

## CEA's Practice Guidelines on Conduct between Salespersons

CEA Serial No: C3L1S0312

**30 March 2017**  
**(Thursday : 2.00pm – 5.00pm)**

2 Core CPD credits awarded under Core Category 3 / Level 1 approved by CEA for the mandatory CPD Scheme.

### VENUE:

#### SISV Training Centre

110 Middle Road  
#09-00 Chiat Hong Building  
Singapore 188968

### ENQUIRIES & REGISTRATION

☎ 64240 297 (Ping Ping) [pingping@sisv.org.sg](mailto:pingping@sisv.org.sg)

☎ 64240 272 (Manisah) [manisah@sisv.org.sg](mailto:manisah@sisv.org.sg)



Singapore Institute of Surveyors and Valuers  
110 Middle Road #09-00 Chiat Hong Building  
Singapore 188968

☎ 6222 3030 (Main) 6225 2453 (Fax)

Website: [www.sisv.org.sg](http://www.sisv.org.sg)

### SYNOPSIS

The Practice Guidelines on Conduct between Salespersons released by CEA seeks to provide guidance on the conduct between salespersons to raise the standard of conduct and ethical behaviour among practitioners in the industry.

It covers case studies on how salespersons should deal with each other in a professional manner; how to handle different situations; how to avoid misunderstandings; how to handle disputes between salespersons and to avoid acts that may bring discredit or disrepute to the estate agency trade or industry.

### LEARNING OBJECTIVES & OUTCOME

- General duty of salespersons towards other salespersons
- Conduct to be observed in relation to exclusive listings
- Conduct to be observed in relation to co-broking
- Ethical standards required of estate agents' team leaders and members

### WHO SHOULD ATTEND

- For all salespersons, managers, team leaders & KEOs
- Experience is not required
- Basic understanding of English language is assumed

### PROGRAMME

1:45pm	Registration
2:00pm	<b>Workshop commences</b>
3:15pm	Break
5.00pm	End of Seminar

### LECTURER

Mdm Celeste Ng

- In real estate practice since 1990
- Portfolio includes sale & lease of industrial, retail, office & residential properties.
- Degree in B.Sc (Estate Management) NUS
- Certificate in Law of Conveyancing
- Advanced Certificate in Training of Assessment (ACTA)
- Lecturing Real Estate Courses (CEHA, CES, RES) since 2004
- Experienced and knowledgeable
- Trained more than 5000 salespersons since 2004.

### CERTIFICATE OF ATTENDANCE

Certificate of Attendance will be awarded upon successful completion of the programme.

**Important Note:** Please be informed that CEA will not recognise your CPD credits if you have attended similar CPD course/seminar/workshop as above from other centres.

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• 30 MARCH 2017 • 2.00PM – 5.00PM • VENUE : SISV TRAINING CENTRE

**Registration Fee (includes GST & notes) & Membership Category**

**\$65 (A)** SISV Members & Staff of Member Firms  
CES & REAC (CEHA) Course Participants of  
SISV/SISV Services, Affiliates [CREA®, GRES  
participants, Subscribers of SISV REALink]

**\$85 (B)** Others

**Limited Seats! Book now!!**

**Notes**

Registration is on a first-come-first-served basis. Reservation by fax or email will only be accepted upon receipt of payment. Confirmation of registration will be via email. No cancellation is allowed once registration is confirmed.

Fees paid are not refundable under all circumstances. This will also apply to participants who are unable to attend on that day. However, replacement by another individual is allowed and notification must be made in writing at least 3 days before the event. In the case of a non-member replacing a member, the non-member will have to pay the fee difference.

The Organiser reserves the right to alter the programme or cancel the event as may be necessary. In the event of cancellation, full refund will be made to participants.

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Website: [www.sisv.org.sg](http://www.sisv.org.sg)

**REGISTRATION FORM**

**Name of Participants**

#	NAME / NRIC / CEA Registration No / Mobile No. / Email	Mbrshp Category	Amt \$	
1	Name:			
	NRIC:			CEA Registration No:
	☎ Mobile			Email :
2	Name:			
	NRIC:			CEA Registration No:
	☎ Mobile:			Email :
3	Name:			
	NRIC:			CEA Registration No:
	☎ Mobile			Email :
<b>Total Amount Payable \$</b>				

Company .....

CEA Estate Agent Licence No. : ..... Contact Person .....

Address : ..... S( )

Tel/HP ..... Email .....

**PAYMENT MODE**

Receipt No : \_\_\_\_\_ (for official use)

- Cheque** (Bank/Cheque No ..... Amount \$.....  
Crossed cheque payable to "Singapore Institute of Surveyors & Valuers". Please indicate your name, company and date of event on the back of the cheque.
- Via ibanking/Bank transfer.** Details as follows: DBS current account no: 007 005007 0. Please include your name and date of event (Tan Xx Xx 07072015) when transferring.