



**MOTIVATE  
EDUCATE  
INFLUENCE**

# COURSE HANDBOOK

# Together, we create the future

## Stockland proudly supports industry education

At Stockland we have a strong commitment to employee development which includes leveraging the diverse offering of programs and courses from the Property Council Academy.

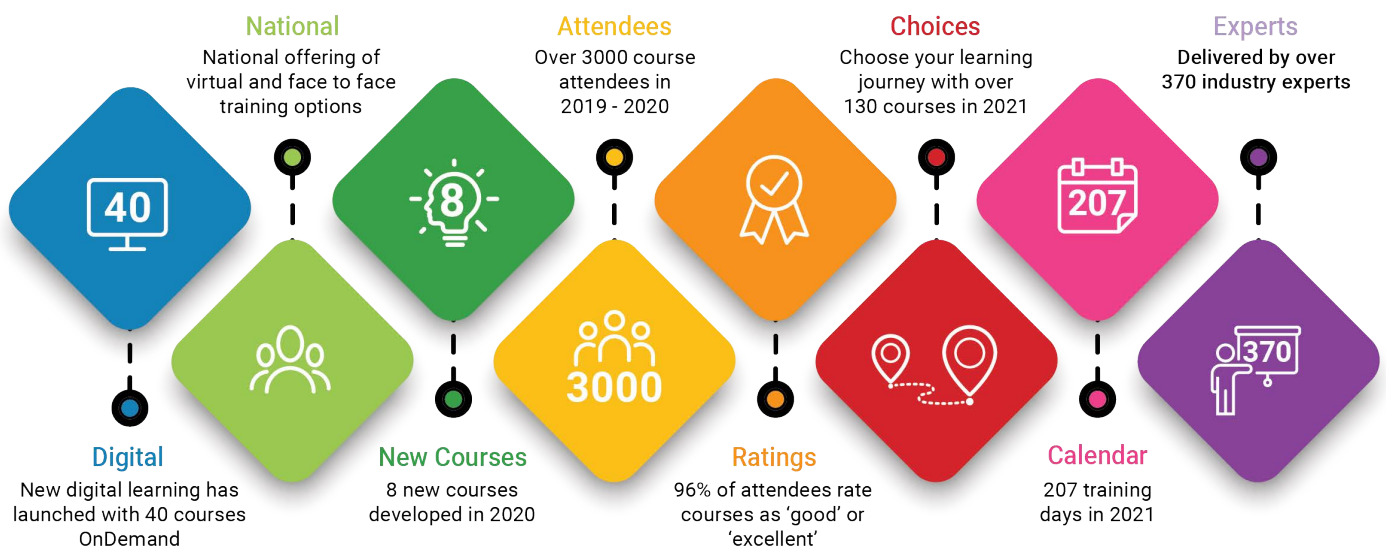
Stockland is excited to be a sponsor of the Property Council Academy for 2022. We acknowledge their work in developing our employees and growing leaders and professionals across the industry.





**MOTIVATE  
EDUCATE  
INFLUENCE**

# INVEST IN YOUR TALENT PIPELINE TODAY



**VISIT [ACADEMY.PROPERTYCOUNCIL.COM.AU](https://academy.propertycouncil.com.au)**

Course enquiries and bookings | [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au) | 02 9033 1900



## Property Council Academy courses are designed and delivered by today's property leaders.

Find a course to fill strategic gaps or simply brush up on your skills.

[DISCOVER COURSES >](#)

### START YOUR CAREER

#### FOUNDATION COURSES

These courses are for new members to the industry to build a successful career with the right foundations.

- Essentials of Finance
- Leasing Fundamentals; Retail and Commercial
- Retail Leases Act
- Building Services
- Planning for Non-Planners

### INDUSTRY DIPLOMAS

#### NATIONAL INDUSTRY DIPLOMAS

Our renowned national industry diplomas are technical programs tailored to specific property roles:

- Industrial and Supply Chain Industry Diploma
- Property Investment and Finance
- Property Development
- Property Asset Management
- Retail Property
- Operations and Facilities Management
- Village Management

### SPECIALIST

#### SPECIALIST COURSES

Workshops designed to fill strategic gaps.

- Legal Framework & Dispute Resolution
- Feasibility - Risk Management
- Project Management
- Industrial Insights Unpacked
- Retirement Living Sales & Marketing
- Leadership in Retirement Living
- Retirement Living Facilities Management
- Retirement Living Sales & Legal Framework
- Navigating the Retirement Villages Act
- Construction Contracts and Infrastructure
- Build to Rent
- ESG in the Property Sector
- Valuation for Non-Valuers

### LEADERSHIP & SOFT SKILLS

#### LAUNCHPAD COURSES

Courses designed to accelerate your career.

- Leading with Purpose in Property
- Storytelling for Leaders
- Business Writing
- Effective Email Communication
- Practice your Presentation Skills

### ONLINE

#### DIGITAL DELIVERY

We offer the below options in online delivery.

- Virtual Classroom courses on specific dates
- Online Courses completed in your own time
- On Demand: expert educational videos

### BESPOKE & IN-HOUSE

#### IN-HOUSE TRAINING

We customise existing content and create bespoke courses for a powerful, development experience either face to face or online.

NATIONAL EDUCATION PARTNER



INDUSTRY DIPLOMA PARTNERS



COURSE PARTNERS



# TABLE OF CONTENTS

## ● WELCOME

ABOUT THE ACADEMY	5
IN HOUSE TRAINING	6
EARN CPD POINTS	8
EARN CREDIT TOWARDS A MASTERS DEGREE	9
PROPERTY COUNCIL ACADEMY DIGITAL BADGES	10
IN-HOUSE TRAINING	14

## ● OUR COURSES

<b>ON DEMAND</b>	<b>16</b>
<b>FOUNDATION COURSES</b>	<b>29</b>
PROPERTY INDUSTRY INDUCTION	30
ESSENTIALS OF FINANCE	31
RETAIL LEASES ACT	32
BUILDING SERVICES	33
PLANNING FOR NON-PLANNERS	34
LEASING FUNDAMENTALS	35
LEASING FUNDAMENTALS: RETAIL LEASING	36
FUNDAMENTALS: COMMERCIAL RETAIL	37
<b>PROPERTY INVESTMENT &amp; FINANCE</b>	<b>40</b>
PROPERTY INVESTMENT & FINANCE PART 1	42
PROPERTY INVESTMENT & FINANCE PART 2	23
BUILD TO RENT	44
VALUATION FOR NON-VALUERS	45
<b>PROPERTY DEVELOPMENT</b>	<b>48</b>
PROPERTY DEVELOPMENT CORE	50
PROPERTY DEVELOPMENT ADVANCED	51
PROPERTY DEVELOPMENT EXPERT	52
<b>ELECTIVES</b>	<b>54</b>
FEASIBILITY WORKSHOP	55
RISK MANAGEMENT	56
PROJECT MANAGEMENT LEGAL FRAMEWORK & DISPUTE RESOLUTION	57
ESG IN THE PROPERTY SECTOR	59
<b>INDUSTRIAL</b>	<b>62</b>
INDUSTRIAL AND SUPPLY CHAIN INDUSTRY DIPLOMA	63
INDUSTRIAL AND SUPPLY CHAIN PART 1 & 2	64

<b>PROPERTY ASSET MANAGEMENT</b>	<b>65</b>
PROPERTY ASSET MANAGEMENT CORE	67
PROPERTY ASSET MANAGEMENT ADVANCED	68
PROPERTY ASSET MANAGEMENT EXPERT	69
<b>RETAIL PROPERTY</b>	<b>72</b>
RETAIL PROPERTY CORE	74
RETAIL PROPERTY ADVANCED	75
RETAIL PROPERTY EXPERT	76
<b>OPERATIONS &amp; FACILITIES MANAGEMENT</b>	<b>78</b>
OPERATIONS & FACILITIES MANAGEMENT PART 1	80
OPERATIONS & FACILITIES MANAGEMENT PART 2	81
<b>RETIREMENT LIVING</b>	<b>84</b>
VILLAGE MANAGEMENT INDUSTRY DIPLOMA	86
INTRODUCTION RETIREMENT LIVING INDUSTRY	87
RETIREMENT LIVING: CODE OF CONDUCT	88
NAVIGATING THE RETIREMENT VILLAGES ACT	89
VILLAGE MANAGEMENT	90
LEADERSHIP IN RETIREMENT LIVING	92
FACILITIES AND ASSET MANAGEMENT	93
SALES AND MARKETING	94
<b>LAUNCHPAD COURSES</b>	<b>96</b>
LEADING WITH PURPOSE IN PROPERTY	97
EFFECTIVE EMAIL COMMUNICATION	98
BUSINESS WRITING IN PROPERTY	99
POLISH YOUR PRESENTATION SKILLS	100
TAKE YOUR PRESENTATION SKILLS: THE NEXT LEVEL	101
STORYTELLING FOR LEADERS	102
EXCELLING IN STRENGTHS	103

## ABOUT THE ACADEMY

The Property Council Academy offers expert professional development courses to suit all aspects of the ever-growing property industry.

### Why choose the Academy?

1. Learning programs for all levels and sectors of the property industry
2. Programs designed and delivered by today's property industry leaders
3. Flexible and practical courses, allowing you to design your own career path
4. A dynamic alumni network to meet like-minded professionals and keep you connected
5. Accrue CPD Points for all courses
6. Earn credit towards a master's degree at a growing number of universities

### ENROL NOW

[www.academy.propertycouncil.com.au](http://www.academy.propertycouncil.com.au)

**Email:** [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au)

**Phone:** 02 9033 1900

## IN-HOUSE TRAINING

All Academy courses can be customised and delivered in-house for a powerful, bespoke development experience.

Why train in-house?

- ✓ You can tailor content specifically for your organisation
- ✓ You have access to our highly experienced, industry-leading facilitators and speakers
- ✓ It's a cost-effective choice for your business, saving you travel and venue costs
- ✓ It's a great team building opportunity
- ✓ You can use real, live case studies for powerful learning outcomes

“The Property Council Academy training was on mark in delivering a high level overview for directors and executives without a professional property development background. The facilitator was experienced and relayed real-life examples and case studies to deepen understanding.”



**IAN LYNCH**

CEO  
Pacific Link Housing



**KYLIE DUGGAN**

Manager Organisational Development,  
Learning and Change  
APAC & EMEA, BGIS

**BGIS**



“In 2019, BGIS partnered with the Property Council Academy to deliver the Operations & Facilities Management (OFM) Industry Diploma program for our people, which was customised to meet our needs as a global business. 2020 has brought about many challenges for traditional face-to-face models of learning delivery, so we were thrilled to successfully deliver our first virtual OFM Industry Diploma over several three-hour learning sessions with the support of the team at the Property Council Academy. The OFM Industry Diploma is one of the foundation programs in BGIS' learning and development suite, and it continues to deliver great value, insights and professional development for our team members.”

FIND OUT MORE ABOUT IN-HOUSE TRAINING

[www.academy.propertycouncil.com.au](http://www.academy.propertycouncil.com.au)

Email: [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au)

Phone: 02 9033 1900

# EARN YOUR CPD POINTS WITH THE PROPERTY COUNCIL ACADEMY



A number of professions within the property sector require members to obtain continuing professional development (CPD) points under their membership terms and conditions.

## There are two broad categories of CPD:

1. For the Professions (accounting, law, company directors, engineers, valuers, architects and others) who need to complete structured (formal training) and unstructured (reading a relevant magazine, participating in a committee, presenting or mentoring) professional development.

The Professions allow members to identify their own professional development needs and count one hour of training for one point of CPD.

2. For Real Estate Agents - mandatory requirements are 12 points of CPD in NSW, 7 points of CPD in WA; in most other states it is recommended.

## From March 2020, new CPD requirements came in force in NSW which are:

**Class 1 Real Estate or Strata Management Licence holders are required to complete at least 9 hours of CPD activity per year, including:**

- 3 hours of compulsory topics which include (Real Estate Reforms (1 hour), Rules of Conduct (1 hour), Risk Management – responsibilities of agents (1 hour))
- 3 hours of elective topics, plus
- 3 hours of Business skills topics (Business skills requirement will be enforced from 23 March 2021)

**Class 2 Real Estate or Strata Management Licence holders are required to complete at least 6 hours of CPD activity per year, including:**

- 3 hours of compulsory topics, plus
- 3 hours of elective topics

The Property Council Academy is a provider of both elective and business skills topics.

Licence and certificate holders should retain their own records and must provide these records as evidence, if requested.

**For further information visit [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)**

# EARN YOUR CPD POINTS WITH THE PROPERTY COUNCIL ACADEMY



## CPD for Legal Professionals

The CPD scheme that operates in NSW and VIC (governed by the *Legal Profession Uniform Continuing Professional Development (Solicitors) Rules 2015*) requires lawyers to self-assess whether an educational activity they attend meets the CPD requirements. Each CPD activity undertaken must:

- be of significant intellectual or practical content and must deal primarily with matters related to the solicitor's practice of law;
- be conducted by persons who are qualified by practical or academic experience in the subject covered; and
- extend the solicitors knowledge and skills in areas that are relevant to the solicitor's practice needs or professional development.

If a Property Council Academy course is relevant to your immediate or long term needs in relation to your professional development and practice of the law, then you should claim one "unit" for each hour of attendance, refreshment breaks not included.

## ENQUIRIES

Telephone: 02 9033 1900

Email: [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au)

# EARN CREDIT TOWARDS A MASTER'S DEGREE

A growing number of our Industry Diplomas offer credit towards master's degree courses and other programs.

Operations & Facilities Management Industry Diploma	Master of Architectural Science (High Performance Buildings) from the University of Sydney
Property Development Industry Diploma	Master of Property from RMIT
Property Investment & Finance Industry Diploma	Master of Real Estate Investment from the University of Technology, Sydney
All Academy Industry Diploma courses eligible for advanced standing	Master of Commerce (Property Investment & Development) from Western Sydney University
All Industry Diplomas	A range of property programs from Bond University



# PROPERTY COUNCIL ACADEMY DIGITAL BADGES

Property Council Academy skills are recognised, respected and valued globally throughout the property industry, yet seamlessly communicating your abilities and achievements can be challenging.

When you earn an Academy course you can easily and quickly share **verified proof** wherever and whenever you choose. Academy digital badges are represented by a digital image that, once clicked on by a colleague or employer, will display **verified information** such as issue date, what it took to earn the badge and the steps you undertook to earn your skills.



## WHAT IS THE VALUE OF A DIGITAL BADGE?



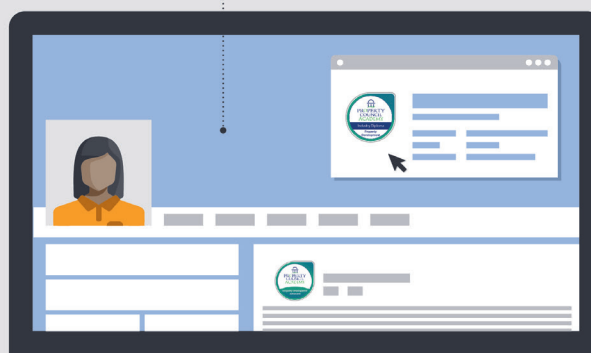
It shows the world the knowledge and skills you demonstrated to achieve your certificate from a respected, credible source.



It helps you publicize your accomplishments on social media, on your website and in your email signature.



It demonstrates that your knowledge is up to date.



## WHO WILL NOTICE YOUR DIGITAL BADGE?



Clients



Prospective clients



Employers



Your peers



Your network



Twitter



Facebook



LinkedIn



Website



Email Signature

## WHERE CAN I USE A DIGITAL BADGE?

Digital badges let the world know what you've accomplished, quickly and easily! Post them on your social media platforms, add them to your LinkedIn certificates, your email signature and your website.

**Learn more at [academy.propertycouncil.com.au/digitalbadges](https://academy.propertycouncil.com.au/digitalbadges)**

## Apply for advanced standing towards a Master of Commerce at Western Sydney University

We are thrilled to announce all Academy graduates of our  
Property Asset Management, Retail Property, Property Investment & Finance,  
Property Development, Operations & Facilities Management and  
Village Management Industry Diplomas can now apply for  
advanced standing towards a Master of Commerce at Western Sydney University.



[apply now](#) ▶

### Advanced Standing Application Process:

- 1** Based on completion of all elements of relevant Property Council Academy Industry Diploma, students can apply for advanced standing in Master of Commerce (Property Investment and Development) at Western Sydney University
- 2** Advanced standing will be given in one subject. The remaining 7 subjects cover property investment, property finance, property portfolio analysis, property development
- 3** Masters involves 8 subjects, completed at the Parramatta CBD campus (or online if approved for specific student). Typically done part-time with evening classes of 3 hours duration. All classes are recorded

- 4** As one of these subjects, students get the opportunity to do a major applied property industry report on a selected area of property so they can expand their understanding of an area of property that they see as important for their property career development

- 5** When applying, details should be sent to

**Professor Graeme Newell**  
[g.newell@westernsydney.edu.au](mailto:g.newell@westernsydney.edu.au)

A PDF copy of Property Council Academy qualification is required with application

Applicant will be advised of advanced standing



# IN-HOUSE TRAINING

A bespoke learning experience tailored to your specific needs by Subject Matter Experts and the Academy's Education Specialist



# COURSE OPTIONS

**1  
DAY**

## 1-day Essentials Course

(can be delivered 1 full day, 2 x half days, 3 x 2 hour sessions)

### Course examples include:

- Property Development Essentials
- Property Asset Management Essentials
- Retail Property Essentials
- Leasing Fundamentals
- Property Industry Induction
- Essentials of Finance

Minimum 10 people, Maximum 20 people  
Members pay \$540 + GST per person  
(public member price is \$675 per person)

Customisation on a 1-day program starts at \$1000 + GST subject to the level of tailoring required.

