



# ACADEMIC PAVILION

**REGISTERED TRAINING ORGANISATION**

**CONTINUING PROFESSIONAL DEVELOPMENT  
CPD**

*Present at tribunals*

**v. 15.2**

## Procedure

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We will assess and send you a letter of attendance for your CPD within ten working days or if there are any problems we will let you know within this time. Please contact us if you do not receive your statement or a message from us within this timeframe, and let us know if you require your statement urgently.

*Thank you for completing your training with Academic Pavilion.*

- Ferngood Pty Ltd  
Lyn Melville, Director  
5 Læ Ave EAST TAMWORTH NSW 2340  
2015

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# Introduction

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This continuing professional development (CPD) is for those working in the property industry who are regulated by New South Wales Office of Fair Trading OR the Office of Regulatory Affairs in the ACT.

## For NSW clients

As a registered training organisation (RTO), Academic Pavilion is able to offer you training in Learning category 3. This four-hour training session will provide you with 12 points' CPD, which are your requirements for one year.

## For ACT clients

As a registered training organisation (RTO), Academic Pavilion is able to offer you training in Learning category 3. Successful completion of this unit of competency will provide you with 8 points' CPD, which are part of your requirements for one year.

## Outcome

On successful completion of this CPD course, candidates will have enhanced their understanding on appearing effectively before a tribunal. It includes preparing for tribunal hearings, using appropriate tribunal etiquette, participating in conciliation hearings, presenting a case and acting as a witness.

The course is for licensees, agents, property managers and salespersons.

Ensure that you return the assessment with the cover sheet. Please write your name on each page and if you are posting it, keep a copy.

After the trainer assesses your work as competent Academic Pavilion will send you a Statement of attendance. Please retain this record of the actual activities undertaken to earn your CPD points. The Statement of attendance will comply with requirements of the state and territory licensing requirements by showing:

Your name, contact details and licence or certificate number

- Title of the course, which also identifies the broad learning area covered
- Unit codes and names from the national training package on which the training is based
- Date, time and place of the training
- Duration of the training
- Type of assessment
- Name of the trainer and the training organisation
- CPD points earned
- What has been assessed
- Actual activities undertaken

You should keep the statement for at least three years.

## Background information

### In the ACT

<http://www.acat.act.gov.au/>

The Civil and Administrative Tribunal, known as the Tribunal or ACAT, has exclusive jurisdiction to hear and determine all matters arising from private and public residential tenancy and occupancy agreements under the Residential Tenancies Act 1997 (the Act). For residential matters, <http://www.acat.act.gov.au/> and click on Residential Tenancy.



### In NSW

<http://www.ncat.nsw.gov.au/>

The NSW Civil and Administrative Tribunal (NCAT) on 1 January 2014 replaced the Consumer, Trader and Tenancy Tribunal (CTTT).



For tenancy matters refer <http://www.cc.ncat.nsw.gov.au/cc/Divisions/Tenancy.page>  
In NSW, Landlords and agents can complete the Hearing notes form before attending the hearing

[http://www.cc.ncat.nsw.gov.au/biz\\_res/cttt/pdfs/forms/Tenancy\\_hearing\\_notes.pdf](http://www.cc.ncat.nsw.gov.au/biz_res/cttt/pdfs/forms/Tenancy_hearing_notes.pdf)

Although these resources refer to the old NSW CTTT, they still show valuable information that will be helpful to you presenting at a tribunal.

Watch *About the CTTT* (2.26 mins)

<https://www.youtube.com/watch?v=Dwo-qNI7Heo&feature=youtu.be>

Watch *Applying to the CTTT* (1.50 mins)

[https://www.youtube.com/watch?v=xs\\_p8S38FPU&feature=youtu.be](https://www.youtube.com/watch?v=xs_p8S38FPU&feature=youtu.be)

Watch *The respondent* (1.25 mins)

<https://www.youtube.com/watch?v=Yc1F2gl8XSQ&feature=youtu.be>

Watch *Receiving the notice of hearing* (2.01 mins)

<https://www.youtube.com/watch?v=edLj4OslMAk&feature=youtu.be>

Watch *Preparing for your hearing* (1.50 mins)

