orientation</b> Identify the needs of customers, both internal and external, to deliver an effective customer experience.</p>
<p><b>Developing People</b> Empower others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals.</p>
<p><b>Influence</b> Influence behaviours, beliefs or attitudes in order to achieve desired outcomes and solutions.</p>
<b>Staying Relevant</b>
<p><b>Adaptability</b> Exercise flexibility in behaviours or approaches to respond to changes and evolving contexts.</p>

**Digital Fluency**

Leverage digital technology tools, systems, and software across work processes and activities to solve problems, drive efficiency and facilitate information sharing.

**Global Perspective**

Operate in cross-cultural environments, demonstrating an awareness of the wider global context and markets to identify potential opportunities and risks.

**Learning Agility**

Deploy different learning approaches which enable continuous learning across different contexts to drive self-development and the achievement of long-term career goals.

**Self Management**

Take ownership of managing one's personal effectiveness, personal brand and holistic physical, mental, emotional and social well-being.

(Source: SkillsFuture Singapore)