*Example: 1-day Property Development Essentials for 15 people would cost \$9,100 + GST and basic customisation.*

**2  
DAY**

## 2-day Courses

(can be delivered 2 full days, 4 x half days, 6 x 2 hour sessions)

### Course examples include:

- Operations and Facilities Management Part 1
- Property Investment and Finance Part 1
- Building Services Fundamentals

Minimum 10 people, Maximum 15 people  
Members pay \$1075 + GST per person  
(public member price is \$1340 per person)

Customisation on a 2-day program starts at \$2000 + GST subject to the level of tailoring required.

*Example: 2-day Operations and Facilities Management for 12 people would cost \$14,900 + GST and basic customisation.*

# COURSE OPTIONS

**3  
DAY**

## 3-day Courses

(can be delivered 3 full day over 1, 2 or 3 weeks , 6 x half days, 9 x 2 hour sessions)

### Course examples include:

- Property Development Advanced
- Property Asset Management Advanced
- Retail Property Advanced
- Operations and Facilities Management Part 2
- Property Investment and Finance Part 2

Minimum 10 people, Maximum 15 people  
Members pay \$1710 + GST per person  
(public member price is \$2135 per person)

Customisation on a 3-day program starts at \$3000 + GST subject to the level of tailoring required.

*Example: 3-day Property Development Advanced Course for 10 people would cost \$20,100 + GST and basic customisation.*

## Create from Scratch

If you desire a technical property course that is not part of our existing courses, we can create it. A fully customised course of this nature ranges from \$5,000 to \$15,000+ depending on the amount of time needed to build and deliver the program.



### Meet our the Academy's Education Specialist Noel Basile

Business Leader | Presenter |  
Leadership Coach

Noel has 25 years of global and local experience as a leader and educator in Property, Banking, Higher Education, Healthcare and Organisational Effectiveness.

## CONTACT US

**Noel Basile**

☎ 02 9033 1996

✉ [nbasile@propertycouncil.com.au](mailto:nbasile@propertycouncil.com.au)



# **ON DEMAND COURSES**

# ON DEMAND COURSE OFFERINGS

## Binge-worthy digital learning experiences On Demand

Online Courses on specific property technical topics and leadership fundamentals available anywhere, anytime, and on any device.

Educational videos delivered by Property specific, technical and experienced subject matter experts.

### OFFERINGS

#### ALL IN BUNDLE

The Academy, 'All In' bundle gives you access to all Binge-worthy digital learning experiences OnDemand. This bundle features online courses on specific property technical topics and leadership fundamentals available anywhere, anytime, and on any device. These educational videos are delivered by Property specific, specialised and experienced subject matter experts.

\*Please note the investment for this bundle is for one user only; if you have multiple users, please email

USERS/LICENSES	MEMBER	NON-MEMBER
1 License	\$640	\$960
Up to 10 Licenses	\$4,480	\$6,695
Up to 20 licenses	\$7,725	11,535
Up to 30 licenses	\$9,580	\$14,370
Up to 100 licenses	\$12,875	\$19,055

# ON DEMAND COURSE OFFERINGS

COURSE	Learning outcomes	MEMBER	NON-MEMBER
INTRODUCTION			
<b>PROPERTY INDUSTRY INDUCTION</b>	<ol style="list-style-type: none"> <li>1. Understand how the different sectors of the property industry work together.</li> <li>2. Get an overview of key property concepts and terminology.</li> <li>3. Understand some of the key issues, practices and challenges of the industry, guided by property industry experts.</li> </ol>	\$375	\$570
<b>INTRODUCTION TO PROPERTY LAW</b> Join industry expert Matthew Rafferty, partner Carroll & O'Dea Lawyers as he introduces Property Law	<ol style="list-style-type: none"> <li>1. Understand the difference between property law and contract law and how they interact.</li> <li>2. Property law defined.</li> <li>3. Learn from examples of modern and old system land titles.</li> <li>4. Understand different types property transactions.</li> <li>5. An overview of the conveyancing process.</li> <li>6. An overview of electronic property transactions.</li> </ol>	\$55	\$110
PLANNING			
<b>REASONING WITH EVIDENCE FOR PLANNERS</b> A great reasoning strategy can make all the difference to your planning outcomes. In this video, we'll look at how to get the best out of your planning evidence and how to build the most persuasive arguments for planning decision makers.	<ol style="list-style-type: none"> <li>1. Learn how to get the best out of your planning evidence.</li> <li>2. Better understand how to build the most persuasive arguments for planning decision makers.</li> </ol>	\$55	\$110
DESIGN			
<b>DESIGN CONSIDERATIONS FOR DESTINATION PLAY</b> Covers all aspects of destination play spaces from what makes a play space a destination, what design considerations there are for these spaces and finally some outstanding case studies from Australia, New York and Barcelona.	<ol style="list-style-type: none"> <li>1. Understand what a destination playspace is.</li> <li>2. Overview of destination play structures.</li> <li>3. Overview of complementary play items.</li> <li>4. Design considerations.</li> <li>5. Case study examples from Australia, New York and Barcelona.</li> </ol>	\$55	\$110

# ON DEMAND COURSE OFFERINGS

COURSE	Learning outcomes	MEMBER	NON-MEMBER
<b>CREATING GREAT PLACES</b> Simon Burt talks about creating great places to work and will share some case studies	1. An overview of building functionality. 2. Key safety considerations. 3. An overview of vibrancy, sustainability and wellness in placemaking. 4. An overview of community impact through arts, culture, volunteering, partnering and giving. 5. An overview of leading-edge real estate technologies	\$55	\$110
SUSTAINABILITY			
<b>MAKING BUILDINGS SUSTAINABLE IN 2020</b> Delivered by Danny De Sousa, National Sustainability Manager - Operations, Brookfield Properties	1. An overview of Brookfield Properties commitment to sustainability and how it is embedded into their operating model. 2. Key program examples to operating efficiently. 3. Case study examples across the nation. 4. Key lessons learned and takeaways	\$55	\$110
COVID-19			
<b>WHAT COVID-19 MEANS FOR THE FUTURE OF WORK AND THE OFFICE</b> The future of work, workers and the workplace and the impact of COVID 19 on the industry now and into the future.	1. Shaping the future of work. 2. Key customer insights. 3. An overview of digital transformation. 4. An overview of the purpose of an office and how this has changed. 5. What does the future of property look like?	\$55	\$110
LEASING FUNDAMENTALS			

# ON DEMAND COURSE OFFERINGS

COURSE	Learning outcomes	MEMBER	NON-MEMBER
<b>WHAT DO COMMERCIAL TENANTS WANT?</b>	<ol style="list-style-type: none"> <li>1. Understand the selection of obvious items</li> <li>2. Understand the selection of less obvious items (including regimes in a COVID-19 world)</li> <li>3. What does the future hold – including technology?</li> <li>4. Is the relationship important – Landlord, Tenant and Tenant Rep?</li> <li>5. What are landlords doing to attract and retain tenants?</li> </ol>	\$55	\$110
<b>LEASING: AN OWNER'S PERSPECTIVE</b> Overview of leasing from the owner's perspective. Join Danielle Dalby as she explains a fund structure, fund expectations, Leasing in property investment, valuations, strategy, agents and fees.	<ol style="list-style-type: none"> <li>1. Better understand leasing from the owners perspective.</li> <li>2. An overview of a fund structure, fund expectations, Leasing in property investment, valuations, strategy, agents and fees.</li> </ol>	\$55	\$110
<b>TRENDS IN COMMERCIAL LEASING</b>	<ol style="list-style-type: none"> <li>1. Explore the trends affecting current commercial office leasing.</li> <li>2. Identify market trends.</li> <li>3. Better understand who the market is.</li> <li>4. Case studies on recent transactions.</li> <li>5. Activating space – understand new and innovative ways to seek return on your vacant areas.</li> </ol>	\$55	\$110
<b>LEASE DOCUMENTATION</b> Expert Matthew Rafferty, partner Carroll & O'Dea Lawyers provides an overview of Lease Documentation	<ol style="list-style-type: none"> <li>1. An overview of common documentation.</li> <li>2. Understand when the deal is binding.</li> <li>3. Understand how the deal affects the documentation.</li> <li>4. Get an overview of the sequence of the documentation.</li> <li>5. Learn about legislation and disclosure.</li> </ol>	\$55	\$110
<b>THE LEASE AND ITS LANGUAGE</b>	<ol style="list-style-type: none"> <li>1. Objectives of a lease.</li> <li>2. The common clauses in commercial leases which are the subject of most negotiation and ultimately most disputes.</li> <li>3. Relevant legislation.</li> <li>4. Current trends in leasing.</li> </ol>	\$55	\$110

# ON DEMAND COURSE OFFERINGS

COURSE	Learning outcomes	MEMBER	NON-MEMBER
RETIREMENT LIVING			
<b>INTRODUCTION TO RETIREMENT LIVING</b> This course will help you to understand the unique range of skills and knowledge required to manage a modern retirement village community successfully.	<ol style="list-style-type: none"> <li>1. Understand the role of retirement living in Australia.</li> <li>2. Learn about the different types of retirement living offerings.</li> <li>3. Explore the role and responsibilities of a Village Manager.</li> </ol>	\$95	\$150
<b>RETIREMENT LIVING: CODE OF CONDUCT</b> Enabling participants to promote and protect resident rights and provide a benchmark for best practice.	<ol style="list-style-type: none"> <li>1. Understand the purpose and objectives of the Code.</li> <li>2. Understand how the Code is run.</li> <li>3. Learn the expectations once an operator signs up to the Code.</li> </ol>	\$55	\$80
<b>RETIREMENT LIVING INTEGRATED CARE MODEL</b>	<ol style="list-style-type: none"> <li>1. Integrated Care - what does it mean and what value does it add in Retirement Living.</li> <li>2. Fundamentals of integrated care.</li> <li>3. What do you do as a village manager if your resident requires help with support services at home.</li> <li>4. Why are Assessments important and what preparations are required for Assessment with My Aged Care.</li> <li>5. Commonwealth Home Support Program – Entry Level support services in their own unit in a Retirement village.</li> <li>6. Introduce the concept of Packaged Care /Home Care Packages – who is eligible; how does it work.</li> <li>7. Privacy Act – sharing your resident's information with other allied health professionals.</li> <li>8. COVID-19 – Protecting yourself and your resident's health and safety.</li> </ol>	\$55	\$110
RETAIL			
<b>RETAIL RESET</b>	<ol style="list-style-type: none"> <li>1. Combat the challenges of the current day to day retail existence.</li> <li>2. Strategise business recovery.</li> <li>3. Not only survive but thrive in the new retail landscape.</li> </ol>	\$55	\$110

# ON DEMAND COURSE OFFERINGS

COURSE	Learning outcomes	MEMBER	NON-MEMBER
DEVELOPMENT			
<b>RISK CONSTRUCTION CONTRACTS</b>	<ol style="list-style-type: none"> <li>1. Explore the two major types of construction contracts that developers use for the delivery phase.</li> <li>2. Gain awareness of the more typical disputes that may occur during the delivery phase.</li> <li>3. Explore different approaches to quantifying the risks in your project.</li> </ol>	\$55	\$110
PROPERTY INVESTMENT & FINANCE			
<b>ACQUISITION DIVESTMENT PROCESS</b>	<ol style="list-style-type: none"> <li>1. The Process</li> <li>2. Due Diligence</li> <li>3. Contract Negotiation</li> <li>4. A real Australian property case study</li> </ol>	\$55	\$110
<b>VALUATION OF AREITS</b> Peter Cashmore provides an overview of the sector, types of valuations and valuations methods.	<ol style="list-style-type: none"> <li>1. Overview of an AREIT.</li> <li>2. AREIT valuation summary of methods including their strengths and weaknesses.</li> </ol>	\$55	\$110
<b>DEEP DIVE: DEBT</b> Martin Priestley, Head of Debt for Asia Pacific at Nuveen Real Estate, provides a deep dive in debt for the market in Australia and New Zealand.	<ol style="list-style-type: none"> <li>1. Overview of Australian and New Zealand debt before COVID-19.</li> <li>2. Australian and New Zealand debt - Post COVID-19 projections.</li> <li>3. Traditional and non-traditional lenders.</li> <li>4. Australian and New Zealand markets for debt.</li> </ol>	\$55	\$110
<b>REAL ESTATE INVESTMENT IN A POST COVID-19 WORLD</b> Michael Neal, Chief Investment Officer for Europe & Asia at Nuveen Real Estate, discusses real estate investments in a post Covid-19 world.	<ol style="list-style-type: none"> <li>1. An overview of the economy and global GDP base case growth.</li> <li>2. An overview of the global slowdown of investment activity.</li> <li>3. Sector sensitivity in a post COVID-19 world.</li> <li>4. Pension investment into land and property.</li> <li>5. What does tomorrow's world look like?</li> <li>6. An overview of the office, retail, living and logistics sectors during and after the pandemic.</li> </ol>	\$55	\$110

# ON DEMAND COURSE OFFERINGS

COURSE	Learning outcomes	MEMBER	NON-MEMBER
<b>BUILD TO RENT</b>	Build to Rent is Australia's newest rising residential asset class. What is build-to-rent and how does it stack up? Hear from Luke Mackintosh, Partner at EY who will explore the fundamentals of the build-to-rent asset class.	\$55	\$110
<b>OPERATIONS &amp; FACILITIES MANAGEMENT</b>			
<b>PLANNED PREVENTATIVE MAINTENANCE</b>	<ol style="list-style-type: none"> <li>1. Relate the process of Planned Preventative Maintenance (PPM) to reporting and audit responsibilities.</li> <li>2. Understand statutory maintenance and legislative compliance.</li> <li>3. Get an overview of your corporate audit &amp; obligations</li> <li>4. Identify the key legal responsibilities.</li> <li>5. Overview the key outputs of a PPM schedule.</li> <li>6. Understand the risk of routine leading to complacency.</li> </ol>	\$55	\$110
<b>RESPONSE TO COVID-19: DESIGN AND OPERATIONS</b> Delivered by David Barker, Principal at Integral Group this course outlines asset positioning for now, next an future; and the bigger picture.	<ol style="list-style-type: none"> <li>1. Design and operational considerations in response to COVID-19.</li> <li>2. Asset positioning for existing buildings, projects in design and the future of design.</li> </ol>	\$55	\$110
<b>GOOD PERFORMING WASTE IN BUILDINGS</b> The key learning outcomes of this course are to better understand why waste is considered, design considerations, common pitfalls and opportunities.	<ol style="list-style-type: none"> <li>1. Sustainable waste management and circular economy key principles.</li> <li>2. The importance of considering waste early in the design.</li> <li>3. Key design requirements for operational waste.</li> <li>4. Innovative waste equipment and technology.</li> <li>5. Lessons learnt from case studies.</li> </ol>	\$55	\$110

# ON DEMAND COURSE OFFERINGS

COURSE		MEMBER	NON-MEMBER
	REAL TALK		
ASSET MANAGEMENT	<ol style="list-style-type: none"> <li>1. Office, Logistics &amp; Retail Strategy - what should landlords do now and in the future</li> <li>2. Asset Management is built on improving performance – how is it done once businesses return to work</li> <li>3. Capital expenditure, will it take time to start considering</li> <li>4. Is it expected that Fund Managers will take a more risk-averse view?</li> <li>5. Is now the time to sell underperforming assets?</li> <li>6. Will repositioning of assets be important</li> <li>7. The leaders' views on the importance of Innovation and Technology in the future</li> </ol>	\$55	\$110
SOCIAL DISTANCING	<ol style="list-style-type: none"> <li>1. How front-line teams are handling social distancing</li> <li>2. Will social distancing remain for some time to come</li> <li>3. How will social distancing affect the industry, and what measures are being implemented before returning to work</li> <li>4. With many businesses having lost gross revenue and the request for rent relief affecting the cash flow of properties, how have the leaders handled it within their business</li> <li>5. What policies or advanced measures are in place for the return to work? Issues like Worker Hygiene, Increased Environmental Cleaning, Social Distancing and Shared Workspaces are discussed</li> <li>6. Can a reduced workforce or work hours as well as working from home become a permanent change?</li> </ol>	\$55	\$110
REAL ESTATE SECTORS	<ol style="list-style-type: none"> <li>1. The effect of Covid on businesses – some will not survive.</li> <li>2. Capital expenditure, will shopping centres expand and will the office sector continue to be affected in the future</li> <li>3. Repositioning of office buildings and shopping centres and how this will happen</li> <li>4. Will destination centres take over from shopping centres in the future?</li> <li>5. What's next for each sector</li> </ol>	\$55	\$110