<https://www.youtube.com/watch?v=DmyazOKcqsk&feature=youtu.be>

Watch *Going to your hearing* (1.28 mins)

<https://www.youtube.com/watch?v=QgCEtTWBUqo&feature=youtu.be>

Watch *Conciliation* (1.05 mins)

<https://www.youtube.com/watch?v=jP6b6a3nWlk&feature=youtu.be>

Watch *The hearing* (3.02 mins)

<https://www.youtube.com/watch?v=Vp2SoUmYod4&feature=youtu.be>

Watch *After the hearing* (2.36 mins)

<https://www.youtube.com/watch?v=G2Zn57gTCIQ&feature=youtu.be>

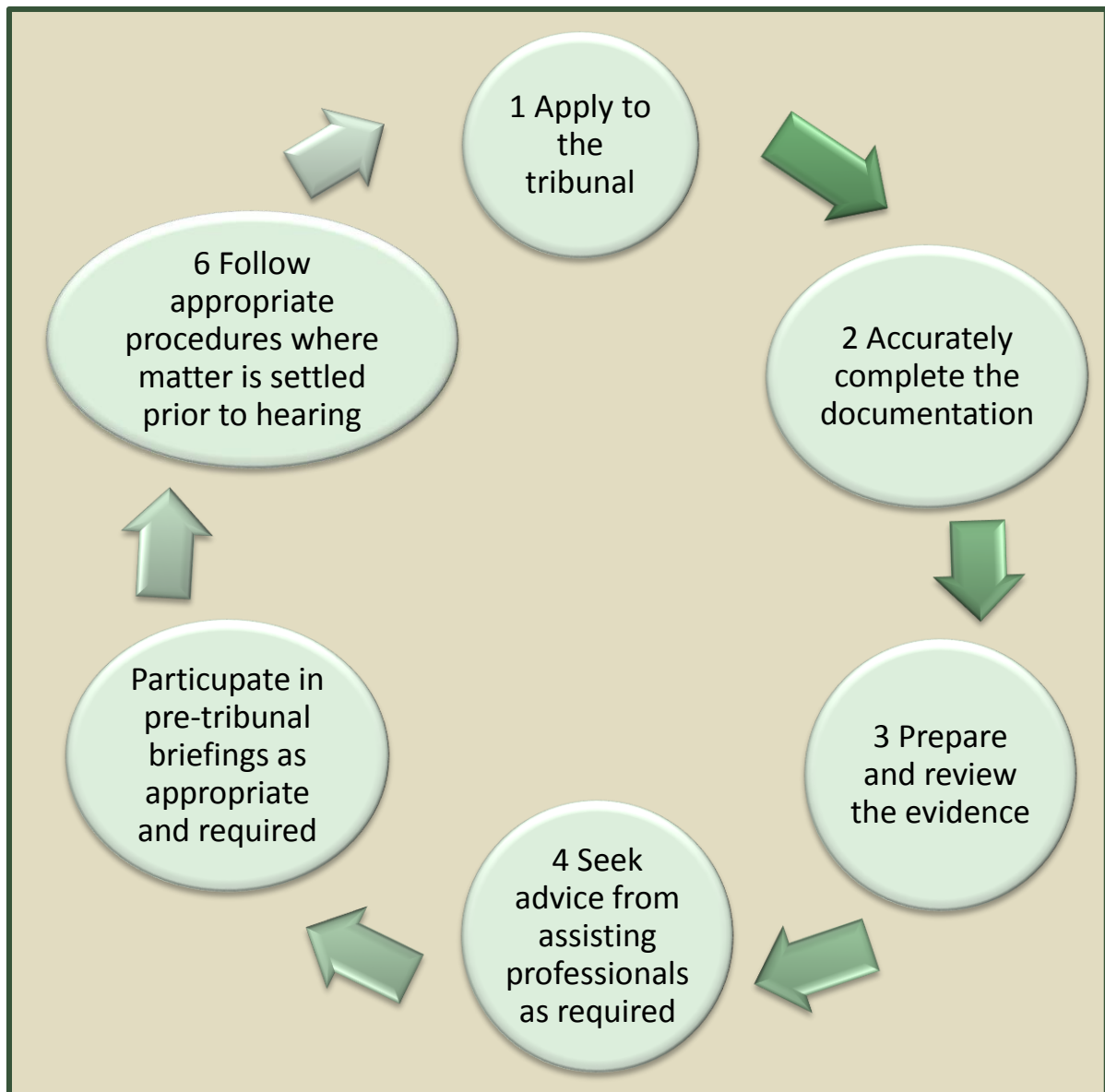
Watch *Resources and help* (1.37 mins)

