# Guide to becoming an approved CPD training provider

Continuing professional development for Queensland property agents

## About this guide

Mandatory continuing professional development (CPD) is being introduced to the Queensland property industry to lift the professionalism of the industry as a whole and build greater community confidence in the sector.

The new rules have created an opportunity for eligible organisations to offer approved CPD sessions to the relevant property agents.

This guide is for organisations that would like to offer approved CPD sessions. It explains the key requirements to have CPD sessions approved, but does not provide legal advice.

## The mandatory CPD program in Queensland

From 6 June 2025, specified Queensland property professionals will need to complete approved CPD each year to maintain their licence or registration. There are limited exceptions, which will be published at a later date.

To count as mandatory CPD, the sessions must be approved by the Commissioner for Fair Trading.

Annual CPD requirements will be determined by the Commissioner under advice from a CPD Advisory Panel comprised of industry, training, and community representatives. Each CPD year, agents, resident letting agents, salespersons or property managers, and property auctioneers must complete two approved CPD sessions:

* One session from a list approved by the Commissioner of approved ‘CPD versions’ of units of competency within the national Property Services Training Package (Type 1 CPD session).
* One session from a list approved by the Commissioner (Type 2 session). These sessions will improve core skills and contribute towards improved service outcomes for vendors and buyers.

Alternatively, a property agent may complete two Type 1 CPD sessions.

### Additional information for registered training organisations

Fully accredited units of competency from qualifications CPP41419, CPP51122, and CPP40521 from the national Property Services Training Package will automatically be accepted as approved Type 1 CPD sessions, provided they are delivered and assessed by a registered training organisation (RTO) under the Australian Qualifications Framework in a way that meets Australian Skills Quality Authority (ASQA) requirements. RTOs will **not** need to have them approved as CPD sessions by the Commissioner.

## Who can provide approved CPD sessions?

Eligible organisations can submit a CPD session proposal to the Office of Fair Trading for approval. To be eligible, organisations must be one of the following:

* A registered training organisation (RTO) with a registration number issued by the Australian Skills Quality Authority (ASQA) that has been delivering training from the national Property Services Training Package for a minimum of two years.
* An industry body[[1]](#footnote-1) that has been delivering training to the property sector for a minimum of two years.
* A government agency or department.

## Having a CPD session approved

To apply to have a CPD session approved, you will need to submit a CPD session proposal to the Office of Fair Trading at CPD.OFT@justice.qld.gov.au. **See Appendix A for a submission template.**

Your proposed CPD session must satisfy content, duration, and type requirements.

### Content

CPD sessions must deliver content relevant to the property sector that fits under one or more of the following four topic categories:

* Sound financial management
* Relationship management
* Emerging industry trends
* Legislative requirements

All content that references legislation, statutory requirements, forms, government authorities, courts or other terminology **must be Queensland-focused**.

### Duration

The proposed duration of CPD sessions must be long enough to deliver the intended content. Two to three hours of content is considered sufficient and may be delivered in one sitting or multiple shorter sittings (for example, four 30 minute webinars).

### Type

CPD session proposals must be submitted as either a Type 1 CPD session, or a Type 2 CPD session.

A Type 1 CPD session proposal must be a ‘CPD version’ of one unit of competency from any of the following qualifications under the CPP Property Services Training Package:

* CPP41419 Certificate IV in Real Estate Practice
* CPP51122 Diploma of Property (Agency Management)
* CPP40521 Certificate IV in Strata Community Management.

The session must be derived from the relevant unit of competency’s unit descriptor[[2]](#footnote-2) from the training package but tailored to meet the needs of people who are already industry practitioners.

Providers delivering a ‘CPD version’ of a unit of competency are not required to have attendees complete an assessment.

A Type 2 CPD session proposal must be developed to deliver industry-relevant content that will improve the knowledge and core skills of property agents, contribute towards improved service outcomes for clients and customers of the property sector, and help property agents meet community expectations. Examples of subject matter for a Type 2 CPD session might include domestic and family violence, tenant issues, discrimination, communication, information privacy, body corporate matters, legislative changes, and—for agents who sell rural properties containing livestock—animal welfare standards.

Providers are not required to have attendees complete an assessment.

## Delivery of CPD

CPD providers must have a reliable way to ensure that participants who complete an approved CPD session have attended or watched (if online) the entire session. When submitting CPD session proposal, you must include information about the measures you have in place to ensure that attendees do attend the entire CPD Session.

## Proof of completion

CPD providers must provide each attendee with a CPD certificate that contains specified particulars. Those particulars are listed on the CPD Session Proposal Submission. An example of how a CPD Certificate might look has been included. **See Appendix B.**

## Approval of a proposed CPD session

If a CPD Session is approved, the Commissioner will notify the organisation in writing, and the session will be listed on the Office of Fair Trading (OFT) website.

## Refusal of a proposed CPD session

If a CPD session is refused, the Commissioner will notify the organisation in writing, including reasons for the refusal.