# ON DEMAND COURSE OFFERINGS

COURSE		MEMBER	NON-MEMBER
LANDLORD & OCCUPIERS	<ol style="list-style-type: none"> <li>1. How the relationship between Landlords and Occupiers has changed and how will it continue in the future.</li> <li>2. Has an event like COVID19 been needed to correct market forces?</li> <li>3. The view of REITs vs. Private Investors, is it different?</li> <li>4. Large Occupiers vs. small Mums and Dads businesses is the attitude going to be different?</li> <li>5. What occupiers will survive in office, logistics and shopping centres</li> </ol>	\$55	\$110
CRISIS MANAGEMENT	<ol style="list-style-type: none"> <li>1. How organisations responded when the situation worsened</li> <li>2. Disaster Recovery Plans or Business Continuity Plans - did organisations dust off their existing plans or did they build a new one specifically for COVID 19?</li> <li>3. Health and Safety of individuals was clearly the objective, did leaders and their organisations rely on Government decisions?</li> <li>4. How leaders and organisations dealt with this pandemic and how it may help with future situations.</li> </ol>	\$55	\$110
COMMERCIAL REAL ESTATE AND REITS	<ol style="list-style-type: none"> <li>1. How organisations responded when the situation worsened</li> <li>2. Disaster Recovery Plans or Business Continuity Plans - did organisations dust off their existing plans or did they build a new one specifically for COVID 19?</li> <li>3. Health and Safety of individuals was clearly the objective, did leaders and their organisations rely on Government decisions?</li> <li>4. How leaders and organisations dealt with this pandemic and how it may help with future situations.</li> </ol>	\$55	\$110
EVENT RECORDINGS			
TECH CENTRAL	<p>Tech Central is set to create Australia's very own Silicon Valley with a vibrant innovation and technology precinct in heart of Sydney's CBD.</p> <p>You will hear from those bringing the precinct to life through a concept of a thriving ecosystem of world-class universities, start-ups and tech which is expected to create 25,000 jobs by 2036.</p>	\$55	\$110

# ON DEMAND COURSE OFFERINGS

COURSE		MEMBER	NON-MEMBER
<b>IN CONVERSATION WITH PIP MARLOW</b>	Pip Marlow is a truly inspiring leader who has risen through the ranks and now leads the No.1 CRM Platform in the world. She is a passionate advocate for flexible and diverse workplaces that empower people. She joined us for a conversation that shared her experiences with diversity and inclusion, leadership and workplaces of the future.	\$55	\$110
<b>TRANSFORMATIVE TRANSPORT</b>	Gain an insight into the inner workings of Transport for London and the commercial development projects and the roll out of major transport projects in NSW including COVID related challenges for both commuters, develop teams and the opportunities that lie ahead for the property industry.	\$55	\$110
<b>THE TRANSFORMATION OF WYNYARD</b>	Our virtual event will profile this stunning building including the Premium Grade office facilities, state-of-the-art building systems, leading sustainability credentials and curated placemaking activities.	\$55	\$110
<b>PLANNING FOR THE URBAN FREIGHT EVOLUTION</b>	Planning for freight and logistics extends beyond more than just industrial zones. As our post-COVID purchasing habits accelerate trends toward the uber economy, click and collect, and home deliveries, planning systems need to change to keep up with the pace. We need to rethink how we approach delivery areas, permissibility of logistics as a land use in our centres and continue the 24/7 delivery approach to our shopping centres going forward. Our expert panel consisted of Charlotte Brabant, Troy Bryant, Andrew Simons and Daniela Vujic who discussed their insights on the 'Planning for the Urban Freight Revolution paper'. The discussion was moderated by Lexia Wilson	\$55	\$110
<b>BRISBANE 2032: THREE MONTHS ON - HOW FAR HAVE WE COME?</b>	On 22 October, it will be three months to the day since Brisbane woke up as an Olympic city. With the clock now ticking towards 2032, conversations are well underway about how SEQ stakeholders can work together to deliver the best Games and the best future for our region. Join us for a conversation with the Property Council and City Leaders, as together we explore future plans and a preferred model for building our Olympic City and legacy.	\$55	\$110
<b>THE CHAMPIONS OF CHANGE PROPERTY GROUP</b>	Join us to hear from Steering Committee members on progress over a challenging 18 months in advancing gender equity and addressing issues like everyday sexism. How has COVID helped and hampered the mission? Bob, Carmel and Phil will answer all your questions.	\$55	\$110

# ON DEMAND COURSE OFFERINGS

COURSE		MEMBER	NON-MEMBER
	MANAGEMENT & AWARENESS		
<b>SOCIAL MEDIA AWARENESS</b>	This training course extensively covers best practices in relation to using social media in and outside of the workplace. The course also focuses on employee responsibilities when engaging with different media outlets, and some do's and don'ts when it comes to interacting with co-workers over social media platforms.	\$55	\$70
<b>MENTAL HEALTH AWARENESS PART 1</b>	Developed as a two-part course in conjunction with Learning Curve (UK) and Jonathan Lincolne (Clinical Psychologist). Covers topics such as the key components of Mental Wellbeing, Stress, Depression and Anxiety. Considered essential training for all employees in the modern workplace this course educates you on identifying symptoms, the triggers and how to best direct people to qualified support networks. Part 2 will be released soon.	\$85	\$165
<b>MENTAL HEALTH AWARENESS PART 2</b>	Considered essential training for all employees and employers irrespective of the industry you work in, this awareness course is designed to provide you with a well-rounded knowledge of mental illness.  It is intended to be used as a general awareness and refresher course to encourage awareness of mental health issues. This course educates you on identifying symptoms, the triggers and how to best direct people to qualified support networks.	\$85	\$165
<b>BODY LANGUAGE BASICS</b>	Whether you work in sales or management, it is essential to understand the body language of others and exactly what your own body is communicating. During this course you'll learn how to define body language, how to interpret basic body language, and how to practice your own body language skills.	\$35	\$70
<b>COMMUNICATION STRATEGIES</b>	This training course is designed to teach employees about communication strategies and how to improve their communication skills within the workplace and in their personal lives. It will also look at the different methods of communication, how to overcome communication barriers, and what non-verbal communication is.	\$35	\$70
<b>CUSTOMER SERVICE</b>	This suite of Customer Service training and etiquette videos are designed to teach employees about correct customer service and how best to serve particular types of customers.	\$35	\$70

# ON DEMAND COURSE OFFERINGS

COURSE		MEMBER	NON-MEMBER
<b>DELEGATION SKILLS</b>	This training course highlights the various principles of delegation, how to select appropriate staff members for tasks, how to maintain control from a distance, and how to use delegation in order to increase job satisfaction and overall workplace proficiency.	\$35	\$70
<b>TIME MANAGEMENT</b>	How to implement time management strategies into their daily lives in order to maximise time and overcome procrastination. It will introduce participants to a range of time management skills including personal motivation, delegation skills, organisation tools, and crisis management.	\$35	\$70
<b>CHANGE MANAGEMENT</b>	This training course is designed to teach employees about change management and how to implement changes in the workplace. It will look at what constitutes 'change', what people's reactions to change often are, how to deal with those reactions, and how to implement change smoothly so that it can have an overall positive effect.	\$35	\$70
<b>HOW TO CONDUCT EFFECTIVE MEETINGS</b>	Knowing how to conduct an effective meeting is an essential skill, and it's become even more important with the increase in online video meetings. During this course you'll learn how to prepare for a meeting, set an agenda, run the meeting efficiently, and also ensure positive outcomes are achieved as a result of the meeting.	\$35	\$70
<b>CONFLICT RESOLUTION</b>	This training course is designed to teach employees about conflict resolution and how to go about resolving conflict within the workplace. This course will explore what conflict is and how it arises, the different styles of conflict resolution, and a seven-step process that can be modified to resolve conflict of any size. It will also look at some additional tools to help avoid conflict, such as stress and anger management, and how to ask open questions.	\$35	\$70
<b>BULLYING AND HARASSMENT</b>	Designed to guide employees through the various types of behaviour that could be deemed bullying and harassment, and looks at their obligations in relation to these types of behaviour in the workplace.	\$55	\$80
<b>EQUAL EMPLOYMENT OPPORTUNITY AND ANTI-DISCRIMINATION</b>	Designed to guide employees through the legislation which exists to promote fair employment opportunities for all, throughout Australia. This course also looks at the various types of discrimination, employer obligations, and how to manage and promote equality in the workplace.	\$59	\$90

# ON DEMAND COURSE OFFERINGS

COURSE		MEMBER	NON-MEMBER
	SITE TOURS		
<b>SOUTH EVELEIGH SYDNEY   PRECINCTS</b>	<p>A behind the scenes virtual site tour of the newly developed South Eveleigh precinct in Sydney (formerly the Australian Technology Park).</p> <p>This includes a panel discussion and the line-up includes experts from Mirvac, CBA, CBRE, Woods Bagot and Davenport Campbell. They discuss the key ingredients that go into the creation of a world class precinct as well as the highlights and challenges involved in a project of this scale. Key topics covered include: innovation, productivity, the workplace, collaboration and technology.</p>	\$30	\$60
<b>THE AMBERLY NEW YORK   BUILD TO RENT</b>	<p>A behind the scenes virtual showcase of The Amberly, a world class large-scale, mixed-use development anchored by 270 apartments situated in Brooklyn, New York.</p> <p>A short video showcases the project's exterior, interior, plans and key stakeholders and is hosted by Matthew Stephenson, Associate Principal from the Woods Bagot New York Studio.</p> <p>The video is followed by an in-depth panel discussion and the line-up includes expert members of the project team who examine the project from conception through to completion, as well as local representatives from Greystar and CBRE to extrapolate learnings for the Australian build-to-rent market.</p>	\$30	\$60

# FOUNDATION COURSES



OnDemand

\$ \$375 Member  
\$570 Non-Member

⌚ User paced elearning

🕒 3 CPD Hours



# PROPERTY INDUSTRY INDUCTION

## INDUSTRY ESSENTIALS

**This course is ideal for:**

New entrants to the property industry, as it provides an overview of the sector and an introduction to industry experts. Do you want to explore how the various roles within the property sector interact, and get a better idea of the range of exciting careers and opportunities within Australia's property industry?



### YOU WILL DISCOVER:

- ✓ How the different sectors of property industry work together
- ✓ Key property concepts and terminology
- ✓ Some of the key issues, practices and challenges of the industry, guided by property industry experts

### DURING THIS COURSE, YOU WILL COVER:

- Property industry overview
- Developing property
- Valuing property
- Leasing overview (with a retail focus)
- Legal aspects of property
- The role of an agent in a transaction
- Retirement living
- Q&A with a panel of experts

### THIS COURSE WILL BE SUITED TO:

- Those who are new to the sector and want to learn about the career opportunities available
- Professionals with specialist knowledge who require an understanding of the industry to perform their own roles; such as human resources, accounting, legal, marketing and administration

### NEED TO TRAIN YOUR TEAM?

The Property Industry Induction course is ideal as an in-house company induction program. Please speak to us for further information.

### YOU CAN FOLLOW THIS COURSE WITH:

- Property Asset Management
- Property Investment & Finance
- Retail Property
- Property Development
- Operations & Facilities Management

This course is now available as an on-line program, please contact us at [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au) for details.



# ESSENTIALS OF FINANCE

\$720 Member  
\$1080 Non-Member

1 Day

7 CPD Hours

## INTERPRET DATA TO DRIVE PERFORMANCE

**This course is ideal for:**

Non-finance property professionals who want to understand the fundamentals of finance. Do you want a better understanding of basic finance and accounting principles

This course will help you learn how to understand financial reports, recognise the impact of financial strategies and communicate effectively with finance professionals.



### WHAT WILL I LEARN?

This course is not about how to do accounting; it is about understanding financial information and how operating decisions impact on value. By the end of this course you will have the ability to use financial reporting as a communication tool.

### OVER ONE DAY, YOU WILL DISCOVER HOW TO:

- Understand the main accounting terms
- Recognise the difference between cash and accrual accounting
- Interpret the main financial statements
- Calculate key financial ratios and understand the results
- Apply strategies to improve cash flow

### THIS COURSE WILL BE SUITED TO:

All non-finance property professionals who would benefit from a general understanding of the workings of finance. In particular, property managers, development, leasing and retail professionals; graduates; operational roles such as HR, risk, compliance and legal.

This program is delivered by **Craig Gowan**, a management consultant and facilitator who specialises in management education. Craig is passionate about helping people develop and grow as managers and leaders and seeing the positive effects this has on them, their team and their organisation. He has developed this training specifically for those who find that their role requires a working knowledge of financial management.



### YOU CAN FOLLOW THIS COURSE WITH:

- Property Investment & Finance Part 1
- Any of our Industry Diplomas



# RETAIL LEASES ACT

\$510 Member  
\$770 Non-Member

1/2 Day

3 CPD Hours

## ENHANCE YOUR LEASING KNOW-HOW

**This course is ideal for:**

Anyone that wants to gain confidence and competence in leasing or administering leases, and interacting with tenants professionally. Does your role require you to understand the ins-and-outs of retail leasing?



### THIS ONE-DAY COURSE WILL HELP YOU:

- ✓ Understand the key sections of the Retail Leases Act
- ✓ Examine the intent of the law and clarify terms and meanings
- ✓ Enhance your understanding of the leasing and lease administration process

### WHAT'S INCLUDED IN THE PROGRAM?

You will be provided with a copy of the Act so that you can reference each section when discussed.

- Part 1. Entry into retail leases
- Part 2. Assignment
- Part 3. Retail development and redevelopment
- Part 4. Regulating the conduct of the parties

### WHO THIS COURSE WILL BE SUITED TO:

- Assistant centre managers
- Assistant property managers
- Leasing executives
- Marketing assistants
- Administration assistants
- Operations managers
- Retailers

### YOU CAN FOLLOW ON WITH:

- Leasing Fundamentals: Retail & Commercial
- Retail Property Essentials

This popular course is held in different states throughout the year. Please refer to our **website: <https://academy.propertycouncil.com.au/courses>** for details of the course in each state.



\$ \$1430 Member  
\$2140 Non-Member

🕒 2 Days

🕒 14 CPD Hours

# BUILDING SERVICES

## ARE YOU UP-TO-DATE WITH BUILDING TRENDS?

**This course is ideal for:**

Anyone who needs to understand the latest concepts in building services. Do you want to learn about what building services do, why we need them and how to get the best out of them?



### WHY THIS COURSE IS IMPORTANT:

Efficient building services can have a significant impact on cost and energy savings. Learn how to optimise the performance of your building by understanding the factors that drive efficiency.

In this two-day technical program, you will cover an overview of building services, including:

- ✓ Technical concepts
- ✓ Key operational issues
- ✓ Services integration

### WHAT'S INCLUDED IN THE PROGRAM?

- Mechanical systems
- Base building systems
- Fire services
- Lifts and building maintenance units
- Hydraulics services
- Electrical systems
- Lights and lighting systems
- The Building Code of Australia
- Electronic security systems
- Building automation systems
- Code compliance, risk management and WH&S
- Contracting & maintenance
- Energy & rating schemes

### WHO SHOULD ATTEND?

- Property, operations and facilities supervisors/managers
- Maintenance engineers
- Those new to the sector who want to learn about property-specific technology
- Contractors who want to gain a broader overview of an operations role
- Government organisations

### YOU CAN FOLLOW ON WITH:

- Operations & Facilities Management Part 1



# PLANNING FOR NON-PLANNERS

\$ \$720 Member  
\$1080 Non-Member

🕒 1 Day

🕒 7 CPD Hours

## UNDERSTAND THE IMPACT OF PLANNING

### This course is ideal for:

Anyone who needs an understanding of their state's land use planning systems, and the implications for urban development. The planning system, terms and processes can be a challenge to navigate. This course provides all of the information and detail you need in an engaging and easily digestible format.



### WHAT WILL I LEARN?

By the end of this one-day course, you will have a better understanding of:

- ✓ The planning system for your state
- ✓ How the regulatory frameworks operate
- ✓ How development applications work

### OVER ONE DAY, YOU WILL COVER:

- Importance of planning
- Structure and interaction of various federal, state and local government planning documents
- Planning permit applications, processes and timeframes
- Planning scheme amendment processes and timeframes
- Development assessment applications, processes and timeframes
- Community involvement in planning
- Impact of planning on project feasibility

This course has been developed and is delivered by Urbis.



### THIS COURSE WILL BE SUITED TO:

- Local and state government representatives
- Real estate agents
- Development managers
- Financiers
- Consultants
- Engineers
- Insurance agents
- Those who interact with the property industry, but do not have an in-depth understanding of the planning system

### YOU CAN FOLLOW THIS COURSE WITH:

- Property Development Essentials

“Planning can be a dry subject, however the presenters certainly made this course enjoyable and interesting. I recommend this course to anyone who is not a planner to gain a basic understanding”

Allan Micallef  
Director  
Robert Allan Property

# LEASING FUNDAMENTALS - RETAIL & COMMERCIAL

There are 2 course options

## Leasing Fundamentals Retail

1 Day

Do you want to understand the importance of the lease, and explore the legal perspectives of both the owner and tenant? Do you want to discover how to plan and lease more effectively?



