

Real Estate Agents Authority
Guide to Continuing Education

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Introduction

Real estate licensees are required to complete a set amount of continuing education by 31 December each year. Failure to meet this obligation will result in the cancellation of the licence in question in the January of the following year.

This guide aims to help you understand your continuing education obligations and:

1. Explains the two parts to continuing education (Section 1)
2. Provides details on non-verifiable continuing education (Section 2)
3. Includes Frequently Asked Questions (Section 3)
4. Includes a suggested log for recording non-verifiable continuing education

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This guide is designed to help both licensees and agencies improve their understanding of the Real Estate Agents Authority's continuing education programme. The information in this guide does not constitute legal advice.

Section 1: Continuing education explained

The Real Estate Agents Authority (the Authority) introduced continuing education to help raise industry standards and promote consumer confidence in the real estate industry.

Continuing education will improve licensees' knowledge of the law, rules and regulations and enhance their skills and judgement.

All licensees are required to complete:

- a) 10 hours of "verifiable continuing education"; and
- b) 10 hours of "non-verifiable continuing education".

This is called "10+10".

All licensees with active licences must complete their 10+10 by 31 December each calendar year. The Authority is updated throughout the year by Continuing Education Approved Providers regarding verifiable programme completions and licensees are expected to maintain a personal log of their non-verifiable Continuing Education and may be asked to produce this the following year, when renewing their licence.

When you complete your verifiable continuing education you will be provided with a certificate confirming this. It is imperative you keep this certificate. In the unlikely event that the Authority is not advised of your completion of the programme, you may be asked by the Authority to produce this certificate.

PLEASE NOTE: Licences are issued for 12 months from the date of approval and therefore your licensing year will not align with the continuing education calendar year.

Licensees reviving their suspended licences, after a period of 12 months or more, will be required to complete a refresher course to bring them up to speed on what they have missed, plus the continuing education for the calendar year in which they revive their licence. The calendar year Continuing Education must be completed by 31 December of the year the licence is revived and the Refresher training must be completed by the time the licence is renewed for the 2nd time.

Licensees whose licences have been suspended for less than 12 months will be required to meet the normal continuing education obligations.

1.1 Verifiable continuing education

The 10 hours of verifiable continuing education are delivered by providers who have been approved by the Authority. The list of approved providers is on our [website](#). You can complete your verifiable continuing education through any approved provider you want. You will have the option of attending courses in person, or completing them by correspondence, or via e-learning.

The content for the verifiable component of continuing education is set each year by the Authority, based on feedback from the industry. Details of the verifiable continuing for the current year are available on our website.

1.2 Non-verifiable continuing education

In addition to completing the verifiable education course, you are required to complete 10 hours of non-verifiable continuing education.

Non-verifiable continuing education is training you undertake either within the industry, or outside of it, to make yourself a better real estate professional. It is training you are expected to tailor to meet your individual professional development needs. If you are unsure as to what training you would best benefit from, we suggest you discuss this with your supervisor. Non-verifiable training is intended to allow licensees to focus on the business side of real estate.

Non-verifiable continuing education is explained further in Section 2 of this guide.

1.3 Satisfying requirements

You have to complete your 10+10 by 31 December.

If you do not complete both the verifiable and non-verifiable requirements by 31 December, you risk having your licence cancelled in the January of the following year. The Real Estate Agents Act 2008 stipulates the Registrar must cancel a person's licence and remove that person's name from the Public Register if the person fails to complete any continuing education required by the practice rules.

It is important to note that, should your licence be cancelled, you will be ineligible to apply for a new licence for a period of 5 years from the date of the cancellation.

When you renew your licence, you will be asked to confirm you have done the previous calendar year's continuing education. You will not be asked to provide evidence of completion at this stage. However, we will, at some point, be auditing approximately 5% of renewing licensees each year.

If you are audited you will have to submit evidence that you have completed your 10 hours of non-verifiable continuing education. This means you will have to provide a log that details your 10 hours of non-verifiable continuing education. This log must be signed by your supervisor, who will be required to confirm they have sighted documentary evidence of the non-verifiable continuing education you have completed.

As previously mentioned, whilst the Approved Providers are responsible for supplying the Authority with details regarding verifiable Continuing Education completion, you are required to keep your personal certificate of completion, in case there is a dispute relating to your completion of this programme.

Please keep both the certificate confirming the completion of your verifiable continuing education and the log of your non-verifiable continuing education in a safe place so you can provide them if required.