<https://www.youtube.com/watch?v=MYLSAM4JGLo&feature=youtu.be>

# 1 Prepare for a tribunal hearing

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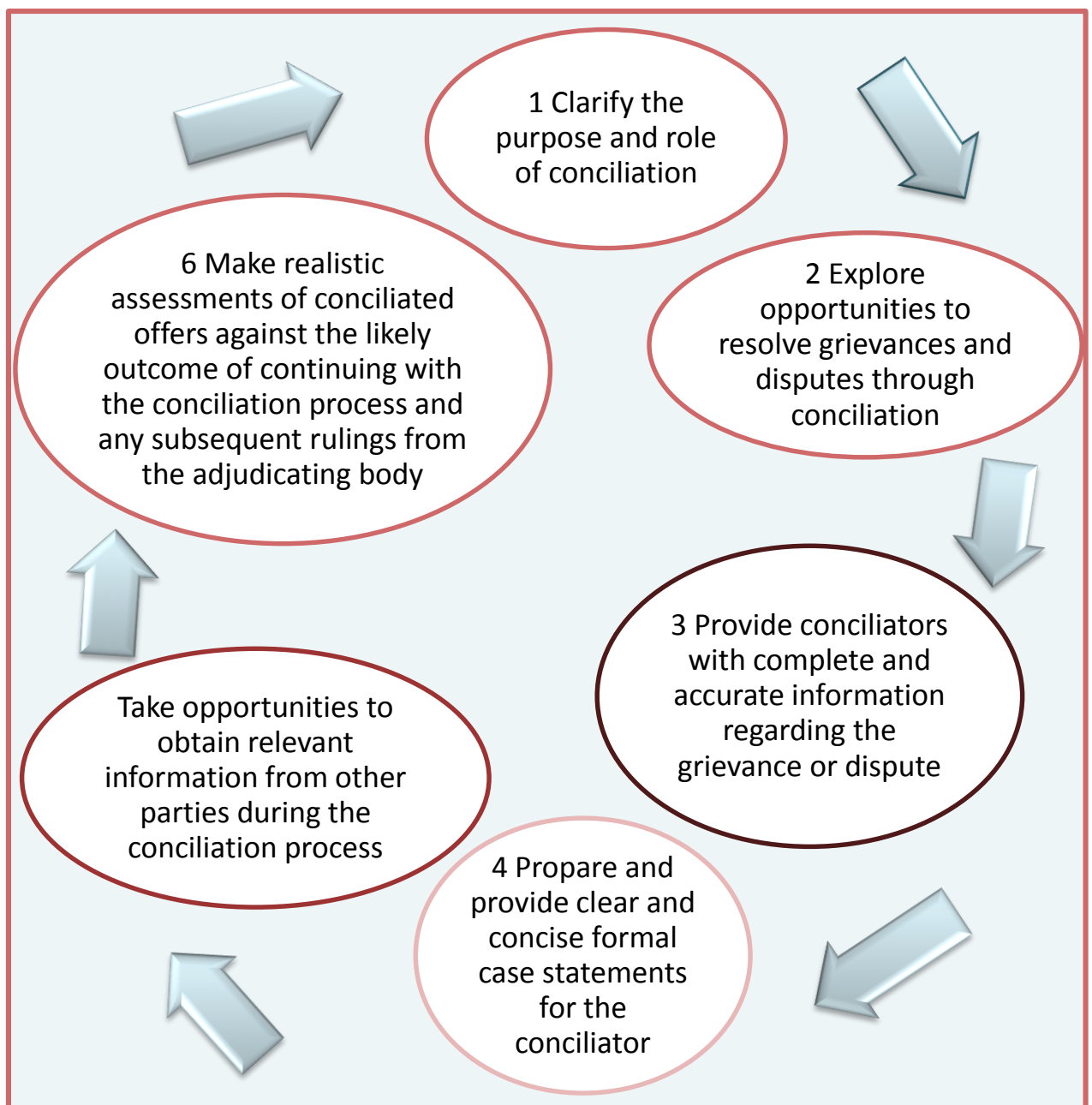
The diagram below shows some important steps in preparing for a tribunal hearing.