## Leasing Fundamentals Commercial

1 Day

Do you want to understand the leasing process? Gain a thorough understanding of the strategic planning skills required for effective leasing and to plan a more effective tenancy mix.



Want to unlock  
your leasing potential?

These courses are ideal for anyone who needs to understand the structure and importance of a lease. Each of these one-day courses explores leasing principles from a legal and practical point of view. Participants may choose the retail or commercial leasing stream. There is also the option to take both courses.

To find out more about these courses, review course content and discover availability, email [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au), call (02) 9033 1949 or visit [academy.propertycouncil.com.au](http://academy.propertycouncil.com.au)



# LEASING FUNDAMENTALS: RETAIL

\$720 Member  
\$1080 Non-Member

1 Day

7 CPD Hours

## WANT TO UNLOCK YOUR LEASING POTENTIAL?

**This course is ideal for:**

Anyone who needs to understand the structure and importance of a lease. This one-day course explores retail leasing principles from a legal and practical point of view.



### AIM

Do you want to understand the importance of the lease, and explore the legal perspectives of both the owner and tenant? Do you want to discover how to plan and lease more effectively?

### OVER THE TWO DAYS, YOU WILL:

- ✓ Explore the leasing process
- ✓ Examine the legal concepts which underpin the lease
- ✓ Understand the technical detail of the lease and discuss current trends in leasing
- ✓ Gain a thorough understanding of the strategic planning skills required for effective leasing
- ✓ Learn how to plan and lease a more effective tenancy mix

### WHAT'S INCLUDED IN THE PROGRAM?

Specific to Retail:

- The leasing process
- The lease and its language
- Lease documentation
- Trends in leasing
- Negotiation skills
- The owner's perspective
- Tenancy mix workshop

### THIS COURSE WILL BE SUITED TO:

- Leasing executives, administrators & property managers
- Those moving into a leasing role
- Finance staff who want to understand the structure of a lease
- Real estate agents moving into a commercial role
- Government organisations

### YOU CAN FOLLOW ON WITH:

- Retail Leases Act
- Retail Property Essentials



# LEASING FUNDAMENTALS: COMMERCIAL

\$720 Member  
\$1080 Non-Member

1 Day

7 CPD Hours

## WANT TO UNLOCK YOUR LEASING POTENTIAL?

**This course is ideal for:**

Anyone who needs to understand the structure and importance of a lease. This one-day course explores commercial leasing principles from a legal and practical point of view.



### AIM

Do you want to understand the importance of the lease, and explore the legal perspectives of both the owner and tenant? Do you want to discover how to plan and lease more effectively?

### OVER THE TWO DAYS, YOU WILL:

- ✓ Explore the leasing process
- ✓ Examine the legal concepts which underpin the lease
- ✓ Understand the technical detail of the lease and discuss current trends in leasing
- ✓ Gain a thorough understanding of the strategic planning skills required for effective leasing
- ✓ Learn how to plan and lease a more effective tenancy mix

### WHAT'S INCLUDED IN THE PROGRAM?

Specific to Commercial:

- The leasing process
- The lease and its language
- Lease documentation
- Trends in leasing
- Negotiation skills
- The owner's perspective
- The tenant's perspective

### THIS COURSE WILL BE SUITED TO:

- Leasing executives, administrators & property managers
- Those moving into a leasing role
- Finance staff who want to understand the structure of a lease
- Real estate agents moving into a commercial role
- Government organisations

### YOU CAN FOLLOW ON WITH:

- Retail Leases Act
- Property Asset Management Essentials
- Retail Property Essentials

# Procore is for owners.

You own the portfolio. You should own the process.

OWN YOUR  
DATA

STANDARDISE  
ACROSS PROJECTS

MITIGATE  
RISK

**“I’ve always thought, how do we get 10% better results out of \$250M in spend? There always has to be a better way. This tool gives us a better way.”**

**Michael Turner**  
President, Oxford Properties

OXFORD

PROCORE®

[proco.re/realestate](https://proco.re/realestate)

“The Property Industry Induction provided me with an excellent overview of the property industry. The speakers were highly engaging and provided invaluable insights into their specific property disciplines, giving inductees a hands-on sense of what a career in property entails. I learnt a lot about the different asset classes, legalities and issues facing the property industry, including housing affordability and build-to-rent housing models.”

**TOM WIGNELL**  
**GROUP RISK GRADUATE**  
**STOCKLAND**

# PROPERTY INVESTMENT & FINANCE

**There are three steps in this course:**

1. Property Investment and Finance Part 1
2. Property Investment and Finance Part 2
3. Formal Assessment: participants are required to apply concepts learnt in Parts 1 and 2 to write a paper for the establishment of a property fund.



# PROPERTY INVESTMENT & FINANCE INDUSTRY DIPLOMA

There are 3 steps to progress  
through to graduation

## STEP 1



2 Days

### Property Investment & Finance Part 1

Enhance your investment  
knowledge

## STEP 2



3 Days

### Property Investment & Finance Part 2

Improve your investment  
management skills

## STEP 3



**Assessment**



Are you interested in  
progressing in the Property  
Investment & Finance Industry?

Our Property Investment & Finance Industry  
Diploma will develop your skills and  
knowledge in property investing and  
decision-making so that you can take the next  
steps in property investment.

To find out more about each step above, review course content and discover course  
availability, email [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au), call (02) 9033 1949 or visit  
[academy.propertycouncil.com.au](http://academy.propertycouncil.com.au)



ESSENTIAL



ADVANCED

# PROPERTY INVESTMENT & FINANCE PART 1



\$1430 Member  
\$2145 Non-Member



2 Days



14 CPD Hours

## ENHANCE YOUR INVESTMENT KNOWLEDGE

**This course is ideal for:**

Professionals who want to learn from property and finance industry experts and build their investment knowledge. Do you want to fully understand property as an asset class, in the context of capital markets? This course overviews the investment characteristics, drivers of performance, valuation considerations and capital sources for the property market.



### OVER TWO DAYS, YOU WILL DISCOVER:

- ✓ How to assess the characteristics of property compared to other assets
- ✓ The drivers of property performance and the role of risk and return
- ✓ Features of public and private funding
- ✓ The principles of valuation

### WHAT'S INCLUDED IN THE PROGRAM?

- Introduction to the capital markets
- Property as an asset class
- How the economic cycle affects property
- Public equity – the role of AREITs
- Unlisted capital – the role of funds
- Sources of debt financing
- Infrastructure and property
- Valuation of direct property
- Property from an investor's perspective
- Portfolio creation and active property management
- Current issues and future trends

### THIS COURSE WILL BE SUITED TO:

- Property, research, investment & fund analysts
- Property development professionals
- Banking and finance professionals
- Asset managers & portfolio managers
- Assistant fund managers
- Project managers

### YOU CAN FOLLOW ON WITH:

- Property Investment and Finance Part 2

“Every presentation includes individual anecdotes which provide the necessary realism to any subject, which is just not available in textbook-based learning”

**Peter Byrne**  
**Senior Project Manager**  
**Sydney Water**



\$ \$2275 Member  
\$3410 Non-Member

3 Days

21 CPD Hours

# PROPERTY INVESTMENT & FINANCE PART 2

## IMPROVE YOUR INVESTMENT MANAGEMENT SKILLSET

**This course is ideal for:**

Do you need an in-depth understanding of the factors to consider in establishing and managing a property fund or trust? This course is ideal for professionals who need ongoing learning to improve their investment management skills.



**PRE-REQUISITE:** Property Investment & Finance Part 1.

### OVER THREE DAYS, YOU WILL DISCOVER:

- ✓ The issues involved in establishing and managing a property fund
- ✓ Current trends in Australian and international property markets
- ✓ Factors that will influence investment strategies
- ✓ Modelling and valuation of property funds
- ✓ The important role of tax and compliance
- ✓ How to prepare a recommendation to establish a new fund

### WHAT'S INCLUDED IN THE PROGRAM?

- The state of the markets
- Asset allocation and portfolio theory
- Unlisted property funds and syndicates
- Valuation of AREITs
- A day in the life of a property fund manager
- Practical steps in raising equity capital
- Debt funding
- The acquisition and divestment process
- Effective tax structuring
- Risk management and compliance
- International property investment
- Property trust modelling and analysis
- Case study: setting up a new fund

### WHO SHOULD ATTEND?

- Property, research, investment & fund analysts
- Property development professionals
- Banking and finance professionals
- Asset managers & portfolio managers
- Assistant fund managers
- Project managers
- Accountants
- Property lawyers

### ASSESSMENT:

To receive your Industry Diploma, participants are required to apply concepts learnt in Parts 1 and 2 to write a paper for the establishment of a property fund.

### YOU CAN FOLLOW ON WITH:

- Feasibility Workshop
- Risk Management



Face to Face



\$510 Member  
\$770 Non-Member



Half-Day



24 CPD Hours

THE LAUNCHPAD



SPECIALIST

# BUILD TO RENT

**WITH AFFORDABILITY CONSTRAINTS AND CHANGING HOUSING PREFERENCES FOR CONSUMERS, THE BUILD-TO-RENT (BTR) HOUSING MODEL OFFERS THE QUALITY AMENITY AND FLEXIBILITY MANY INDIVIDUALS AND FAMILIES ARE SEEKING.**



Build to Rent is a new practical and pragmatic half-day course delivered by some of the sector's leading experts. The course will be delivered in Melbourne, Perth and Sydney.

## THIS COURSE WILL EXPLORE:

- The fundamentals of the BTR asset class including an explanation of the model and how it works
- The BTR landscape in Australia
- The benefits of BTR for tenants and developers as well as the demographic and economic drivers of tenant demand

## THIS COURSE IS IDEAL FOR:

- Residential Developers
- Those looking to enter into the BTR market
- Consultants providing a service to BTR developers
- Real estate agents


## YOU WILL COVER THE FOLLOWING TOPICS:

- Current state of the sector
- From developing to managing – specialists in operating BTR assets
- The importance of ESG initiatives in BTR
- What is the capital looking for
- The importance of BIM for BTR

## NEED TO TRAIN YOUR TEAM?

The Build to Rent course is ideal as an in-house company program. Please speak to us for further information.

Face to Face & Virtual Classroom

 \$700 Member  
\$1050 Non-Member

 Full-Day

 8 CPD Hours

THE LAUNCHPAD



SPECIALIST

# VALUATION FOR NON-VALUERS

**THE PROPERTY COUNCIL ACADEMY'S NEWEST ONE-DAY COURSE VALUATION FOR NON-VALUERS IS DESIGNED TO HELP UNDERSTAND HOW VALUERS WORK AND THE METHODS USED TO REACH A FINAL PROPERTY VALUE.**



## LEARNING OUTCOMES:

By the end of this course, participants should be able to:

- Understand the principles of market valuation, the types of property valuations and how to instruct a valuer.
- Identify the different valuation methods used for different asset types using case study examples.
- Know what a valuation report should look like and discuss the various challenges faced in reading and understanding valuation reports.
- Understand the potential risk areas in managing the valuation process and the impact interest rate changes, significant market shocks and black swan events can have on future valuations.

**THIS COURSE HAS BEEN DEVELOPED BY  
AND WILL BE DELIVERED BY URBIS**



## WHO SHOULD ATTEND:

- Asset and Investment managers
- Property managers
- Facilities managers
- Property and Trust accountants
- Corporate real estate advisors
- Sales and Leasing agents
- Architects
- Building consultants
- Property lawyers
- Banking and finance professionals
- Professional services firms (accounting, audit, advisory)
- Federal, state and local councils

“As a person who works in the property industry but does not converse in the topics discussed at the Property Investment and Finance Industry Diploma, I was surprised at how open and clear the speakers were, and adept at making the material easily digestible. I was able to take these principles and immediately apply them to my work. This course has opened up a new world to me personally and I am excited to attend my next course with the Property Council Academy and their high calibre mentors.”

**TYSON WHITEWOOD**  
NATIONAL LEASING EXECUTIVE  
CRUST GOURMET PIZZA  
BAR/PIZZA CAPERS

# MASTER OF REAL ESTATE INVESTMENT



## PATHWAY OF ARTICULATION INTO AUSTRALIA'S FIRST SPECIALIST DEGREE INTEGRATING PROPERTY AND FINANCE: MASTER OF REAL ESTATE INVESTMENT (MREI).

The Property Council Academy has partnered with the University of Technology Sydney (UTS) to offer participants of the Property Investment & Finance (PIF) Industry Diploma a pathway of articulation into the new Master of Real Estate Investment (MREI) degree.

Applicants admitted to the Master of Real Estate Investment degree would be eligible for recognition of prior learning (RPL) in place of one elective if they have satisfactorily completed Parts 1 and 2 of the PIF Industry Diploma.

To achieve the University degree credit, participants must complete the following:

1. PIF Part 1 (2-days)
2. PIF Part 2 (3-days)
3. PIF Industry Diploma Assessment (submission of a written paper)

Please note that successful completion of Property Investment & Finance Industry Diploma does not qualify participants for direct entry into the MREI degree; however if they are admitted, they are eligible to receive RPL.

**For further information please contact us:**

**Phone:** 02 9033 1900

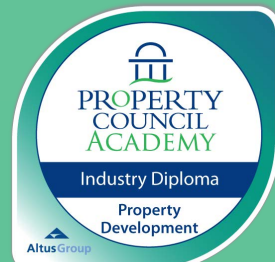
**Email:** [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au)

**Visit:** [www.academy.propertycouncil.com.au](http://www.academy.propertycouncil.com.au)

# PROPERTY DEVELOPMENT

There are four steps in this course:

1. Property Development Core
2. Property Development Advanced
3. Property Development Electives
4. Formal Assessment



There are 4 steps to progress  
through to graduation

**STEP 1**

1 Day

**Property  
Development Core**

Understand the complex  
factors to a development

**STEP 2**

3 Days

**Property  
Development Advanced**

Key factors which impact the  
success of a development project

**STEP 3**

3 Days

**Property  
Development Expert**

Choose 3 of the 4 elective  
1 day course options

**STEP 4**



**Assessment**

# PROPERTY DEVELOPMENT INDUSTRY DIPLOMA



**AltusGroup**

INDUSTRY DIPLOMA PARTNER

## Complete an Industry Diploma in Property Development


Are you interested in progressing in the  
Property Development Industry?

Our Property Development Industry Diploma  
will equip you with all the knowledge and  
expertise you need to further your career in  
property development.

To find out more about each step above, review course content and discover course  
availability, email [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au), call (02) 9033 1949 or visit  
[academy.propertycouncil.com.au](http://academy.propertycouncil.com.au)



# PROPERTY DEVELOPMENT CORE

 Self-Paced  
\$750 Member  
\$1125 Non-Member

Face-to-Face  
\$1000 Member  
\$1505 Non-Member

 1 Day

 7 CPD Hours

## LEARN FROM INDUSTRY EXPERTS

**This course is ideal for:**

Those currently working in the building or property industry who would benefit from gaining a general understanding of the property development process. Does your role require you to understand the complex factors which will affect the decision to undertake a development?



### THIS COURSE WILL HELP YOU UNDERSTAND:

- ✓ The prevalence of risk in property development
- ✓ Identify specific risks in the development process
- ✓ The time value of money, and the valuation principles influencing property development decisions

### OVER ONE DAY, YOU WILL COVER:

- What is property development?
- RISK: Land & title
- RISK: Planning, politics & communities
- RISK: Design
- RISK: Valuation and finance
- RISK: Construction and delivery
- Market risk

### THIS COURSE IS IDEAL FOR:

Industry members who are:

- New to property development
- Working for, or intending to become, a private developer
- Assistant development or project managers
- Managers at local councils who want to understand development from the private sector point-of-view
- In a specialist role, such as administration or finance, who need to understand the nature of the business and what questions they should be asking of their development managers who work alongside the development team
- Consultants, such as architects, planners and economists, who seek to offer a more comprehensive service offering to their clients

### YOU CAN FOLLOW THIS COURSE WITH:

- Property Development Advanced

**\$ \$2275 Member**  
**\$3410 Non-Member**

**3 Days**

**21 CPD Hours**



# PROPERTY DEVELOPMENT ADVANCED

## DOES YOUR DEVELOPMENT STACK UP?

**This course is ideal for:**

Anyone who would benefit from a more developed understanding of the complexities of property development in Australia. Does your role require you to understand the key factors which will impact the success of a project

**PRE-REQUISITE:** Property Development Essentials or have sufficient industry experience.



### OVER THREE DAYS, YOU WILL:

- ✓ Gain a thorough understanding of the property investment, development and construction industry and what is required to undertake a development
- ✓ Learn how to identify, measure and price development risk
- ✓ Work on a factual case study to experience how a major property development project is conceived and planned
- ✓ Prepare and deliver your case study development proposal to a 'board'

### WHAT'S INCLUDED IN THE PROGRAM?

- |              |  |
|--------------|--|
| <b>Day 1</b> | <b>Assessing the risks in the development opportunity</b> Land, authorities, commerce & feasibility, negotiating the politics of development |
| <b>Day 2</b> | <b>Assessing the risk in delivery</b> Design, leasing, sales and marketing, construction, legal, market & investment                         |
| <b>Day 3</b> | <b>Assessing the finance risk</b> Finance, mentor, case study group presentations to 'board' highest & best use                              |

### THIS COURSE WILL BE SUITED TO:

- Those working in a property development or project management role
- Asset managers
- Architects
- Economists and planners
- Risk managers
- Financiers
- Local and state government officers
- Property analysts

### YOU CAN FOLLOW ON WITH:

Property Development Electives including:

- Feasibility Workshop
- Risk Management
- Project Management
- Legal Framework & Dispute Resolution



 \$2275 Member  
\$3410 Non-Member

 3 Days

 21 CPD Hours

# PROPERTY DEVELOPMENT EXPERT

## THE FOUR KEYS TO DEVELOPMENT SUCCESS

Property Development Electives are for those currently working in a property development role and have strategic gaps to fill.