Potential reasons for refusal include:

* The organisation does not meet the minimum requirement for a CPD provider.
* The CPD session proposal has not been made in accordance with the provided submission template, or lacks particulars required by the template.
* The title of the proposed CPD session does not accurately reflect its content.
* For a proposed Type 2 session, the content does not fall within one of the four required topics:
	+ Sound Financial Management
	+ Relationship Management
	+ Emerging Industry Trends
	+ Legislative Requirements
* The content references legislation, statutory requirements, forms, government authorities, courts or other terminology that is not Queensland-focused.
* For a proposed Type 1 CPD session, the submission does not cite the relevant unit of competency code from the CPP41419 Certificate IV in Real Estate practice, the CPP51122 Diploma of Property (Agency Management), or the CPP40521 Certificate IV in Strata Community Management.
* For a proposed Type 1 CPD session, that the session content does not correlate to the **elements** of the relevant published unit of competency on the training.gov.au website.
* The duration of CPD session is not considered reasonable and realistic to properly cover the content to be delivered, (that is, two to three hours)
* There are not sufficient measures in place to ensure attendees have attended the entire CPD session.
* Original certification will not satisfy the required framework.

## Withdrawal of a CPD session

The Commissioner reserves the right to revoke an approved CPD session, where they have evidence that the relevant training is not being delivered in a way that is consistent with the purpose of CPD.

## Revoke approval of a CPD provider

The Commissioner reserves the right to revoke approval for a provider to deliver approved CPD sessions if the provider fails to properly deliver an approved session, engages in training in a manner inconsistent with the objectives of the *Property Occupations Act 2014* or National Vocational Education and Training principles, or otherwise act contrary to accepted community standards.

## Requesting a review of an OFT decision

If you disagree with a decision to revoke approval for a CPD session or to deliver training, you may lodge a written application for review to the Commissioner at CPD.OFT@justice.qld.gov.au

If you remain dissatisfied, we will refer you to the Queensland Ombudsman—the body responsible for investigating complaints about the actions and decisions of government agencies.

You have the right to seek a judicial review of the decision under s20 of the *Judicial Review Act 1991* (Qld).

# Appendix A: CPD session proposal template

This proposal template is for eligible organisations to submit a CPD session for Queensland property agents to the Office of Fair Trading (OFT), seeking approval. The included notes provide guidance on what information is required and how it will be evaluated. Two examples of completed proposals are also provided as supporting information.

Each individual CPD session must be submitted for evaluation on a separate proposal template.

Registered Training Organisations (RTOs) are **not** required to submit a proposal to seek approval for a fully accredited unit of competency under CPP41419, CPP51122 or CPP40521 to be accepted as a CPD Session. Units undertaken as accredited versions through an RTO will be listed on the OFT website as automatically approved. Only ‘CPD versions’ of units delivered by RTOs or other providers will require pre-approval by submitting this template.

Please submit your completed proposal to CPD.OFT@justice.qld.gov.au. Received proposals will be either approved or refused by the Commissioner for Fair Trading, and you will be notified in writing of the outcome.

**<Name of CPD provider and RTO code (if applicable)>**

[**Note:** A CPD provider must be an RTO with a registration number issued by the Australian Skills Quality Authority (ASQA) that has been delivering training from the national Property Services Training Package for a minimum of two years; or an industry body[[3]](#footnote-3) that has been delivering training to the property sector for a minimum of two years; or a government agency or department.

**<Session title> CPD session code**

[**Note:** Title should reflect CPD session content.] <Allocated by OFT upon approval>

## Scope

**Topic category:**

<Specify which of the four broad topics the proposed CPD session falls within. (Sound financial management and/or Relationship management and/or Emerging industry trends and /or Legislative requirements.)>

**Training objective:**

<Describe the intended outcome the attendees will achieve by completing this CPD session.>

 **CPD session description:**

<Briefly describe what the CPD session covers.>

**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:**

<Yes or No>

[**Note:** If yes, the CPD session will be evaluated by the OFT as a Type 1 CPD session. If no, the CPD session will be evaluated by the OFT as a Type 2 CPD session. A property agent is required to complete 2 to 3 hours training in Type 1 in a CPD year. A property agent must also complete a further 2 to 3 hours of either Type 1 or Type 2 training in a CPD year.]

**If yes:** <Provide the individual unit of competency name, and its individual unit code from the national training package.>

[**Note:** If this proposal is for a Type 1 CPD session, the session must be a ‘CPD version’ of an accredited unit of competency. This means the topic headings in the CPD session content of this proposal must correlate to the **elements** of that published unit of competency on the training.gov.au website. The OFT will make a comparison as part of the evaluation process.

However, once the CPD session is approved, the OFT will allocate a unique CPD session code and notify you of that code. On the OFT website each approved CPD session will only be referenced using its allocated CPD session code, and therefore you must use the allocated CPD session code in your promotions of the session and in any record-keeping. This will assist to avoid potential confusion in the marketplace in relation to ‘CPD versions’ and accredited training courses.]

