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Regulation Policy Consultation
Department of Government Services

By email: regulationpolicyconsultation@dgs.vic.gov.au

Updated Draft Regulations - Education and fees regulations for property industry professionals

Dear Regulation Policy Consultation

Tenants Victoria is the peak body for the state's renters, who number almost 2 million people. Our vision is for safe, secure and affordable homes for Victorian renters in a fair housing system. We aim to empower renters and make sure their voices are heard in our advocacy.

We are pleased to provide input into the updated draft regulations which set new education and training requirements for property industry professionals.

Tenants Victoria made a submission in response to the original draft regulations and Regulatory Impact Statement in December 2025.¹ We retain our previous positions outlined in the 2025 submission regarding outstanding matters such as initial education requirements for Owners Corporation (OC) Managers. This submission solely responds to the new changes contained in the updated draft regulations.

While overall we are supportive of the updates made to the draft regulations, this submission outlines a few changes that could be made to further strengthen the draft regulations and enable these reforms to deliver meaningful improvements for renters and achieve their original aim of securing greater competency amongst property professionals.

Mandatory continuing professional development (CPD) activity topics

Tenants Victoria has consistently argued that in addition to fostering understanding of standard industry practices, the CPD for property professionals should include core socially-focused competencies responding to family violence, discrimination, cultural safety, and dispute resolution. Such training equips property professionals to manage the complex law and relationships involved in contemporary rental property management.

¹ Tenants Victoria (2025). Submission: Draft Regulations – Education and fees regulations for property industry professionals. [Weblink](#).



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Safe, secure and affordable homes

The previous version of the draft regulations included a list of matters which were a mandatory CPD activity for a registered agent’s representative, the professional group most likely to engage with renters. We were particularly pleased to see that two of the mandatory activities were:

Schedule 6

- 10. Responding to the occurrence or an allegation of family violence in a residential tenancy
- 11. Discrimination in a residential tenancy

These activities were in addition to mandatory activities such as “Legislative and regulatory requirements in property management” and “Ethical practice as an estate agent or agent’s representative” which would cover more standard property management content. However, in the updated draft regulations, Schedule 6 has been removed. No CPD activities are specified as mandatory in the updated draft regulations. Instead, a mandatory activity is one which is prescribed by the Business Licensing Authority (BLA) as mandatory under section 37M(1) of the Estate Agents Act 1980.

A CPD provider is defined in the regulations, and they develop CPD activities and submit them to the BLA for monitoring. The BLA may approve some activities as mandatory (see above). We support the flexibility given to the BLA to monitor and require certain CPD activities. However, with the removal of Schedule 6, the only guidance to the BLA about appropriate topic content for the CPD activities is:

Regulation 11(1)

- (e) include, as a primary learning objective, the development of skills or knowledge that improve—
 - (i) outcomes for consumers; or
 - (ii) compliance with legislative or regulatory requirements.

Tenants Victoria is concerned that this subsection is too high level and broad to encourage education about topics like family violence and discrimination. There is a risk that such topics will be given less priority, particularly by CPD providers and registered training organisations that are used to offering training to the real estate industry. These CPD providers may prioritise education to improve outcomes for real estate agent clients as ‘consumers’ under regulation 11(1)(e)(i). Time and effort may not be spent developing CPD activities designed to improve the outcomes for renters as ‘consumers’.

Also, the Regulation 11(1)(e)(i) and (ii) are alternatives. Meaning, a property manager could acquit all their training requirements under the new laws but never develop their skill or knowledge to improve outcomes for consumers, particularly renters. Tenants Victoria believe that this is a lost opportunity. We think the draft regulations should require CPD activities to specifically include improvement of the experience of renting by renters.

Recommendation 1: Amend Regulation 11(1) in the draft regulations to ensure guidance about content for CPD activities includes a focus on renter outcomes.

Mandatory assessment in CPD for estate agents, agents’ representatives, conveyancers and OC Managers

The overarching aim of the draft regulations is to enhance consumer protection by ensuring that property professionals stay up to date with legislative reforms and have the necessary skills to fully comply with the

law.² In our previous submission we recommended that mandatory assessment be included as part of ongoing CPD for all relevant property professionals.

Under the updated draft regulations, property professionals will now be required to pass written assessments for mandatory CPD activities – which will make up two of the five CPD activities to be required per annum. Assessments will not be required for elective CPD activities.

We acknowledge that this change represents a step in the right direction, but Tenants Victoria believes all CPD activities need to include assessment to achieve the aims of these reforms and to ensure participants can meaningfully apply their learnings to their everyday work. Both New South Wales (NSW) and the Australian Capital Territory (ACT) require CPD for property professionals to include an assessment activity, and it is common practice across many established professional sectors including health and finance.

We are not advocating for a large or burdensome assessment, but we seek for all mandatory and elective CPD activities to include a mechanism for the learner to be able to check that they have understood and are able to apply the knowledge and skills intended in the course. This could be a short traditional assessment against the learning outcomes, a targeted case study or a reflective piece - but it is critical for adult professional learners to engage in learning with meaningful outcomes.

Recommendation 2: Update the draft regulations to require assessments for all CPD activities (both mandatory and elective) for property professionals.

Guidance regarding how CPD activities should be delivered and the Business Licensing Authority's oversight role

Tenants Victoria is supportive of the updates in the draft regulations which strengthen the BLA's oversight capabilities, allowing it to intervene where a CPD provider is not compliant.

Tenants Victoria also acknowledges the updates made in the draft regulations regarding the amount of description detailing how CPD activities should be delivered. We are pleased to see that the feedback provided has been actioned and the draft regulations are now sufficiently clear in their definition of the content of CPD activities.

² Carrick, S., Jacques, M., Hartmann, Z. & Graham, D. (2025). Regulatory Impact Statement for Mandatory Training and Licensing Reforms for property industry professionals. Sapere. [Weblink](#).