Checking your verifiable continuing education completion has been reported to the Authority – with the introduction of the Licensee Portal, in February 2016, licensees are now able to check their verifiable continuing education completion has been reported to the Authority. We suggest you log into the Portal, any time after the 20th of the month following

your verifiable continuing education completion and check that it has been recorded. If your completion is not showing in the portal, your first step will be to contact the approved provider with whom you completed, to ensure they have advised the Authority of your completion.

Appendix One provides a suggested log for recording non-verifiable education hours.

1.4 Suspended licensees

Licensees who have voluntarily suspended their licence for a period of 12 months or more do not have to complete continuing education while their licence is suspended. When they return to the industry they have to complete the continuing education for that year, by 31 December.

If a licence is revived less than 6 weeks before the end of a calendar year, the Authority will allow the licensee 6 weeks in which to complete the continuing education. If, for example, you choose to revive your licence 16 December 2016, you will have until 27 January 2017 to complete the 2013 calendar year Continuing Education.

Additional requirements relating to licences suspended for 12 months or more:

If you revive your licence after having suspended it for 12 months or more, you will need to complete a refresher training course. This will be 10 hours of verifiable training and will focus on helping you “get up to speed” on significant issues or changes in the law and to help you identify any knowledge gaps you may need to address independently.

You will have until the second renewal of your licence to complete the refresher training course, which is delivered by approved providers (see our [website](#) for a list of approved providers).

The refresher training course is **in addition** to the regular 10 hours of verifiable education and 10 hours non-verifiable education you will need to complete in the calendar year you revive your licence.

Please contact us to discuss the licence revival process and when you will need to complete your refresher training by.

Licences suspended for less than 12 months:

If you suspend your licence for less than 12 months, your obligations are the same as for those licensees whose licences have remained active and you will need to make sure you complete the standard continuing education requirements. Please contact us to confirm the date by which you will need to complete.

1.5 Exemptions

Some licensees will qualify for an exemption from continuing education.

If you have completed one of the new National Certificates, or the National Diploma in Real Estate, or a Schedule 3 qualification, you will be exempt from continuing education in the year you complete the qualification and the following calendar year.

For example: John Smith completes the National Certificate in Real Estate (Salesperson) in September 2016. He is therefore exempt from continuing education in 2016 and 2017.

It is import to note that exemptions are qualification based.

So, if you obtained your qualification but did not apply for a licence for two or more years, you will need to start continuing education in the year your licence is approved. You will not be eligible for any exemption.

If you were granted a licence under the Trans-Tasman Mutual Recognition Act 1977 you are not eligible for any continuing education exemptions.

You must complete the entire qualification in order to qualify for the exemption. If you complete one or more unit standards, but do not complete all those required for the qualification, this/these unit standard/s will count as your non-verifiable education hours, but you will still need to complete the 10 hours verifiable training.

For example: Sarah Smith completes six of the unit standards that make up the National Certificate in Real Estate in 2016 and completes it in 2017. She must also do the 10 hours verifiable training in 2016, but will be exempt from continuing education in 2017 and 2018.

1.6 Summary

In summary:

- Licensees with active licences, unless exempt, are required to complete, no later than 31 December, 20 hours of continuing education each calendar year:
 - 10 hours verifiable continuing education
 - 10 hours non-verifiable education.
- When renewing their licence, every licensee must be able to provide evidence of having completed, by 31 December, the previous year's non-verifiable Continuing Education, The Approved Providers will advise the Authority of verifiable Continuing Education completions.
- Licensees must keep a copy of the certificate of completion given to them by the Approved Provider with whom they do the verifiable Continuing Education.
- Continuing education must be completed within a calendar year, not a licencing year.

Section 2: Non-verifiable continuing education

The Authority recognises many agencies already have in-house training programmes and have created the non-verifiable continuing education requirements to acknowledge this existing training. We also recognise that being a successful real estate professional is about more than compliance with the Real Estate Agents Act 2008.

Non-verifiable continuing education is structured training that helps you become a better real estate professional. Providers of non-verifiable continuing education do not need to be registered with or approved by the Authority.

2.1 What is and what is not non-verifiable continuing education

Below are some examples of what is, and what is not, non-verifiable continuing education.

What counts as non-verifiable training:

- Taking part in educational components of industry and franchise conferences
- In-house training provided by agencies that is not focused on in-house systems
- Information technology (IT) courses
- Sales, marketing or listing training by third-party providers
- Property management training courses – both commercial and residential
- Studying towards or completing continuing education for relevant trades such as: architecture, building or building inspection, electrical engineering, engineering, plumbing or surveying.
- Hours spent studying towards one of the new National Certificates or the National Diploma in Real Estate will count towards non-verifiable education. However, if you have completed one of these qualifications in full you may be exempt from 10+10 for up to two years.