## *2 Participate in conciliation processes for grievances and disputes.*

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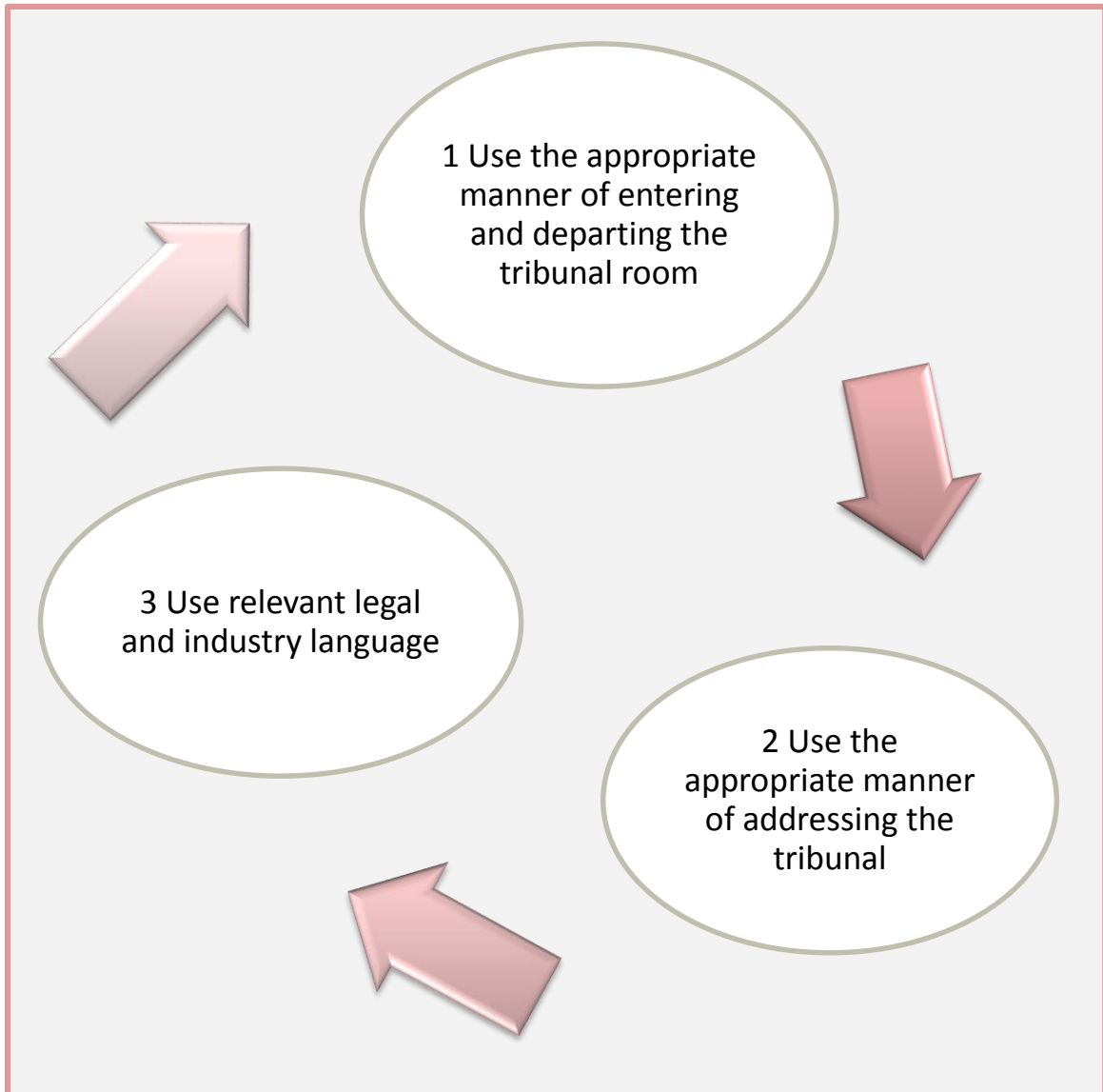
The diagram below shows some steps in the participation in conciliation processes for grievances and disputes.



