



## SUPERVISION GUIDELINES READY MADE MANUALS

### Real Coach offers a simple solution for your agency to comply with Supervision Guidelines.

#### What are the Supervision Guidelines?

Section 32 of the Property Stock & Business Agents Act 2002 requires that a licensee must properly supervise the business.

The Commissioner for Fair Trading from time to time may issue guidelines as to what constitutes proper supervision by the licensee.

In 2005 the Commissioner for Fair Trading notified all licensees of a new obligation, to develop and implement specific supervision guidelines to comply with Section 32 of the Act. This requirement came into force on the 1st of March 2005. Penalties for non compliance range from \$11,000 to \$22,000.



#### Our Ready Made Supervision Guidelines Manual

Real Coach has developed a ready made Supervision Guidelines product which includes policies, procedures and checklists. These have all been designed to assist licensees in meeting and maintaining this obligation.

#### About Us

Real Coach has been providing the very best in real estate education and training to the industry over the past 7 years. We focus on delivering quality service and pride ourselves on having an experienced team selected from within the real estate industry. Real Coach is a nationally recognised training organisation. RTO No: 91092

#### Our Supervision Guidelines Manual contain:

##### The Supervision Manual

Procedures & Checklists for:

- Banking / Trust Accounting
- Advertising, Marketing and Promotional Material
- Conflicts of Interest and Disclosure Sections 47 & 49
- Estimated Selling Price Guideline
- Financial & Investment Advice
- Employment Questions
- Sales Files

##### Complaints Folder - Financial

- Procedures for Financial Complaints
- Complaint Registers
- Correspondence Registers

##### Complaints Folder - Non Financial

- Procedures for Non-Financial Complaints
- Complaint Registers
- Correspondence Registers

#### Real Coach Supervision Guidelines

Manuals	\$ 399.00
Postage & Handling	\$ 22.00
Product code	SUPV3

#### Order Now!

Complete the attached order form to arrange your Supervision Guidelines Manual today! For further information, please contact us.

10062\_SUPV3



phone  
1300 124 125



fax  
1300 724 089



online  
[www.realcoach.com.au](http://www.realcoach.com.au)



# Supervision Guidelines Registration Form

## Personal Information

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone / Mobile \_\_\_\_\_

Email \_\_\_\_\_

## Agency Information

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

### Correspondence Mailing Address

Please tick your preferred mailing address for all correspondence.

Personal  Agency

## Delivery Address

This item is delivered by courier to a business or residential street address only (not a PO Box) between 9am-5pm Mon-Fri. Please ensure someone is present to receive it, otherwise the courier has authority to leave at the address indicated. Real Coach takes no responsibility for any damage or loss caused if left unattended.

- Please deliver to my correspondence mailing address as indicated above.
- Please deliver to my alternative address indicated below.

Company Name (if applicable) \_\_\_\_\_

Street Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

## Supervision Guidelines

<input checked="" type="checkbox"/> Supervision Guidelines		
Qty	Item Code	Price
1	SUPV3	\$ 399.00
	Postage & Handling	\$ 22.00
Total		\$ 421.00

office use  
serial # \_\_\_\_\_

## Payment Information

When submitted with payment this form constitutes a tax invoice.

**Tax Invoice**  
Real Coach Pty Ltd  
ABN: 25 106 635 189

VISA  Mastercard Amount \$ \_\_\_\_\_

Card Number \_\_\_\_\_

Expiry Date \_\_\_\_\_

Signature \_\_\_\_\_

Card Holder's Name \_\_\_\_\_ Date \_\_\_\_\_

- Cheque / Money Order**  
Please make payable to Real Coach Pty Ltd (abn 26 106 635 189) & send with completed order form to the address below.

ONCE COMPLETED PLEASE FAX FORM TO  
**1300 724 089**  
or mail to PO Box 2532 Taren Point NSW 2229

090227\_SUPV3

## Terms & Conditions

By completing this form you are accepting Real Coach's terms and conditions outlined in our student handbook which is available at [www.realcoach.com.au](http://www.realcoach.com.au). Below is a brief summary of our refund and transfer policies.

### Supervision Guidelines

Refunds - No refunds will be given once this product has been purchased.

## Need to complete your CPD?

Real Coach offers a range of flexible and convenient training options

VISIT OUR WEBSITE TO FIND OUT MORE >>



phone  
1300 124 125



fax  
1300 724 089



online  
[www.realcoach.com.au](http://www.realcoach.com.au)