For business managers and Agents the following types of training is appropriate:

- Accounting and finance training
- Business management
- Communications training
- Trust Account training: auditing, management accounting etc.
- Salespersons and branch managers studying to “up-skill” their licence, such as moving from salesperson to branch manager, may attribute hours from such courses towards non-verifiable education.

If there is other training (not on this list) that will help your professional development, then we recommend that you get a manager to sign off on your training plan.

What does not count as non-verifiable training:

- Unrelated community education courses

- Agency induction courses, or courses on agency's internal operating or computer systems
- Awards dinners
- Networking or social functions
- Reading journal articles
- 'Caravans'

2.2 Planning your non-verifiable education

Non-verifiable continuing education is not pre-set or structured by the Authority. Therefore it is up to you to ensure you complete 10 hours of non-verifiable training each year. If you are unsure as to what training would be most beneficial, we suggest you talk to your supervisor, regarding your professional development, to determine what training will best meet your current needs.

Hours completed towards a professional body's continuing education or continuing professional development programme are considered part of a licensee's non-verifiable hours. Examples of professional bodies with continuing professional development programmes include the Real Estate Institute of New Zealand, the New Zealand Institute of Chartered Accountants or the Royal Institution of Chartered Surveyors.

In addition to using in-house and professional body training to complete non-verifiable hours, licensees can also attend other forms of training, such as courses or conferences.

It is important you accurately record your non-verifiable training and log the hours completed and topics covered. We require you to keep copies of any certificates, course outlines, or agendas from training, or conferences, as evidence of the training you have undertaken. This evidence is required for your supervisor/manager to be in a position to be able sign off on your non-verifiable training.

Please note that if your log is submitted without verification from your supervisor, or manager, it will not be accepted by the Authority.

A suggested log for licensees to use for record-keeping is attached in Appendix One.

Section 3: Frequently asked questions

Q. *How long will I get to do 10+10?*

A. You will have one calendar year to do the 10+10. Each year, from 1 January, you will need to plan time to do your in-house non-verifiable continuing education and you will need to enrol with an approved provider for your 10 hours of verifiable continuing education. You need to complete your 10+10 before 31 December each year.

Q. *Who do I go to for verifiable continuing education?*

A. The Authority has published a list of approved continuing education providers on its [website](#). Only approved providers are allowed to deliver verifiable continuing education and we will only accept verifiable continuing education delivered by them when you come to renew your licence.

The Authority is not an approved provider.

Q. *How much will it cost to do verifiable continuing education?*

A. The cost may vary depending on which approved provider you choose.

The Authority has worked hard to make sure there is a range of approved providers for verifiable continuing education. These organisations include real estate agencies, traditional education providers and other organisations that have the systems and people in place to ensure the education you receive is high quality.

If you work for a company that is an approved provider, you will want to talk to them first about enrolling for verifiable continuing education and you may also want to look at the list of other providers.

Q. *What if I have completed one of the new National Certificates, or Diploma, in Real Estate?*

A. The Authority recognises that the new national real estate qualifications are comprehensive, robust and ensure that new entrants to real estate are well prepared.

If you have completed one of these qualifications you will qualify for an exemption from the 10+10 in the calendar year you completed the qualification and the next calendar year. This exemption will apply to:

- a) newly qualified licensees (with the exception of those who have obtained their qualification and then delayed applying for their licence)
- b) existing licensees who decide to study and gain the new National Certificate in Real Estate (Salesperson)
- c) existing licensees who decide to advance their career by attaining a higher qualification (e.g. a salesperson who attains the branch manager qualification).

Q. *My renewal date is in October 2016, do I have to do continuing education in 2016?*

A. Yes. You must complete this by 31 December 2016. The Authority will be advised by the Approved Provider you choose of the completion of your verifiable Continuing Education, but you will be responsible, when renewing in 2017, for being able to provide evidence that you completed your 2016 non-verifiable Continuing Education by 31 December 2016.

Q. *I have chosen to suspend my licence for 12 months or more do I have to do continuing education?*

A. If your licence is suspended, for any reason, for 12 months or more, no, you will not have to do continuing education, until the calendar year in which you revive your licence.

In addition to completing the 10+10 in the year you revive, you will also need to complete a verifiable refresher training course, by the time you renew your licence for the second time.

Q *My licence will be suspended for less than 12 months – how will that impact my continuing education obligations?*

A You will be required to meet the standard continuing education requirements, just as if your licence had remained active.