**PRE REQUISITE:** These courses are also ideal for those who have completed the Property Development Advanced course and have some level of experience in the industry.

The Property Development Electives provide a detailed understanding of specific issues which relate to the successful outcome of a property development. Each elective is designed to enhance the management performance of its participants.

### COMPLETE 3 ELECTIVES

**ELECTIVE 1**  
Feasibility Workshop

**ELECTIVE 2**  
Risk Management

**ELECTIVE 3**  
Legal Framework

+ A MAJOR PROJECT DEVELOPED BY RMIT



= **RECEIVE YOUR:**

- Certificate of Completion major project issued by RMIT
- Property Development Expert
- Credit for an elective in the Master of Property degree at RMIT

**SUCCESS**

### FEASIBILITY WORKSHOP

The Feasibility Workshop will help you realise the value of your land or asset and looks at the viability of a proposed development/redevelopment.

### RISK MANAGEMENT

This course provides an introduction to identifying, measuring, pricing and managing risk.

### LEGAL FRAMEWORK

This course ties the legal issues of property development back to risk mitigation and gives you an awareness of dispute resolution and methodologies available to prevent disputes.

Proudly supported by RMIT



“The Property Development Advanced course provided a good balance of detail and framework to get context, as well as covering the processes we would need to undertake a property development assessment. The content was clearly explained and what I learnt was immediately directly applicable to my job. I took the Academy Course Handbook to work the next day and asked my colleagues which courses they thought would be relevant to my progression. These courses offer context, good opportunities for networking within the property industry and a strong pathway for professional development.”

**KATE MCDONELL**  
CONSULTANT, INFRASTRUCTURE  
& URBAN RENEWAL TEAM,  
PWC AUSTRALIA

# ELECTIVE COURSES



**One-day workshops designed to fill strategic gaps.**

Feasibility Workshop, Property Development Elective

Risk Management, Property Development Elective

Project Management, Property Development Elective

Legal Framework & Dispute Resolution, Property Development Elective

# FEASIBILITY WORKSHOP

## PROPERTY DEVELOPMENT ELECTIVE

These one-day courses are designed to be undertaken as an elective towards the Property Development Industry Diploma. Each elective can also be taken as a stand-alone course.

\$ \$1000 Member  
\$1505 Non-Member

🕒 1 Day

🕒 7 CPD Hours

## REALISE THE VALUE OF YOUR LAND OR ASSET

### This course is ideal for:

Anyone who wants to explore the key issues in developing a feasibility model. You will need a basic level of understanding and experience in using Microsoft Excel. It can be undertaken as a stand-alone program or as an elective towards the Property Development Industry Diploma. This workshop will help you grasp the concepts and develop a deeper understanding of how and why to use various feasibility calculations.



### WHAT WILL I LEARN?

- ✓ How to realise the value of your land or asset
- ✓ Consider the viability of a proposed development or redevelopment
- ✓ Use feasibility to determine whether the development will work, and should you proceed with it?

By the end of this course you will understand the feasibility process, have the skills to run a feasibility model and understand the importance of validating inputs and assumptions.

### WHAT'S INCLUDED IN THE PROGRAM?

- Introduction to feasibilities
- Methodology
- Case study workshops
- Advanced feasibility concepts

### THIS COURSE WILL BE BEST SUITED TO:

- Development managers, project managers, valuers, architects, planners, other property consultants, property and asset managers, bankers, local and state government officers.
- This course is relevant for all senior property/building practitioners who would like a more thorough understanding of a complex topic.

### YOU CAN FOLLOW ON WITH:

- Risk Management
- Project Management
- Legal Framework & Dispute Resolution

 \$780 Member  
\$1180 Non-Member

 1 Day

 7 CPD Hours

# RISK MANAGEMENT

## PROPERTY DEVELOPMENT ELECTIVE

These one-day courses are designed to be undertaken as an elective towards the Property Development Industry Diploma. Each elective can also be taken as a stand-alone course.

### LEARN THE SKILLS TO BE A SUCCESSFUL DEVELOPER

#### This course is ideal for:

Those who want to explore risk management, one of the core skills a successful developer requires. It can be undertaken as a stand-alone program or as an Advanced Elective towards the Property Development Industry Diploma.

Do you need to understand the major risk management concepts faced by developers? An overview covering market analysis, risk, risk measurement and effective strategies for dealing with risk in property development projects.



#### WHAT WILL I LEARN?

- ✓ Understand why some property development projects fail
- ✓ Explore market cycles and the importance of timing for a project
- ✓ Uncover strategies for managing risk

By the end of this course, participants will be thoroughly prepared to identify, evaluate and manage the risks in a property development project.

#### WHAT'S INCLUDED IN THE PROGRAM?

- Risk Management Framework - what changed in FY20 and beyond
- Property Market Risk: Uncertainty and Opportunity
- Case Study - Development, Investment Approach
- Environmental Risk - Work Health and Safety
- Valuation Position - Understanding the current market drivers for decision making
- Financing risk
- Project management & stakeholder management

#### THIS COURSE IS BEST SUITED TO:

- Development managers, project managers, valuers, architects, planners, other property consultants, property and asset managers, bankers, local and state government officers
- This course is relevant for all senior property/building practitioners who would like a more thorough understanding of a complex topic

#### YOU CAN FOLLOW ON WITH:

- Feasibility Workshop
- Project Management
- Legal Framework & Dispute Resolution

This course has been developed and is delivered by HLB Mann Judd



# PROJECT MANAGEMENT

## PROPERTY DEVELOPMENT ELECTIVE

These one-day courses are designed to be undertaken as an elective towards the Property Development Industry Diploma. Each elective can also be taken as a stand-alone course.

\$ \$785 Member  
\$1180 Non-Member

🕒 1 Day

🕒 7 CPD Hours

## DEVELOP CORE PROJECT MANAGEMENT SKILLS

### This course is ideal for:

Anyone who wants to understand the key components of project management, from the idea stage through to the delivery of a development. It can be undertaken as a stand-alone program or as an elective towards the Property Development Industry Diploma. Do you want to explore a project from design and initiation through to delivery, and understand issues such as risk, quality, cost and design?



### WHAT YOU'LL DISCOVER:

- ✓ Understand the role a project manager plays in the development process
- ✓ Overview the skills required to successfully deliver a project on time and on budget - while managing a variety of stakeholders and mitigating risks
- ✓ Explore the concept of risk management within a project
- ✓ Find out how to plan for, control and review risk
- ✓ Examine the process of contracting and procurement of services for a project

### WHAT'S INCLUDED IN THIS COURSE:

- Project program portfolio demystified
- Input Output – Outcome Benefits Evaluation
- Benefits Management
- Project types and approaches
- Project process groups, lifecycle and knowledge areas
- Scope and integrated scope change
- Project governance and sponsorship
- Project organisational structures
- Project budgets, cost management and earned value
- Project Quality Management
- Uncertainty and risk management
- The basis for decision making
- Procurement and contract challenges
- Stakeholders

### WHO IS THIS COURSE BEST SUITED TO?

- Those working in a property development role, assistant project managers, valuers, architects, planners, other property consultants, property and asset managers, bankers, and local and state government officers
- This course is relevant for all senior property/building practitioners who would like a more thorough understanding of a complex topic

### YOU CAN FOLLOW ON WITH:

- Feasibility Workshop
- Risk Management
- Legal Framework & Dispute Resolution

 \$785 Member  
\$1180 Non-Member

 1 Day

 7 CPD Hours

# LEGAL FRAMEWORK & DISPUTE RESOLUTION

## PROPERTY DEVELOPMENT ELECTIVE

These one-day courses are designed to be undertaken as an elective towards the Property Development Industry Diploma. Each elective can also be taken as a stand-alone course.

### LEARN THE SECRETS TO PREVENTING DISPUTES

**This course is ideal for:**

Anyone who wants to tie the legal issues of property development back to risk mitigation; and have an awareness of dispute resolution and methodologies available to prevent disputes. It can be undertaken as a stand-alone program or as an elective towards the Property Development Industry Diploma.

Does your role required you to understand the legal framework of development and the issues and concepts that developers need to be aware of during the development process?



#### YOU WILL COVER:

- ✓ The different types of land title and associated risks
- ✓ The legal issues and concepts to be aware of to assist with negotiations and due diligence
- ✓ The legal structures available for purchasing and investing in property development.
- ✓ Land titles
- ✓ Common legal entities used in property development
- ✓ Legal issues and dispute resolution
- ✓ Legal documents

#### THIS COURSE WILL BE BEST SUITED TO:

- Development managers, project managers, valuers, architects, planners, other property consultants, property and asset managers, bankers, local state and government officers
- This course is relevant for all senior property/building practitioners who would like a more thorough understanding of a complex topic

#### YOU CAN FOLLOW ON WITH:

- Feasibility Workshop
- Risk Management
- Project Management

Face to Face

\$510 Member

\$770 Non-Member

Half-Day

4.5 CPD Hours

THE LAUNCHPAD



SPECIALIST

# ESG IN THE PROPERTY SECTOR

## ENVIRONMENTAL, SOCIAL, GOVERNANCE (ESG) IS INCREASINGLY FRONT-OF-MIND FOR COMMUNITIES, INVESTORS AND LEADING PROPERTY ORGANISATIONS.



As Australia's largest employer and biggest industry, the property sector is well positioned to use its influence to address social issues and drive sustainable outcomes.

The Property Council Academy's newest short course will examine ESG performance and social responsibility and discuss methods used to measure and address ESG related risk. This half-day course will provide the latest insights from industry leaders and discuss critical issues such as:

- ESG in the property sector and why it matters
- Energy performance in the built environment and progress to achieving net zero
- Emerging mega trends such as the circular economy, modern slavery, sustainable finance, and climate resilience and how we measure social impact
- ESG as a real estate value driver

### YOU WILL COVER THE FOLLOWING TOPICS:

- **ESG in the property sector**
  - Introduction to ESG
  - Why ESG matters in the property sector
  - The current state of ESG in the property sector
- **Achieving Net Zero**
  - Energy performance in the built environment
  - The importance of measuring and disclosing performance (NABERS or Green Star case study)
  - The road to decarbonising the built environment
    - Removing fossil fuels & electrification
    - Addressing embodied carbon
    - Offsetting
- **Circular Economy**
  - The emergence of a megatrend
  - Applying circular economy principles to the property sector
  - Shifting to a regenerative built environment
- **Social Sustainability**
  - A common language for social sustainability
  - Applying social sustainability to the property sector
  - Addressing modern slavery
  - Measuring social impact
- **Sustainable Finance**
  - The importance of engaging the finance sector
  - Applying sustainable finance to the property sector
  - The outlook for sustainable finance
- **Climate Resilience**
  - Physical resilience in a changing climate
  - Transition risk and exposures

### WHO SHOULD ATTEND? INDUSTRY MEMBERS WHO ARE:

- Procurement managers
- Sustainability and reporting managers
- Development managers
- Project managers
- Accounting and finance professionals

COURSE PARTNER

**CBRE**

# Think 20 years down the line.

When it comes to strategy, don't think short-term. Think long. And hard. Partner with someone who sees the big picture in every detailed decision you make. That's why CBRE has been in commercial real estate for as long as we have. We plan for everything, so you can realise anything.

**CBRE**

[cbre.com.au](https://www.cbre.com.au)

“I found the Feasibility workshop exceptional – it was detailed, applied, challenging, and provided great take home tools in the spreadsheets. Whilst there were many unfamiliar concepts for me (given I don’t have experience in commercial or residential development), there was enough explanation for me to be able to understand the inputs into each of the case studies without boring those who obviously do this every day.”

**KATIE FORMSTON**  
ARCHITECT  
FORMATION ARCHITECTURE

# INDUSTRIAL PROPERTY COURSES



# INDUSTRIAL & SUPPLY CHAIN INDUSTRY DIPLOMA

There are 3 steps to progress  
through to graduation

## STEP 1

8 Hours

### Industrial & Supply Chain Part 1

Self-paced Online Learning  
Modules

## STEP 2

3 Days

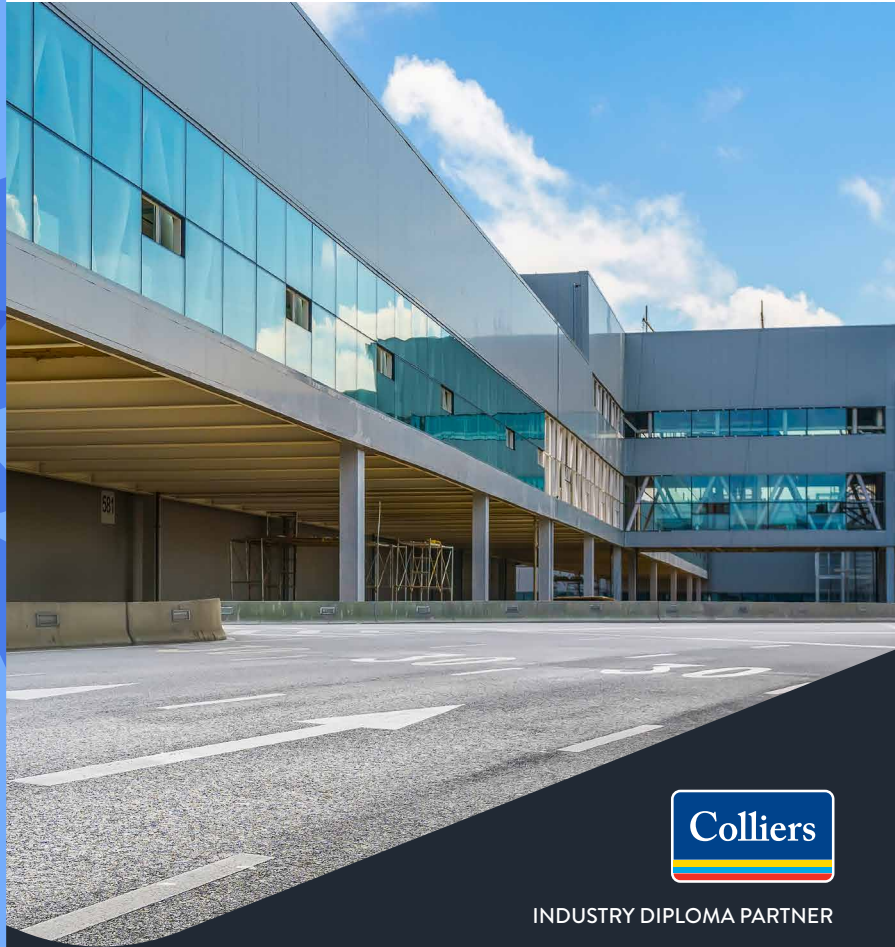
### Industrial & Supply Chain Part 2

Applying knowledge learnt  
via case studies and group  
work

## PART 3



### Assessment



INDUSTRY DIPLOMA PARTNER

Are you interested in progressing  
in the Industrial Property Industry?

The Industrial and Supply Chain Industry Diploma is for those with a career or looking for a career in the Industrial / Logistics real estate sector. This course will focus on four key areas and will be delivered using a combination of self-paced content and face-to-face learning.

To find out more about each step above, review course content and discover course availability, email [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au), call (02) 9033 1949 or visit [academy.propertycouncil.com.au](http://academy.propertycouncil.com.au)

<b>PART 1</b>	<b>PART 2</b>
Self-Paced	Face to Face
\$750 Member	\$2275 Member
\$1125 Non-Member	\$3410 Non-Member
 8 Hours	3 Days
 8 CPD hours	21CPD hours

INDUSTRY DIPLOMA PARTNER



# INDUSTRIAL AND SUPPLY CHAIN PART 1 & 2

**AS AN OWNER, INVESTOR, OCCUPIER, OR OPERATOR OF INDUSTRIAL PROPERTY IT IS IMPORTANT TO UNDERSTAND THE FULL SUPPLY CHAIN AND HOW THIS IMPACTS INDUSTRIAL PROPERTY.**



The Industrial and Supply Chain Industry Diploma is for those with a career or looking for a career in the industrial/logistics real estate sector.

