**For information about what each section requires for approval, refer to the guidance notes provided on the ‘CPD session proposal’ template. This example is a supporting document only and does not replace the guidance notes provided on that template.**

# CPD session proposal

**XYZ Industry Body**

We are a membership body that advises, advocates and lobbies for our members, and enforce a membership code of conduct. We have delivered training to property agents for two years.

**Session title CPD session code**

Client Communication CPD202503

Session code is added by OFT upon approval and provider will be notified.

## Scope

**Topic category:**

Relationship management – attendees will acquire skills and knowledge that allow them to improve delivery of professional and personalised service experiences for their clients, and to constructively manage complaints or disputes to maintain the client relationship.

**Training objective:**

Attendees will develop an understanding of strategies to effectively communicate with new and existing clients, and techniques for successfully managing disputes and complaints.

**CPD session description:**

The session is an interactive skill development session for agents who are seeking to further develop strategies for improving their communication with clients. This session provides practical tips and insights that will cultivate a more mindful and considered approach to preventing and managing conflict in property transactions through effective communication. Attendees will have the opportunity to perform a self-analysis of their communication strengths and weaknesses, to practice de-escalation strategies, and to plan negotiations for property-related case studies. As a take-away, attendees will be provided with suggested scripting to use when managing common complaints in property management.

**Is the proposed CPD session a ‘CPD version’ of any individual unit of competency within the following qualifications? CPP41419 Certificate IV in Real Estate practice or the CPP51122 Diploma of Property (Agency Management) or the CPP40521 Certificate IV in Strata Community Management:**

No. This is a Type 2 CPD session.

**Is all content that references legislation, statutory requirements, forms, government authorities, courts, or other terminology Queensland-focused?**

Yes.

## Training delivery

**Method:**

XYZ Industry Body has made the decision to only allow attendance in person. This is because we have designed the session to be interactive, including use of self-assessment tools, participation in role plays to reinforce skills, and group discussion of case studies and scripting.

This is a choice made by this fictitious CPD provider, and not an imposed requirement.

**Attendance tracking:**

XYZ Industry Body requires students to sign in before commencement and at the end of the session. Our trainers will only issue a CPD Certificate to attendees who remain in attendance for the entire CPD Session.

Methods of tracking attendance will vary between Providers.

**Duration:**

3h20m with a 20 minute break.

## CPD session content

### Topics

Because this example is intended to be a Type 2 CPD session, the content has no correlation to AQF accredited units of competency.

**1. Communication styles**

1.1 Identify different personality and communication styles and preferences. Adapt communication styles to connect with and build rapport with individuals and cohorts.

1.2 Conduct a self-assessment of communication strengths and weaknesses.

1.3 Understand the impact of non-verbal communication.

**2. Communicate for clear understanding**

2.1 Become an active and discerning listener and ask effective questions to elicit relevant information.

2.2 Plan and organise information that is to be delivered to a client. Deliver information to clients clearly, concisely, and with impact, by choosing appropriate language and tailoring the delivery of the message to suit the intended audience.

2.3 Improve the effectiveness of phone calls, online meetings, face to face interactions, and written communication.

2.4 Plan to seek, obtain and clarify relevant instructions from new clients when establishing an appointment as a dispute prevention strategy.

2.5 Deliver ‘bad news’ with empathy and a solution focus to achieve positive outcomes.

**3. Mediate client/customer disputes**

3.1 Establish an understanding of the core interests and motivations of each party to the dispute. Assist the parties to negotiate. Use interpersonal techniques to exchange and gather information to clarify conflict situations. Identify and suggest suitable proposals and counterproposals.

3.2 Provide accurate advice to the parties about their legal rights and responsibilities, and potential consequences and outcomes if the matter is unresolved.

3.3 Ensure planned responses to behaviours of concern are prompt, diplomatic, and in accordance with organisational policy. Maintain situational awareness. Prioritise safety to self and others.

**4. Manage complaints**

4.1 Diagnose the underlying cause of complaints.

4.2 De-escalate and diffuse: Identify factors likely to impact on escalation and use appropriate mitigation strategies. Recognise indicators of emotional versus rational responses and use appropriate calming techniques.

4.3 Audit business processes and develop and document an effective complaint handling procedure that will resolve conflicts and restore trust. Commit to continuous improvement and use complaints to build a better business.

4.4 Use stress management techniques.

## Certification

Format and style may vary, but these particulars must be included. A fictitious example of a CPD certificate is available.

Each student will be provided with a certificate of completion that includes the following:

* The attendee’s name.
* Title of the CPD session and CPD session code allocated by OFT.
* Date, place, method of delivery and duration of the training delivered.
* Name and signature of the person in the organisation authorised to issue the certificate.
* Each certificate will be embossed and include a non-copiable QR code.

Embossing and use of QR codes are only examples of authentication measures being used by this fictitious Provider and are not mandatory. A reasonable method of authentication is required.

## Ongoing CPD session evaluation and review

XYZ Industry Body will monitor and evaluate the session to ensure its effectiveness and currency for the duration of its availability by six monthly audit review and an exit feedback survey from students.

XYZ Industry Body has procedures in place to ensure that all CPD Sessions will be updated as needed in response to valid student feedback.

**DISCLAIMER: T**his is **an example only** of a CPD session proposal, for general illustrative purposes.

All references are fictitious and bear no resemblance to any existing or past RTO or other entity.

Any CPD session proposals lodged with the Office of Fair Trading will be separately assessed pursuant to the ‘Guide to becoming a CPD training provider’ and only approved following a separate decision of the Commissioner for Fair Trading.