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

<Yes or No>

## Training delivery

**Method:**

<Specify whether this CPD session will be delivered to students in a classroom setting, online, as a recording, or any combination of these. This is expected to vary depending on the provider’s own resources and the provider’s assessment of what best suits both the content and attendees.>

**Attendance tracking:**

<Specify how full session attendance will be tracked and/or verified. This information will vary depending on how the session is being delivered, and the provider’s own processes and resources. The OFT requires this information to evaluate whether a provider has a valid means in place to ensure bona fide attendance. The following are examples only and are not intended to exclude other valid methods that might be proposed:

* For a contact session, that all students must sign in and complete an informal questionnaire at the end of the CPD session.
* For an interactive webinar, that the provider will require students to have cameras remain on.
* For a pre-recorded session, describe any technology is in place to ensure the entire session has been watched (for example, the video will stop if the screen is minimised, and it requires audience response to progress.>

**Duration:**

<Specify the duration of the delivery of this CPD session. The session total must be a minimum of two to three hours. It is acceptable for a provider to deliver a session over multiple sittings or stages. For example, you may develop session content but decide it is more beneficial to deliver it over six 30 minute webinars for a total of three hours of training delivery.>

## CPD session content

### Topics

**1. <Title of specific learning to be delivered>*.*** *[As many as are to be included.]*

1.1 <Description of learning component.> [*As many as are to be included.]*

1.2 <Description of learning component.>

1.3 <Description of learning component.>

**2. <Title of specific learning to be delivered>*.***

2.1 <Description of learning component.>

2.2 <Description of learning component.>

**3. <Title of specific learning to be delivered>*.***

3.1 <Description of learning component.>

3.2 <Description of learning component.>

3.3 <Description of learning component.>

3.4 <Description of learning component.>

## Certification

<Confirm that a CPD certificate will be issued, and that it will contain the required particulars.>

[Note: For a Type 1 ‘CPD version’ session, and a Type 2 CPD session, a CPD certificate must be issued to each attendee to confirm attendance. Format and presentation are at the provider’s discretion; however, it must include the following particulars:

* The attendee’s name.
* The title of the CPD session and the CPD session code allocated by the OFT.
* The date, place, method of delivery and duration of the training delivered.
* The name and signature of the person in the RTO or other training provider who is authorised to issue the certificate.
* An authenticity measure to suit the certification type (i.e., whether hardcopy or electronic). Examples might include use of the organisation’s seal, a corporate identifier, a unique watermark, embossing, uniquely numbered certificates, inclusion of a non-copiable QR code, use of an un-editable document, or any other reasonable method.]

## Ongoing CPD session evaluation and review

<Describe how the CPD provider intends to monitor and evaluate the CPD session, to ensure its effectiveness and currency for the duration of its availability.>

## Approval checklist

For approval, the submitted proposed CPD session must meet the following criteria:

* The provider is a registered RTO, industry body, or government entity.
* The submission is made in accordance with the provided submission template.
* The title of the CPD session accurately reflects content.
* The content of the CPD session falls within one of the four topics:
	+ Sound financial management
	+ Relationship management
	+ Emerging industry trends
	+ Legislative requirements.
* Content that references legislation, statutory requirements, forms, government authorities, courts or other terminology **is Queensland-focused**.
* For a Type 1 session, that the submission cites the relevant unit of competency code from the CPP41419 Certificate IV in Real Estate practice or the CPP51122 Diploma of Property (Agency Management) or the CPP40521 Certificate IV in Strata Community Management.
* For a Type 1 session, that the topic headings in CPD session content correlate to the **elements** of that published unit of competency on the training.gov.au website.
* Duration of CPD session is considered reasonable and realistic to properly cover the content to be delivered, (i.e., “two to three hours”)
* Sufficient measures are in place to ensure attendees have attended the entire CPD session.
* Certification will satisfy the required framework.

# Appendix B:Example of a CPD certificate

Continuing Professional Development Certificate of Completion

**<CPD Provider name and logo. RTO code if applicable.>**

This is to certify that

**<Participant Name>**

Has completed the following CPD session

**<Title of the CPD session. CPD session code.>**

on

**<Date completed>**

at

**<Place completed>**

**This CPD session was attended via [method of delivery] over [duration].**

**<Name and signature of person in the organisation authorised to issue the certificate.>**

**<Authenticity measure such as the organisation’s seal, corporate identifier, unique watermark and/or document number.>**

1. An industry body is a membership organisation established to develop industry standards, that advocates and lobbies on behalf of members in the property sector, provides professional advice to their members, and requires their members to comply with established ethical standards. [↑](#footnote-ref-1)
2. Unit descriptors can be accessed here [training.gov.au - CPP - Property Services Training Package](https://training.gov.au/Training/Details/CPP). Select one of the three relevant qualifications, then any of the units of competency within the selected qualification. [↑](#footnote-ref-2)
3. An industry body is a membership organisation established to develop industry standards, that advocates and lobbies on behalf of members in the property sector, provides professional advice to their members, and requires their members to comply with established ethical standards. [↑](#footnote-ref-3)