This course will focus on four key areas and will be delivered using a combination of self-paced content and classroom learning.

## DURING THIS COURSE, YOU WILL BE ABLE TO:

- Examine the concepts of supply chain and how it impacts property choices.
- Identify and apply competing objectives in a supply chain context to their property selection decisions.
- Understand the process of identifying, purchasing, permitting, designing and constructing an industrial asset.
- Apply financial modelling of a prospective purchase and development.
- Identify and analyse the main lease types applicable to the industrial sector.
- Apply and analyse a heads of agreement to a leasing transaction and/or negotiation.
- Investigate, identify, analyse and implement strategies to improve investment returns of Industrials assets.
- Explore the life cycle of asset including leasing strategies, cashflow management, and asset enhancement strategies.

## YOU WILL COVER THE FOLLOWING TOPICS:

- Supply Chain
- Transactions and Development
- Leasing
- Asset Management

There are 3 steps to progress through to graduation:

1. Part 1- Self-paced online learning - approx. 8 hours
2. Part 2 - 3 days classroom environment
3. Post-classroom assessment (1000-1500 words)

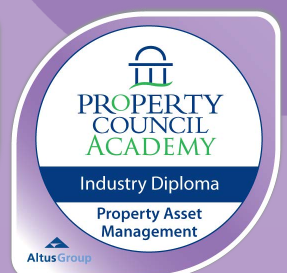
## COURSE IS IDEAL FOR:

- Industrial Sales and Leasing Agents
- Property & Asset Managers
- Acquisition & Investment Managers
- Analysts
- Property Consultants
- Development Managers
- Government Agencies (Local, State, Federal)

# PROPERTY ASSET MANAGEMENT

There are four steps in this course:

1. Property Asset Management Core
2. Property Asset Management Advanced
3. Property Asset Management Expert
4. Formal Assessment



There are 4 steps to progress  
through to graduation

### STEP 1

1 Day

#### Property Asset Management Core

Manage property assets at a  
more strategic level

### STEP 2

3 Days

#### Property Asset Management Advanced

Positioning an Asset,  
Redevelop/New Development,  
Sale an Option

### STEP 3

3 Days

#### Property Asset Management Expert

Maximise the value of your  
portfolio

### STEP 4



#### Assessment

# PROPERTY ASSET MANAGEMENT INDUSTRY DIPLOMA



## Complete an Industry Diploma in Property Asset Management

Are you interested in progressing in the  
Property Asset Management Industry?

Our Property Asset Management Industry  
Diploma will equip you with all the knowledge  
and expertise you need to maximise the  
investment performance of your asset portfolio.

To find out more about each step above, review course content and discover course  
availability, email [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au), call (02) 9033 1949 or visit  
[academy.propertycouncil.com.au](http://academy.propertycouncil.com.au)



# PROPERTY ASSET MANAGEMENT CORE

**Self-Paced**  
\$750 Member  
\$1125 Non-Member

**Face-to-Face**  
\$1000 Member  
\$1505 Non-Member

**1 Day**

**7 CPD Hours**

## MAXIMISE THE PERFORMANCE OF YOUR ASSET

**This course is ideal for:**

Those currently working in property management, leasing or operations who want to learn strategies to maximise the investment performance of their asset. Do you need to develop the knowledge required to manage property assets at a more strategic level?

This program examines the key tools to manage assets more effectively and demonstrates how leasing priorities can enhance value. By the end of this course you should understand the commercial, retail and industrial property industry and core market needs and drivers. You will also be familiar with the basic principles of property management and strategies to enhance the performance of an asset.



### THIS COURSE WILL HELP YOU:

- ✓ Examine the key tools to manage assets more effectively
- ✓ Learn how leasing priorities enhance value
- ✓ Understand the core market needs and drivers of the commercial, retail and industrial property industry
- ✓ Become familiar with the basic principles of property management
- ✓ Learn strategies to enhance the performance of an asset

### WHAT'S INCLUDED IN THE PROGRAM?

- Property asset management – evolution and successful attributes
- Introduction to property investment
- Selling the benefits: leasing
- Tenant representation
- Asset planning
- Lifecycle analysis
- Risk management
- Sustainable business strategies
- Valuation

### THIS COURSE WILL BE SUITED TO:

- Commercial, industrial and retail property managers
- Real estate agents
- Leasing executives
- Operations supervisors
- Valuers
- Property analysts
- Architects
- Local and state government officers

### YOU CAN FOLLOW ON WITH:

- Property Asset Management Advanced

\$ \$2275 Member  
\$3410 Non-Member

🕒 3 Days

🕒 21 CPD Hours



# PROPERTY ASSET MANAGEMENT ADVANCED

## ENHANCE YOUR ASSET'S VALUE

**This course is ideal:**

Anyone who would like to develop a more strategic approach to property asset management. This three-day, case study-based course overviews options for increasing the value of an asset.

**PRE-REQUISITE:** Participants need to have completed Property Asset Management Essentials or have sufficient industry experience.



### DURING THE THREE-DAYS YOU WILL:

- ✓ Grow understanding of strategic asset management
- ✓ Assess three ways of enhancing asset value
- ✓ Develop modelling skills and valuation analysis skills
- ✓ Examine the implications of 'repositioning' an asset through refurbishment or redevelopment
- ✓ Form and express a view as to which action is appropriate for the company's/owner's investment priorities
- ✓ Explore options and apply theory to the case study asset

### THIS COURSE WILL BE SUITED TO:

- Commercial, industrial and retail property managers
- Asset managers
- Leasing managers
- Operations managers
- Valuers
- Property analysts
- Architects and planners
- Local and state government officers

### WHAT'S INCLUDED IN THE PROGRAM?

- Day 1**      **Understanding the investment environment:** property investment, strategic asset management – owner's point of view, operational asset management, valuation methods, enhancing the asset value - modelling workshop, enhancing an existing asset – a legal perspective
- Day 2**      **Repositioning an asset and sale options:** Positioning an asset, existing buildings revitalisation, redevelop / new development, is sale an option, future thinking for asset management
- Day 3**      **What is the best outcome (highest and best use)?**
- Recap and apply learnings to case study, group case study presentations to an industry panel

### YOU CAN FOLLOW ON WITH:

- Property Asset Management Expert



DIPLOMA

# PROPERTY ASSET MANAGEMENT EXPERT

\$2275 Member  
\$3410 Non-Member

3 Days

21 CPD Hours

## DEVELOP YOUR OWN PROPERTY TRUST

This course is ideal for:

Participants who want to learn best practice methodologies for making investment decisions.

PRE-REQUISITE: Property Asset Management Advanced



### OVER THREE DAYS, YOU WILL LEARN HOW TO:

- ✓ Examine the investment criteria of the asset classes
- ✓ Assess the intention of the owner or investor
- ✓ Determine the value adding strategies of redevelopment
- ✓ Explore the legal framework required

### WHAT'S INCLUDED IN THE PROGRAM?

- The Role of the Asset Manager
- Strategy Planning for a Fund
- Capital Flows and Demand for Property
- Acquisition and Divestment
- Due Diligence
- Structures for Holding Property: Legal Issues
- Portfolio construction
- Financing the purchase - Real Estate Finance
- Participants in groups pitch their fund to a panel of industry experts

### THIS COURSE WILL BE SUITED TO:

- Asset managers
- Assistant portfolio managers
- Research and investment analysts
- Centre managers
- Property managers
- Leasing managers
- Valuers
- Local and state government officers

### YOU CAN FOLLOW ON WITH:

- Feasibility Workshop
- Risk Management
- Building Client Relationships

“The Property Asset Management Diploma course offers a unique mix of theory and real-life practical examples that provide students with a base from which to develop and enhance their careers. As students we have the ability to learn from an experienced array of industry professionals who offer their own expertise and experience, which allows students the opportunity to build a competitive edge in today’s marketplace.”

**DEBORAH SWEETMAN**  
GROUP SERVICES,  
INVESTEC AUSTRALIA LIMITED

# MASTER OF COMMERCE (PROPERTY INVESTMENT & DEVELOPMENT)



## PATHWAY OF ARTICULATION INTO A UNIQUE DEGREE - MASTER OF COMMERCE (PROPERTY INVESTMENT & DEVELOPMENT)

The Property Council Academy has partnered with Western Sydney University to offer participants in the Property Asset Management (PAM) and Retail Property (RP) Industry Diplomas a pathway of articulation via postgraduate programs into a unique degree – Master of Commerce (Property Investment and Development).

Applicants admitted to the Master of Commerce (Property Investment & Development) degree would be eligible for credit for one elective if they have successfully completed the PAM or RP Industry Diploma.

To achieve the University degree credit, participants must complete either of the following components:

### Property Asset Management

1. PAM Core (1 day)
2. PAM Advanced (3 days)
3. PAM Expert (3 days)
4. PAM Industry Diploma Assessment

### Retail Property

1. RP Core (1 day)
2. RP Advanced (3 days)
3. RP Expert (3 days)
4. RP Industry Diploma Assessment

All seven days of either Property Asset Management or Retail Property must be completed along with an Industry Diploma assessment which will be marked by Western Sydney University.

Please note students still need to meet general Western Sydney University admission criteria for the Master of Commerce degree.

**For further information please contact us:**

**Phone:** 02 9033 1900

**Email:** [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au)

**Visit:** [www.academy.propertycouncil.com.au](http://www.academy.propertycouncil.com.au)

# RETAIL PROPERTY

There are four steps in this course:

1. Retail Property Core
2. Retail Property Advanced
3. Retail Property Expert
4. Formal Assessment



There are 4 steps to progress  
through to graduation

**STEP 1**

1 Day

**Retail Property Core**

Improve your retail property  
knowledge

**STEP 2**

3 Days

**Retail Property Advanced**

**2** Create a practical toolkit for  
working with retailers

**STEP 3**

3 Days

**Retail Property  
Expert**

Maximise your investment  
performance



**STEP 4**

**Assessment**

# RETAIL PROPERTY INDUSTRY DIPLOMA



## Complete an Industry Diploma in Retail Property

Would you like to springboard your career in  
the Retail Property Industry?

Our Retail Property Industry Diploma will  
equip you with the knowledge and expertise  
you need to take your career in retail property  
to the next level.

To find out more about each step above, review course content and discover course  
availability, email [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au), call (02) 9033 1949 or visit  
[academy.propertycouncil.com.au](http://academy.propertycouncil.com.au)



# RETAIL PROPERTY CORE

\$1000 Member  
\$1 Non-Member

1 Day

7 CPD Hours

## WHY SHOULD I COMPLETE THIS COURSE?

### This course is ideal for:

Those who have recently joined or would like to join the retail property industry - or anyone with a particular interest in the retail sector. Do you want to develop the core business skills of managing retail property (such as a shopping centre, precinct or in a community area), in order to enhance your contribution to its performance?

### BENEFITS OF THIS COURSE:

- ✓ A great introduction to the basics of Retail Property Management
- ✓ Good overview of the roles within Retail Property Management
- ✓ A more informed career pathway
- ✓ Gain an insight into how to successfully manage a Retail Property and how the roles work with each other to achieve this success
- ✓ Understand how to apply basic leasing principles
- ✓ Network with other people working in Retail Property
- ✓ Start building your personal brand within the industry

### PROFESSIONAL DEVELOPMENT PATHWAY

Participants who complete the Retail Property Essentials course can further the development of their Retail Property skill set through:

1. Retail Property Advanced (3 days)
2. Retail Property Expert (3 days + Assessment)
3. Retail Leases Act
4. Leasing Fundamentals: Retail/Commercial

Please contact us at [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au)

### THIS COURSE WILL BE SUITED TO:

- People who work within Centre Management, Property Management, Leasing, Marketing, Administration, Operations or Retailers.

### NEED TO TRAIN YOUR TEAM?

The Retail Property Essentials course can be delivered as an in-house program. Please speak to us for further information.

### COURSE TESTIMONIAL:

"Completing the Retail Property Essentials course allowed me to obtain valuable information from industry experts across the entire spectrum of the retail sector. More importantly it was great to be in a room with like-minded people and industry experts in marketing, management and leasing and sharing ideas and information including drawing down on each other's knowledge base. The course was very informative and relevant to the issues that we all come across as part of our day to day roles and would highly recommend the course to anybody working in the Retail Property sector".

Ross Cassimatis, Senior Leasing Consultant  
The Leasewise Group



**MOTIVATE  
EDUCATE  
INFLUENCE**



# RETAIL PROPERTY ADVANCED

\$2275 Member  
\$3410 Non-Member

3 Days

21 CPD Hours

## WHY SHOULD I COMPLETE THIS COURSE?

### This course is ideal for:

This course is ideal for those working in a retail environment who want to enhance their business skills and learn how to make sound retail decisions. PRE-REQUISITE: Participants will need to have completed the Retail Property Core course, or have a minimum of three years' experience in a retail role. Do you want to learn how to enhance the investment potential of a retail property?

### BENEFITS OF THIS COURSE:

- ✓ A great introduction to the drivers of retail asset performance
- ✓ Good overview how to enhance key management skills
- ✓ A greater understanding of tenancy mix and precincting
- ✓ Understand how to effectively apply business concepts to a Retail Centre context
- ✓ Network with like-minded peers from the industry
- ✓ Learn from real life case study experiences
- ✓ Build relationships with key subject matter expert speakers
- ✓ Build your brand as a Retail professional

### PROFESSIONAL DEVELOPMENT PATHWAY

Participants who complete the Retail Property Advanced course can further the development of their Retail Property skill set through:

1. Retail Property Expert (3 days + Assessment)
2. Retail Leases Act
3. Leasing Fundamentals: Retail/Commercial

### THIS COURSE WILL BE SUITED TO:

- People who work in Centre Management, Property Management, Leasing, Marketing, Administration, Operations, Development or Retailers.

### NEED TO TRAIN YOUR TEAM?

The Retail Property Advanced course can be delivered as an in-house program. Please speak to us for further information.


### COURSE TESTIMONIAL:

"Undertaking the Retail Property Advanced course has provided me the opportunity to network with like-minded individuals and enhance my management skills. It provides key insights into retail asset performance and real-life experiences from an array of experts. The content was highly relevant and allowed me to develop a deeper understanding of retail and apply these tools and methods to my current position. I would highly recommend this course for those in Retail Property."

Emily Curcio  
Retail Manager, Vicinity Centres

Please contact us at [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au)

**MOTIVATE  
EDUCATE  
INFLUENCE**

 \$2275 Member  
\$3410 Non-Member

 3 Days

 21 CPD Hours



# RETAIL PROPERTY EXPERT

## CREATE A PRACTICAL TOOLKIT FOR WORKING WITH RETAILERS

**This course is ideal for:**

Those working in a retail environment who want to enhance their business skills and learn how to make sound retail decisions.

**PRE-REQUISITE:** Participants will need to have completed the Retail Property Core course, or have a minimum of three years' experience in a retail role. Do you want to learn how to enhance the investment potential of a retail property?

### DURING THE THREE-DAYS YOU WILL DISCOVER:

- ✓ An insight into the drivers of retail asset performance
- ✓ How to effectively apply business concepts to a retail centre context
- ✓ How to enhance your key management skills
- ✓ How to contribute more effectively to the investment performance of the retail property and the performance of the tenants
- ✓ Retail market trends and a greater understanding of tenancy mix and precincting

### WHAT'S INCLUDED IN THE PROGRAM?

Day 1	Focus on business Property investment: the owner's point of view, asset management, valuation workshop, leasing
Day 2	Focus on customers Consumer behaviour, marketing and branding, stakeholder engagement
Day 3	Focus on retailers The retailer's business, case study presentations, feedback from a panel of experts

### THIS COURSE WILL BE SUITED TO:

People working in:

- Centre management
- Property management
- Leasing
- Marketing
- Administration
- Operations
- Development
- Retailers

### YOU CAN FOLLOW ON WITH:

- Retail Property Industry Diploma

“The Property Council Academy has provided a platform of excellence to cultivate and stretch my professional goals. The Retail Property Industry Diploma has contributed to fast tracking my career in shopping centre asset management. Mindsets are challenged by providing in-depth discussion, learning and exposure to relevant industry professionals across multiple disciplines. Upon completion of the Diploma, I was equipped with the precise tools and methodology to influence my industry leaders on a real asset scenario by applying the course deliverables.”

**ANNA GRAHAM**  
CENTRE MANAGER,  
VICINITY CENTRES

# OPERATIONS & FACILITIES MANAGEMENT

There are three steps in this course:

1. Operations & Facilities Management Part 1
2. Operations & Facilities Management Part 2
3. To gain the Operations and Facilities Management Industry Diploma, a candidate can either:
  - a. Complete a workplace-based assignment or
  - b. Complete Property Asset Management Advanced



# OPERATIONS & FACILITIES MANAGEMENT INDUSTRY DIPLOMA

There are 3 steps to progress  
through to graduation

1



2 Days

## Operations & Facilities Management Part 1

Boost your building's  
performance

2



3 Days

## Operations & Facilities Management Part 2

Take your career in  
operations to the next level

3



Assessment



## Complete an Industry Diploma in Operations & Facilities Management

Are you looking to progress in the Operations  
& Facilities Management Industry?

