

*As at 22 March 2023*

**FREQUENTLY ASKED QUESTIONS AND ANSWERS ON  
PROJECT ADEPT WORKGROUP'S REPORT AND RECOMMENDATIONS**

**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 the REITM 2025 to further enhance the CPD ecosystem so that it can better support property agents in becoming 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 recommendations be implemented?**

The Project ADEPT workgroup has released its report and recommendations for the industry's feedback from 22 March 2023 to 11 April 2023. CEA will collate the feedback for consideration before finalising the recommendations.

The workgroup proposes to implement the recommendations by 2025 in line with the timeline of the Real Estate Industry Transformation Map 2025. For example, the proposed increase in CPD requirement would mean that property agents would have to attain this for the annual renewal exercise in 2026.

**3. Would the renewal of property agencies' licences and agents' registration become more difficult under the workgroup's recommendations?**

The workgroup's recommendations 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 property agents' 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 and ethically to his clients. Through the recommendations, the workgroup aims to enhance the future-readiness of the industry and quality of CPD training, and to promote a learning mindset among property agents.

**4. I am a property agent. Will my training cost increase if the workgroup's recommendations are adopted? What training subsidies can I tap?**

The costs of all CPD courses are and will continue to be determined by the respective course providers. For the proposed 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)<sup>1</sup>. Course providers which are not onboard UTAP yet can contact e2i at [UTAP@e2i.com.sg](mailto: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” (Recommendation 1)?**

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 workgroup’s recommendation.

To recognise the industry’s training effort, the workgroup recommends setting the CPD requirement in terms of training hours instead of credits to reflect the actual amount of training time 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 Recommendation 1 to target to increase the CPD requirement to 24 training hours?**

The workgroup had mapped out the knowledge and competencies that a property agent, team leader/manager (i.e. a property agent who heads a team of property agents), and a Key Executive Officer (KEO) requires respectively to perform their functions.

For a property agent to be up-to-date and competent in his practice, the workgroup recommends at least 16 training hours (i.e. equivalent to 4 half-day courses) to sufficiently cover the Professional Competencies, and another 8 training hours (i.e. equivalent to 2 half-day courses) on Generic Competencies.

Typically, property agents handling transactions in a particular market segment would require a minimum of 4 to 8 hours of training to cover each area of market-related knowledge. To provide more value-adding services, property agents would require another 4 to 8 hours of training in each of the other real estate-related knowledge areas. They would also require a minimum of 4 hours for training in laws and regulations which CEA and industry stakeholders identify to be “essentials” and fundamentally important to conduct estate agency work.

In addition, property agents would require a minimum of 4 to 8 hours training in a relevant skill to complement their professional competencies such as, customer communication skills and digital fluency skills, to better serve consumers and meet consumer expectation.

For more details, please refer to the [Project ADEPT report or infographic summary](#).

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<sup>1</sup> 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.

**7. Under Recommendation 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.

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 (Recommendation 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 workgroup's recommendation, 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 Recommendation 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. The workgroup recommends that CEA tightens the accreditation criteria for CPD course providers to help reshape the way CPD courses are conducted and enhance the overall learning experience of the industry.

CEA will have to work out the operationalisation of the recommendation during implementation. More details will be shared in due course.

**10. My company is a CPD course provider. How would Recommendation 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 recommendation during implementation. More details will be shared in due course.

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