For example: Jane Doe suspends her licence on 1 July 2016 and revives on 4 March 2017 (with 5 months left on her licence). She will need to do the 2016 Continuing Education. If she has not done it prior to her suspension starting, she will need to complete it within 6 weeks of reviving her licence. She will also need to complete her 2017 10+10, by 31 December 2017.

Q. *Do I have to prove that I have completed my continuing education?*

A. We may ask you to provide evidence that you have completed your non-verifiable continuing education.

You will not need to prove you have completed your continuing education obligations when you renew your licence. You will simply make a declaration that you have completed your 10+10 and we will get confirmation that you have completed your verifiable continuing education directly from your approved provider.

You will however need to keep the certificate of completion for your verifiable continuing education that the provider presents you with, and a record of the non-verifiable continuing education you have completed. We will be auditing 5% of renewing licensees and requiring them to provide evidence that they have completed their non-verifiable Continuing education.

Q. How can I check that my verifiable Continuing Education completion has been reported to the Authority?

A. You can log onto the Licensee Portal, accessible from the REAA website, and check. It can take up to 7 weeks for your completion to be recorded in the Portal, so we suggest you check any time AFTER the 20th of the month FOLLOWING your completion. If your completion is not showing, you should first contact the approved provider with whom you did the programme, to check they have advised us of your completion.

Q. *Does education ordered through disciplinary action count?*

A. No. Any education or training that a licensee has been directed to take by a Complaints Assessment Committee, the Real Estate Agents Disciplinary Tribunal or by a Court will not be recognised as a part of a licensee's 10+10 continuing education. All licensees are required to complete the 10+10, if you have been directed to undertake further training due to disciplinary action that is a specific remedy for you as an individual.

Q. *What if I do more than 10 hours of each?*

- A. We encourage all licensees to reinforce their skills in real estate through education and training. If you do more than 10 hours of non-verifiable continuing education you cannot accrue that into the next year's quota or to verifiable continuing education.

It is highly unlikely you will be able to do more than 10 hours of verifiable continuing education because we will base verifiable continuing education on a Unit Standard approach and design it to fit 10 hours.

Q. *I only just got my licence (last year/this year), am I exempt from doing Continuing Education?*

- A. You are only exempt if you completed the qualification which allowed you to apply for the licence (one of the National Certificates, the National Diploma, or a Schedule 3 qualification) last year, or this year.

For example:

If you completed the course work for the National Certificate in 2015, but did not apply for a licence until 2016, you will be exempt in 2016 only.

If you completed the course work for the National Certificate in 2014, but did not apply for a licence until 2016, no exemption would apply.

If you completed a Bachelor of Commerce (Valuation and Property Management) conferred by Lincoln University in 2006 and then did the required unit standard will Skills New Zealand in 2015, you would not be exempt from Continuing Education in 2015. It is important to note that it is the completion date of the degree, not the unit standard that determines whether or not you are exempt.

Q. *I applied for my new licence on the basis of the Trans-Tasman Mutual Recognition Act 1977, am I exempt from doing continuing education?*

- A. No. Exemptions relate only to the completion of certain qualifications. Having obtained your licence via TTMRA, you were not required to obtain these qualifications and are therefore not exempt from continuing education.

Q. *If I choose to do the verifiable continue education while my licence is suspended will I need to do the refresher training when I revive my licence?*

- A. It depends on how long your licence has been suspended for and when you revive it. Please contact us to discuss your specific situation.

Q. *If the Approved Provider is responsible for advising the Authority of the completion of my verifiable Continuing Education, why do I need to keep a copy of the completion certificate given to me my chosen provider?*

- A. The Authority and the Approved providers are dealing with thousands of Continuing Education participants. If, for some reason, your verifiable training is not reported to the Authority, your certificate provides you with an easy way of verifying you have met your obligations.

Q. *What if the Authority's records show I have not done my verifiable Continuing Education, will my licence be cancelled automatically on January 1st?*

- A. No. If the Authority's records show you have not completed your verifiable Continuing Education by 31 December, you will be contacted and advised of this and will be given the opportunity to provide evidence of having completed. Your licence will only be cancelled if you are unable to prove you have completed your obligations in this area.

More information

You can call us on 0800 367 7322 or (04) 471 8930.

Appendix One: Non-Verifiable Education Log

Licensee Name: _____ Licence Number: _____ Year: 2016

Date	Duration in hours	Activity title, description and provider	Signature of training provider, licensee's manager, or supervisor, confirming they have sighted documentary evidence confirming the training has been completed*

Signature:

Date:

*Note: log will not be accepted unless all training verified by trainer or manager