Our Operations & Facilities Management  
Industry Diploma will provide you with an  
in-depth understanding and expertise to further  
your career in this essential industry.

To find out more about each step above, review course content and discover course  
availability, email [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au), call (02) 9033 1949 or visit  
[academy.propertycouncil.com.au](http://academy.propertycouncil.com.au)



ESSENTIAL



ADVANCED

# OPERATIONS & FACILITIES MANAGEMENT PART 1



\$1430 Member  
\$2145 Non-Member



2 Days



14 CPD Hours

## BOOST YOUR BUILDING'S PERFORMANCE

### This course is ideal for:

Anyone who wants enhance their technical skills and general understanding of the day-to-day role of an operations or facilities supervisor. Does your role require you to understand all the factors involved in running a building? This course introduces the key issues in facilities management and provides a clear understanding of what the job entails.

**ASSUMED KNOWLEDGE:** Building Services, Property Industry Induction



### OVER TWO DAYS YOU WILL LEARN ABOUT:

- ✓ The key roles, responsibilities and stakeholders of facilities management
- ✓ Proactive risk minimisation and management
- ✓ Real world compliance, certification and audit process
- ✓ Property operations efficiency and contractor management
- ✓ Budget and reporting sustainability

### WHAT'S INCLUDED IN THE PROGRAM?

- Property – the asset class
- Sustainability – fundamentals and rating tools
- Overview of building services
- Building inspections
- Site visit
- Tenders and procurement practice
- Reporting and audit: planned preventative maintenance
- Property risk management
- Compliance and certification
- Audit and review case study
- Fire and essential services

### THIS COURSE WILL BE SUITED TO:

- Operations orientated building, facilities & property supervisors
- Engineering and maintenance officers
- Institutional, corporate and private organisation facility management teams
- Procurement and contract managers
- People with a trade or technical customer service background seeking a career within facilities management

### YOU CAN FOLLOW ON WITH:

- Operations and Facilities Management Part 2
- Property Asset Management Essentials



**\$2275 Member**  
**\$3410 Non-Member**

**3 Days**

**21 CPD Hours**

# OPERATIONS & FACILITIES MANAGEMENT PART 2

## TAKE YOUR CAREER TO THE NEXT LEVEL

**This course is ideal for:**

Anyone working in a technical operations or facilities role who want to learn the skills to take their career to the next level.

Do you want to improve your property operations skills and enhance your strategic focus? This course has been developed to overview the technical role of an operations, facilities or property manager who is responsible for the management of a team and outsourced consultants.



**PRE-REQUISITE:** Operations & Facilities Management Part 1

### OVER THREE DAYS, YOU WILL LEARN ABOUT:

- ✓ Advanced strategic planning and comprehension of asset property operations
- ✓ Effective risk management: operational, reputational, key stakeholders and authorities
- ✓ Latest compliance considerations: WHS, DDA, NABERS and BCA industry trends
- ✓ Budgets: opex and capex budgets in asset classes proposing business cases
- ✓ Contractor performance management
- ✓ Sustainability and building performance

### WHAT'S INCLUDED IN THE PROGRAM?

- Project management
- Sustainability
- Essentials of contract law
- Tenancy churn and fit out
- The case for investment
- Managing contractors
- Setting OPEX budgets and CAPEX management
- Benchmarking workshop
- Facilities management software
- Facilities management future trends
- Site visit
- Security in today's property environment
- Business writing skills

### THIS COURSE WILL BE SUITED TO:

- Those completing Operations & Facilities Management Part 1 and continuing their professional education within the property industry
- Operations, facilities, engineering and property managers
- Procurement and contract managers
- Building, property and maintenance supervisors
- Contractors

### YOU CAN FOLLOW ON WITH:

- Property Asset Management Advanced
- Building Client Relationships

“This was one of the best courses I have ever attended. The course facilitator was instrumental in delivering his knowledge and experience, supported by many examples. The guest speakers were relevant and informative, especially about risk, future trends and current developments.”

**MARTIN CEBEREK**

SERVICES CONTRACTS COORDINATOR,  
CONTRACTS AND GROUNDS, CAMPUS  
SERVICES DIVISION,  
DEAKIN UNIVERSITY

# MASTER OF ARCHITECTURAL SCIENCE



THE UNIVERSITY OF  
SYDNEY

## (HIGH PERFORMANCE BUILDINGS)

### PATHWAY OF ARTICULATION INTO A UNIQUE DEGREE - MASTER OF ARCHITECTURAL SCIENCE (HIGH PERFORMANCE BUILDINGS).

The Property Council Academy has partnered with The University of Sydney to offer participants in the Operations & Facilities Management course a pathway of articulation via Graduate Certificate or Graduate Diploma into a university degree - Master of Architectural Science (High Performance Buildings).

The Operations and Facilities Management Industry Diploma will offer credit for the Operational and Facilities Management elective (six credits) in this Degree.

To achieve the University degree credit, participants must complete the following:

1. Operations and Facilities Management Part 1 (2-days)
2. Operations and Facilities Management Part 2 (3-days)
3. Operations and Facilities Management Advanced Assessment
4. Operations and Facilities Management Industry Diploma Assessment

All face-to-face days must be completed along with the advanced assessment and an Industry Diploma assessment which will be set and marked by The University of Sydney.

**For further information please contact us:**

**Phone:** 02 9033 1900

**Email:** [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au)

**Visit:** [www.academy.propertycouncil.com.au](http://www.academy.propertycouncil.com.au)



# **RETIREMENT LIVING**

# VILLAGE MANAGEMENT INDUSTRY DIPLOMA



## There are 6 steps

1. Introduction to Retirement Living
2. Retirement Living: Code of Conduct
3. Navigating the Retirement Villages Act
4. Village Management
5. Choose 2 days of electives:  
Leadership in Retirement Living (2 days) or  
Facilities and Asset Management (1 day) & Sales and Marketing (1 day)
6. Assessment for Diploma

Each course can be undertaken as a stand-alone program, or as part of the Village Management Industry Diploma.

# VILLAGE MANAGEMENT INDUSTRY DIPLOMA

There are 6 steps to progress  
through to graduation

## STEP 1

Introduction to the  
Retirement Living  
Industry

Online

## STEP 2

Code of Conduct

Online

## STEP 3

Navigating the  
Retirement Villages Act

2 Hours

## STEP 4

Village Management

2 Days

## STEP 5

**Choose your Electives**

Leadership in Retirement Living  
Retirement Living - Facilities and  
Asset Management  
Retirement Living - Sales and  
Marketing

1-2 Days

## STEP 6



Assessment



Complete an Industry  
Diploma in Village Management

Are you interested in progressing in the  
Retirement Living Industry?

Our Village Management Industry Diploma will  
equip you with all the knowledge and expertise  
you need to further your career in this exciting  
new growth area.

To find out more about each step above, review course content and discover course  
availability, email [edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au), call (02) 9033 1900 or visit  
[propertycouncil.com.au/academy](http://propertycouncil.com.au/academy)



On demand

\$ \$95 Member  
\$150 Non-Member

🕒 30 Minutes

🕒 0.5 CPD Hours

# INTRODUCTION TO THE RETIREMENT LIVING INDUSTRY

**THIS INTERACTIVE E-LEARNING MODULE IS THE FIRST STEP IN THE VILLAGE MANAGEMENT INDUSTRY DIPLOMA.**

**This course is ideal for:**

Those who want to understand the unique range of skills and knowledge required to manage a modern retirement village community successfully. Do you want to learn about the history of retirement villages, as well as the specific roles and responsibilities of a successful Village Manager?

## YOU WILL COVER THE FOLLOWING:

- ✓ Understand the role of retirement living in Australia
- ✓ Learn about the different types of retirement living offerings
- ✓ Explore the role and responsibilities of a Village Manager

## WHAT'S INCLUDED IN THE PROGRAM?

This 30-minute eLearning course provides an overview of the Retirement Living Industry and is the first step towards the Village Management Industry Diploma.

**The background story:**

- Statistics, the future of retirement, industry snapshot, types of retirement accommodation, the village finance model, the village proposition.

**Roles and responsibilities of the Village Manager**

- Including administration
- financial management
- lifestyle
- service delivery and resident engagement
- asset management
- community engagement and promotion
- people management, compliance and improvement

**Assessment to test your understanding of the content**


## THIS COURSE IS INVALUABLE IF:

- You are, or aspire to become, a Village Manager
- You are working in a finance or operations role within a retirement village



# RETIREMENT LIVING: CODE OF CONDUCT

On demand

 \$55 Member  
\$80 Non-Member

 30 Minutes

 0.5 CPD Hours

**THIS 30 MINUTE INTERACTIVE E-LEARNING MODULE FAMILIARISES PARTICIPANTS WITH THE RETIREMENT LIVING CODE OF CONDUCT, ENABLING THEM TO PROMOTE AND PROTECT RESIDENT RIGHTS AND PROVIDE A BENCHMARK FOR BEST PRACTICE.**

**It provides the know-how to ensure a great experience for village residents.**

Training involves an overview of the Code which sets and maintains high standards relating to the marketing, selling and operation of retirement villages and is the cornerstone of the retirement living industry's eight-point plan for delivering a quality resident experience.



## WHAT'S INCLUDED IN THE PROGRAM?

- The purpose and objectives of the Code
- How the code will be run
- Expectations once an operator signs up to the Code
- The module includes: complaints and dispute management procedures aimed at better equipping operators to meet the expectations of residents

## THIS COURSE IS INVALUABLE IF:

- Anyone working, or aspiring to work in retirement living.
- Employees of organisations that are a signatory of the Retirement Living Code of Conduct.



**\$460 Member**  
**\$690 Non-Member**

**4.5 Hours**

**4.5 CPD Hours**

# NAVIGATING THE RETIREMENT VILLAGES ACT

**ENHANCE YOUR LEGAL UNDERSTANDING WITH THIS HALF-DAY WORKSHOP, WHICH HAS BEEN DEVELOPED AND IS DELIVERED BY MINTERELLISON.**

**This course is ideal for:**

Anyone who needs to understand the Retirement Villages Act, and explore the legal rights and obligations of retirement villages residents and village operators.

**PRE-REQUISITE:** Introduction to the Retirement Living Industry (e-Learning module)



## OVER THE HALF-DAY, YOU WILL LEARN HOW TO:

- ✓ Understand the relevant government policy and legislative requirements that a retirement village must abide by
- ✓ Understand the key sections of your state's Retirement Villages Act

## WHAT'S INCLUDED IN THE PROGRAM?

The program will address the Act using the following milestones:

- |           |   |
|-----------|---|
| Module 1: | Overview of the regulation of retirement villages.<br><br>This is a general introduction to retirement villages and the regulatory framework (1 hour) |
| Module 2  | When a resident moves into the village (1 hour)   |
| Module 3: | While a resident lives in the village (1.5 hours)   |
| Module 4: | When a resident moves out of the village (1 hour)   |

Modules 2, 3 and 4 focus on the obligations and rights of operators and residents, under the relevant state retirement villages' legislation, structured in the form of chronology from the time a resident enters the village to the time they leave the village. Presented in three short lectures, each one is followed by an interactive session in which the participants together workshop solutions to hypothetical fact scenarios drawn from real life examples.

## THIS COURSE IS INVALUABLE IF:

- You are, or aspire to become, a Village Manager
- You are working in a finance or operations role within a retirement village
- You are a Sales Manager

This course has been developed and is delivered by MinterEllison Lawyers.

**MinterEllison**



\$1055 Member  
\$1585 Non-Member

2 Days

14 CPD Hours

# VILLAGE MANAGEMENT

**THIS TWO-DAY COURSE IS AN ESSENTIAL PROGRAM FOR ANYONE WORKING OR ASPIRING TO BE IN RETIREMENT VILLAGE MANAGEMENT.**

This targeted course has been developed by industry professionals.



## WHAT CAN I EXPECT?

- ✓ Industry Practice and Customer Centricity: Orientation, Exceeding Residents' Expectations, working effectively with Residents, Resident Committees and the Residents' Association, Managing Budgets and Finances
- ✓ Integrated Care and Dispute Resolution: Dispute Resolution, Mediation Resolution – Resident to Resident, Disputes with the Operator, Integrated Care and Ageing Well in Australia, Dementia and Mental Health in Retirement Living and Elder Abuse and Privacy.
- ✓ Assessment to test your understanding of the content.

## THIS COURSE IS IDEAL FOR:

Anyone working, or aspiring to be in Retirement Village Management. This course forms part of the Village Management Industry Diploma or can be taken as a stand-alone program.

## WHAT'S INCLUDED IN THE PROGRAM?

- **Customer Centricity – Orientation:** Create a solid foundation between new residents and the village during their first six months
- **Exceeding Expectations:** Show that they can understand and use the 8 keys to effective communication to determine the needs of residents and select the most appropriate service delivery tools to exceed their resident's expectations
- **Working with Residents, Committees and the Residents Association.**
- **Managing Finances:** Show an understanding of the village budgeting process, including the different areas of the village operating income and expenses, the reporting/auditing requirements and the purpose and requirements of the various types of funds within a village.
- **Effective Dispute Resolution:** Demonstrate that they can understand and use the 8 Step Escalation Model in minimising dispute escalations by successfully participating in role play scenarios.
- **Integrated Care:** Display an understanding of the fundamentals of integrated care and the key models that are used in Australia.
- **Dealing with Dementia and Mental Health:** Demonstrate an understanding of some of the common causes and symptoms of dementia, common issues facing residents and community managers and support and prevention options available.



**CHOOSE  
ELECTIVES**



**\$1055 Member**  
**\$1585 Non-Member**

**2 Days**

**14 CPD Hours**

# LEADERSHIP IN RETIREMENT LIVING: ELECTIVE

## THIS TWO-DAY COURSE IS ABOUT IMPROVING LEADERSHIP WITHIN THE RETIREMENT LIVING SECTOR.

It provides participants with the practical skills and know-how to lead their team, village or business unit to success. The program is designed as a two-day interactive workshop with supporting activities.



### WHAT'S INCLUDED IN THE PROGRAM?

- ✓ Understand the relevant government policy and legislative requirements that a retirement village must abide by
- ✓ Understand the key sections of your state's Retirement Villages Act
- ✓ Being an Effective Leader: Your leadership journey, understand the big picture and identify opportunities, turn opportunities into goals, manage priorities and being more effective, owning your time, role modelling personal leadership, create a positive culture and be the change.
- ✓ Achieve Outcomes Through Others: Build trust and capability, influence outcomes in everyday conversations, lead challenging conversations, best practice decision making/problem solving, achieve buy-in and be the change.
- ✓ Assessment to test your understanding

### DAY 1 - BEING A LEADER

- From mate to manager  
Wearing different hats with staff and residents
- Understand self and others  
Strengths, pitfalls and adapting your approach to positively impact culture
- Techniques to build long lasting trusting relationships with staff and residents
- Build a positive mindset and accountability

### DAY 2 - CREATE A POSITIVE CULTURE

- Lay the foundations for performance
- Motivate and empower individuals and teams
- Give and receive effective feedback
- Hold difficult performance, resident and staff conversations
- Techniques to host positive and productive meetings for individuals, teams and resident meetings

### THIS COURSE IS SUITED FOR:

- Village managers
- Owner operators
- Sales managers
- Anyone in a retirement living management role or aspiring to be



# FACILITIES AND ASSET MANAGEMENT: ELECTIVE

 \$780 Member  
\$1180 Non-Member

 1 Day

 7 CPD Hours

**THIS ONE-DAY COURSE PROVIDES VILLAGE MANAGERS WITH THE KNOWLEDGE REQUIRED TO MANAGE THE DAY-TO-DAY OPERATIONAL ASPECTS OF A VILLAGE.**

From budgets to contracts and inspections, strategic management and financial decisions concerning capital expenditure, refurbishment and preventative maintenance in line with budget.



## WHAT CAN I EXPECT?

- ✓ Enhance your knowledge of property as an asset class and how retirement villages operate from a financial perspective
- ✓ Understand how to manage the turnover of a residence through to a new incoming resident
- ✓ Identify the compliance requirements for Village Managers
- ✓ Outline the preventative maintenance requirements for the village
- ✓ Outline strategies and methods on working with maintenance staff and contractors

## THIS COURSE IS SUITED

- Village Managers, Assistant Village Managers and those aspiring to work in village management
- Anyone involved in managing the operations in a retirement village

## WHAT'S INCLUDED IN THE PROGRAM?

- Introduction to facilities management
- Managing turnover of a unit to a new resident
- Risk management
- Outline the planned preventative maintenance requirements for a village and how to keep in line with the budget
- Review property as an asset class and discuss how retirement villages operate from a financial perspective.
- Managing Contractors: Outline strategies to effectively manage contractors and maintenance staff to ensure jobs are completed on time and within budget.
- Case study group work using a hypothetical retirement village As a newly hired Village Manager to a Retirement Village, you need to identify, prioritise and create an action plan for facilities and asset management issues based on operational, financial and reputational risks. You will present your recommendations to Facilities Management expert and a group of experienced Village Managers.
- Written assessment to test your understanding of the above topics.