### 3 Use appropriate tribunal etiquette

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Research the following appropriate tribunal etiquette.

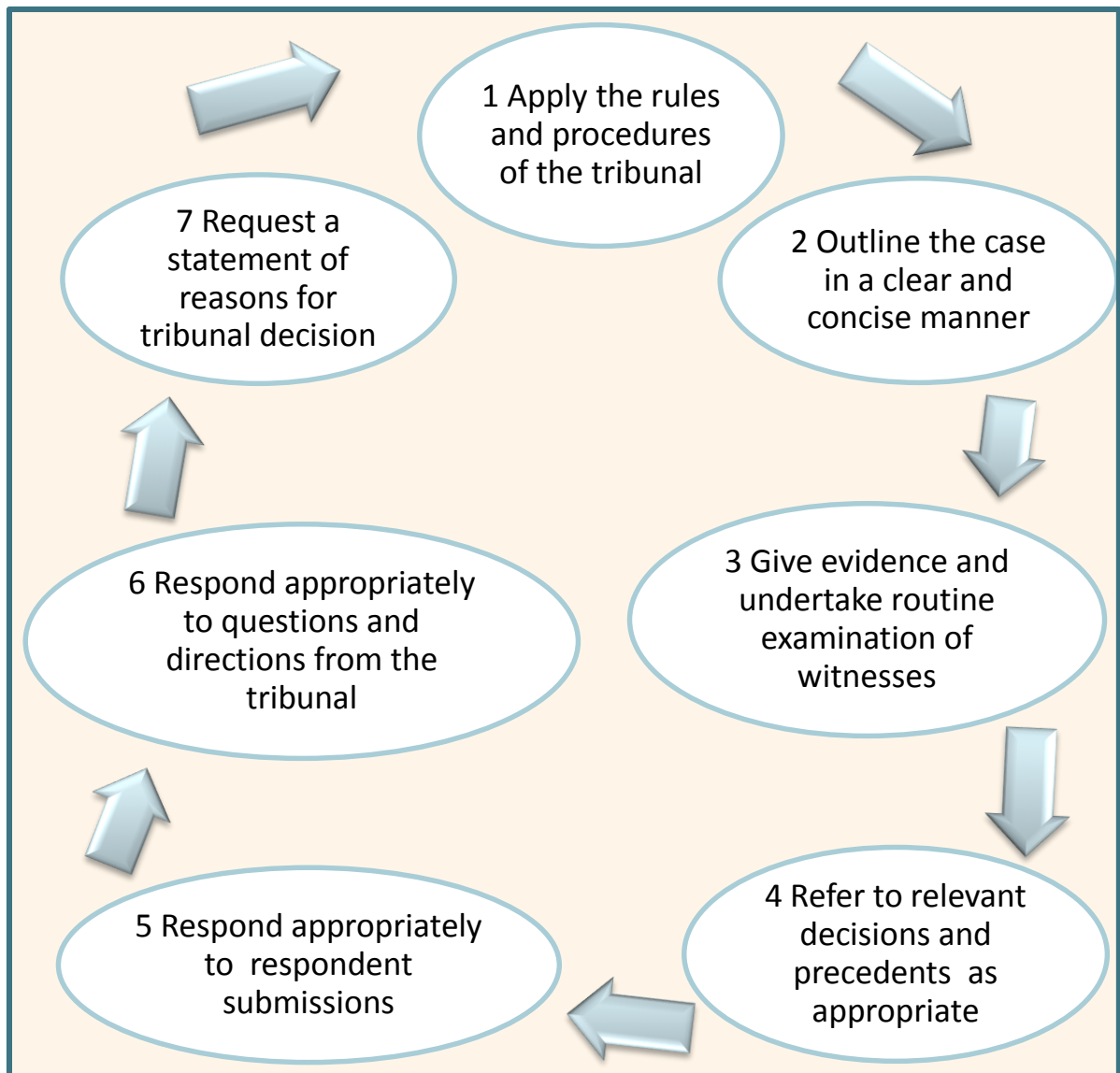




## 4 Present the case before the tribunal

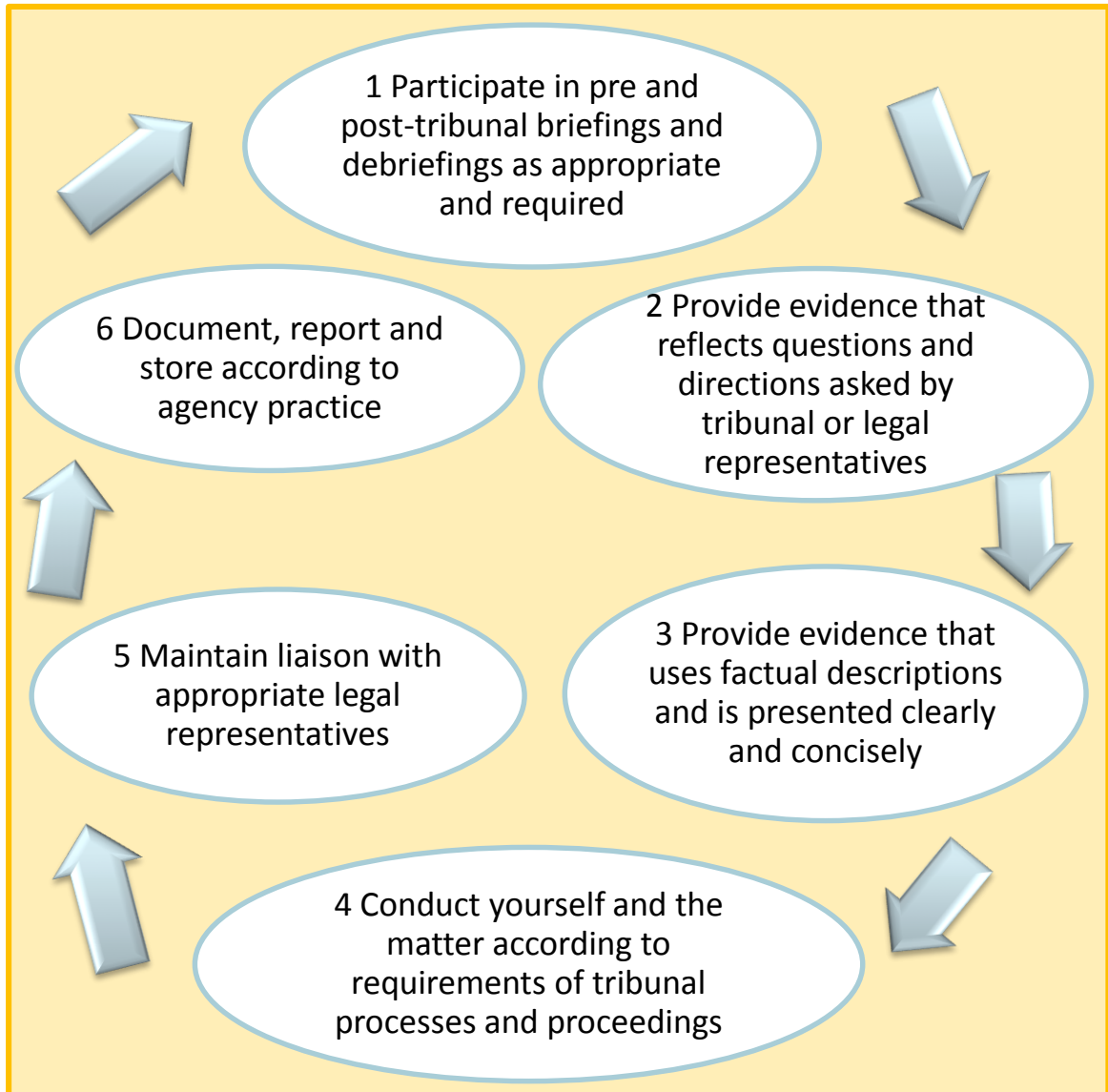
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Now you are ready to present the case!



## 5 Act as a witness

You may be asked to appear as a witness before the Tribunal!



*Now complete the assessment.*