 **\$780 Member**  
**\$1180 Non-Member**

 **1 Day**

 **7 CPD Hours**

# RETIREMENT LIVING

## SALES AND MARKETING: ELECTIVE

**This Sales and Marketing Elective short course will equip you with the skills to connect and relate to prospective residents.**

You need the emotional intelligence to understand this stage of life, influencing factors and considerations faced by prospective clients. You also need effective organisational and strong persuasive skills to identify and manage related sales activities continually feeding the sales funnel.

This one-day course is part of a suite of professional development courses provided by the Property Council Academy in partnership with the Retirement Living Council.

The one-day village management sales training program forms an elective part of the broader Village Management Industry Diploma developed for village managers, owner operators, sales and marketing professionals and real estate agents.



### LEARNING OUTCOMES

**In this course you will learn how to:**

- ✓ Build marketing and sales skills to effectively present your village offering
- ✓ Understand your target audience and how to reach them
- ✓ Present key information clearly and effectively (including pricing and contracts)
- ✓ Nurture and manage leads across the customer sales journey

### WHAT'S INCLUDED IN THE PROGRAM?

- **About RLC, ARVAS, Capability - Framework**
- **Guide to Contracts and Pricing**
  - Legal Structures
  - Contracts
  - Cost structures (entry fees, ongoing fees, exit fees (also known as DMF))
- **Planning Sales and Marketing Activities**
  - Understanding your target audience
  - Market positioning and Point of difference
  - Feeding the Business Development funnel
  - Generating leads: Marketing your village offering and driving referrals

- **Effectively Present your Village Offering: The Customer Sales Journey**

- Planning the customer sales journey – key components
- Creating connections

- **Selling Skills: Understanding and Communicating Well with Prospective Customers**

- Identify customer profiles and needs
- Listen and understand
- Closing the sale and overcoming objections - scripting
- Manage leads post tour

- **Continuous Improvement: Managing and evaluating your performance**

- Conversion rates, Processes, Research and Feedback, Digital performance

### THIS COURSE IS SUITED TO:

- Village managers
- Owner operators
- Sales and marketing professionals
- Real estate agents selling retirement living
- Anyone involved in, or aspiring to be involved in, retirement village sales

“I took the Navigating the Retirement Villages Act course and it was great. The presenters were very good and knew their stuff. The setting was excellent with a central CBD location and I was provided with a great networking opportunity. Well done, Academy.”

**AARON ROSS**  
VILLAGE MANAGER  
AT MAROUBRA GARDENS  
RETIREMENT VILLAGE

# LAUNCHPAD COURSES




Courses designed to accelerate your career


Presenting for Influence

Polish your Presentation Skills

Presentation Skills - Take yours to the next level

Excelling with Strengths

 **\$2280 Member**  
**\$3415 Non-Member**

 **8 Sessions**  
- 4 x 1 hour  
- 4 x 2 hours

 **18 CPD Hours**

THE LAUNCHPAD



SPECIALIST

# LEADING WITH PURPOSE IN PROPERTY

## YOU CAN BECOME A MORE EFFECTIVE LEADER AND GET MORE OUT OF YOUR PEOPLE BY MAKING TIME FOR THEM AND HAVING THE ALL-IMPORTANT CONVERSATIONS THAT CONNECT US ALL.

Having effective leadership is critical to the success of any organization and the key to unlocking individual and team performance.

Leading with Purpose in Property is a new 12 session course focused on building leaders that are in control of their behaviour by actively choosing a course of action, rather than being led by reaction, fear or avoidance.



### DURING THIS COURSE, YOU WILL COVER:

#### Leading with Purpose in Property sessions:

- Short focussed and practical development sessions that provide an opportunity for leaders to explore a common leadership challenge, identify how it is showing up in their work, and make a plan of action.

#### Leading with Purpose in Property Playbook:

- Online toolkit that provides 'just in time' tools and resources for leaders to access at points of challenge/reflection.

#### Leading with Purpose in Property Peer Coaching:

- Creation of a peer coaching community of leaders that reinforces lessons learned and builds a culture of collaboration and coaching across the leadership cohort.

### YOU WILL COVER THE FOLLOWING TOPICS:

- Making time for work and you
- Understanding and developing yourself
- Engaging and Enabling others
- Coaching Conversations
- Difficult Conversations
- Leading Change

### WHO IS THIS COURSE BEST SUITED TO?

- Managers or emerging leaders who wish to develop their leadership potential and realise their strengths.

### COURSE DATES:

Week	Content
Week 1	Module 1 – Making time for work and you
Week 2	Peer Group Coaching
Week 3	Module 2 – Understanding and Developing yourself
Week 4	Peer Group Coaching
Week 5	Module 3 – Engaging and enabling others
Week 6	Peer Group Coaching
Week 7	Module 4 – Coaching Conversations
Week 8	Peer Group Coaching
Week 9	Module 5 – Difficult Conversations
Week 10	Peer Group Coaching
Week 11	Module 6 – Leading Change
Week 12	Peer Group Coaching & Final Session

 \$135 Member  
\$310 Non-Member

 1.5 Hours

 1.5 CPD Hours

# EFFECTIVE EMAIL COMMUNICATION

## DO YOU FIND THAT YOU INVEST A LOT OF TIME WRITING EMAILS, AND DON'T GET THE RESULTS YOU NEED?

In the current environment where you may be working remotely, it's important to be able to write emails effectively and efficiently to get things done.

In this 90 minute webinar, Vivienne will present a structured approach to writing emails. She'll show you how to plan, organise and write emails, to ensure that your readers can easily grasp the content and act on it, and you get results.



### NEED TO TRAIN YOUR TEAM?

We can run this course as a virtual in-house company program. Please speak to us for further information.

### WHO IS THIS COURSE BEST SUITED TO?

- Anyone who would like to learn how to create professional emails

### EXPERT COURSE DIRECTOR AND TRAINER VIVIENNE BEGG:

Vivienne Begg has over 25 years' experience as a trainer and a writer. She specialises in training people to use a structured writing approach for their business communications, and also in using the approach herself to develop documents for clients.

Vivienne's training covers a full range of business documents, including emails, business cases and proposals, reports, and compliance documents such

as policies and procedures. Her approach provides writers with a consistent framework for developing clear effective documents in an efficient way. As a result, readers are provided with information that's easy to find, easy to understand, and easy to act on.

Vivienne has delivered workshops for a wide range of private and public sector clients in Australia, as well as New Zealand, Hong Kong, and Malaysia. She has also presented for professional associations including the Governance Risk and Compliance Institute (GRCI) and Human Factors and Ergonomics Society of Australia (HFESA).

When she's not teaching or writing, Vivienne also works in the Guest Experience division at Taronga Zoo in Sydney.



**\$ \$460 Member**  
**\$690 Non-Member**

**1.5 Hours**

**1.5 CPD Hours**

# BUSINESS WRITING IN PROPERTY

## BUSINESS WRITING IS A SKILL THAT ALL PROPERTY PROFESSIONALS NEED IN ORDER TO GET THINGS DONE.

### This course is ideal for:

Anyone who wants to apply the ideas presented to their own situations and documents, in a highly interactive workshop. Participants will be asked to bring samples of typical documents to the workshop for review.



### OVER A HALF-DAY, YOU WILL COVER:

#### Introduction

- Introduce the importance of business writing to property professionals
- Discuss the typical challenges faced by readers and writers of business documents
- Introduce the writing process: plan, organise, and present.

#### Planning your document

- Discuss the importance of planning a document
- Demonstrate how to identify the purpose and intended result of a document
- Discuss typical audiences for property business documents, audience characteristics to consider, and the implications for your writing

#### Organising your document

- Introduce the importance of chunking your information into individual ideas and providing headings for each idea, and explain the research behind this.
- Demonstrate how to identify the content required for a document
- Discuss structuring and sequencing strategies

#### Presenting your document

- Discuss best practice ideas for writing and presenting your property business document: make it simple, make it clear and make it short
- Present best practice ideas for the use of visual aids including lists, tables, and charts and graphics.

### WHO IS THIS COURSE BEST SUITED TO?

- Anyone in the Property Industry who needs to create professional and compelling documentation

### NEED TO TRAIN YOUR TEAM?

The Business Writing in Property course is ideal as an in-house company program. Please speak to us for further information.

### FOLLOW THIS COURSE WITH:

- Presenting for Influence
- Building Client Relationships

 4 Hours

 4 CPD Hours

# POLISH YOUR PRESENTATION SKILLS

## SPEAK WITH CONFIDENCE AND INFLUENCE YOUR AUDIENCE

This course is ideal for:

Presenting information virtually and face to face in an influential and engaging way is a vital skill for everyone, especially property professionals. It can make people feel anxious and lead them to avoid it at all costs. Whether you are formally presenting or trying to influence in a meeting, with the right training you can thrive rather than just survive when speaking and presenting.



### HOW IS THE COURSE DELIVERED?

- ✓ Face to face classroom training (4 hours)  
\$750 Member  
\$950 Non-Member
- ✓ Virtual classroom training (2 hours)  
\$350 Member  
\$550 Non-Member
- ✓ In-house courses delivered for your teams will be discounted further for members.

### WHAT TOPICS WILL WE COVER?

- Secret ingredients of influential presenters and inspirational presentations.
- Mindset magic: Prepare your mind for success and your presentation will follow.
- Key communication skills to influence and read your audience.
- Change nervousness into enthusiasm and confidence.
- Slide decks that engage and resonate with your audience.
- Virtual presentation techniques: avoid fatigue, increase interactivity and participation.
- The power of storytelling: Learn how to engage your audience through compelling stories.
- Benchmark your current skill level, create a vision of where you want to be and build a plan to get there.

### WHO IS THIS COURSE BEST SUITED TO?

- Anyone who wants to improve their speaking skills, gain confidence when presenting, learn how to create a compelling slide deck and engage their audience.

### PUBLIC SPEAKING EXPERT AND EXECUTIVE COACH NOEL BASILE



Noel has over 25 years of experience in Leadership Coaching, presenting, facilitating professional development and has held leadership roles throughout her career. She has worked extensively with individuals on uplifting their presentation skills at all levels of organisations including senior executives across a multitude of industries globally. She has supported senior level Subject Matter Experts in property to take their presentation skills to the next level. She is passionate about helping people eliminate fear and maximise success when they are presenting.

### YOU CAN FOLLOW ON WITH:

Take your presentation skills to the next level



# TAKE YOUR PRESENTATION SKILLS TO THE NEXT LEVEL

 3 Hours

 3 CPD Hours

## ENHANCED PRESENTATIONS FOR ADVANCED SPEAKERS

**This course is ideal for:**

Presenting information both virtually and face to face in an influential and engaging way is a vital skill for everyone, especially property leaders and their teams.

In this hands-on practice session, you will gain personalised feedback and valuable insights on your speaking skills and presentation from your fellow property colleagues and our public speaking coach. You will walk away with a specific action plan to elevate your skills to the next level.



### HOW IS THE COURSE DELIVERED?

- ✓ Face to face classroom training (3 hours)  
\$650 Member  
\$850 Non-Member
- ✓ Virtual classroom training (2 hours)  
\$450 Member  
\$650 Non-Member
- ✓ In-house courses delivered for your teams will be discounted further for members.

### WHAT TOPICS WILL WE COVER?

- Mindset matters: Practice techniques to set yourself up for success.
- Raise your awareness of your communication skills; what hinders and supports your message.
- Practice reading your audiences' hidden messages and draw out questions.
- Deliver your speech or presentation
- Small group, powerful and individual feedback that is property focused
- How to adapt to virtual presentations and meetings for maximum engagement.

### WHO IS THIS COURSE BEST SUITED TO?

- Anyone who wants to enhance their speaking skills and presentations through practice and personalised feedback and coaching.

### PUBLIC SPEAKING EXPERT AND EXECUTIVE COACH NOEL BASILE



Noel has over 25 years of experience in Leadership Coaching, presenting, facilitating professional development and has held leadership roles throughout her career. She has worked extensively with individuals on uplifting their presentation skills at all levels of organisations including senior executives across a multitude of industries globally. She has supported senior level Subject Matter Experts in property to take their presentation skills to the next level. She is passionate about helping people eliminate fear and maximise success when they are presenting.

### YOU CAN FOLLOW ON WITH:

Personalised coaching  
Storytelling for Leaders



# STORYTELLING FOR LEADERS

\$575 Member  
\$850 Non-Member

2.5 Hours

2 CPD Hours

## LEARN HOW TO ENGAGE AUDIENCE WITH POWERFUL STORIES

### This course is ideal for:

Anyone who wants to improve their presenting or speaking skills and grow their confidence in speaking in public.

Leaders who tell powerful stories influence, teach and inspire their teams effortlessly. Good stories create connection, engage audiences at a deep level and build trust. Compelling stories are easy to remember, relatable, take you on a journey and change mindsets. Learn the keys to finding and crafting stories that will motivate and align individuals and teams to company goals.



### WHAT TOPICS WILL WE COVER?

- Identify the key elements of crafting a compelling story.
- Craft your own story that captivates and engages your audience.
- Articulate your company's purpose with passion and energy – Why we do what we do.
- Participate in a collaborative discussion with a group of like-minded peers.
- Opportunity to have a 1-hour one-on-one post-course meeting with Noel to practise your delivery and gain individual feedback within 14 days of the workshop.

### WHO IS THIS COURSE BEST SUITED TO?

- People managers
- Technical managers
- General managers
- C-suite

### PUBLIC SPEAKING EXPERT AND EXECUTIVE COACH NOEL BASILE



Noel has over 25 years of experience in Leadership Coaching, presenting, facilitating professional development and has held leadership roles throughout her career. She has worked extensively with individuals

on uplifting their presentation skills at all levels of organisations including senior executives across a multitude of industries globally. She has supported senior level Subject Matter Experts in property to take their presentation skills to the next level. She is passionate about helping people eliminate fear and maximise success when they are presenting.



# EXCELLING WITH STRENGTHS

🕒 2.5 Hours

🕒 2.5 CPD Hours

## LEVERAGE YOUR STRENGTHS THROUGH CHALLENGING AND CHANGING TIMES

**This course is ideal for:**

Taking a strengths-based approach, which is vital in challenging times. It creates hope, opens doors to untapped potential, and brings out the best in people and companies.

Property is a diverse and dynamic industry that requires a range of skills and talent to achieve its goals of providing the environments that shape how we live, work and play. Effectively using and building strengths is a skill that all property professionals need to achieve today and in the uncertain future.

Research shows that people who know and use their CliftonStrengths can respond swiftly and effectively to unexpected disruptions and are more engaged, more productive, happier and healthier. Individuals, leaders and teams working in property who know and leverage their unique CliftonStrengths are agile and can adapt quickly to the constant change and disruption we experience.



### WHAT TOPICS WILL WE COVER?

- Your unique CliftonStrengths 34 Report. Personalised insights into your “Top 10 Strengths” and “Lesser Strengths”.
- Detailed instructions on how to use your natural talents and minimise your pain points.
- Great insight into your approach to work and life. Uncover what helps and hinders you.
- An action plan for how to build your talents into Strengths and aim them to achieve your goals.
- How to use your unique strengths to foster resilience, be agile, execute more effectively and be ready to respond to disruption.
- Teams will gain insights into why people approach work differently, how to leverage each other’s strengths and work more effectively together.

### WHO IS THIS COURSE BEST SUITED TO?

- Individuals who want to improve themselves, adapt, prevent burnout, be more engaged and be happier and healthier.
- Leaders who want to empower people to perform.
- Leaders who want to build resilience, adaptability and create a growth mindset
- Teams who want to create powerful experiences that enhance/improve working relationships

### COACH & FACILITATOR NOEL BASILE



Noel Basile has over 25 years of experience working with Executives, Senior Managers and their teams.

She has experience as a business leader, Executive Coach and

leadership facilitator working within global organisations and medium and small local businesses.

She is a Certified Strengths Coach and holds a post graduate degree in Adult and Organisational Development. She has a deep understanding of how to help people, teams and organisations be successful. As the Education Specialist of the Property Council Academy, she works closely with property professionals to create learning experiences that have a positive impact on performance and careers.




“I recently attended the Rainmaker course and found it well worthwhile with an excellent facilitator. The course offered an in-depth look at many new ideas and techniques to help connect you with people more effectively and efficiently. I highly recommend attending no matter what your role in the property industry. “

**BEN PERCEY**

NATIONAL CLIENT MANAGER, INTREC  
MANAGEMENT PTY LTD



#### ENGAGE WITH US

-  [@propertycouncil](https://twitter.com/propertycouncil)
-  [facebook.com/propertycouncil](https://facebook.com/propertycouncil)
-  [linkedin.com/showcase/property-council-academy](https://linkedin.com/showcase/property-council-academy)

#### COURSE ENQUIRIES AND BOOKINGS

02 9033 1900  
[edu@propertycouncil.com.au](mailto:edu@propertycouncil.com.au)  
[academy.propertycouncil.com.au](https://academy.propertycouncil.com.au)

Property Council Academy  
Property Council of Australia ABN 13 008 474 422