

INTRODUCTION AND PURPOSE

This *Code of Conduct* outlines the expectations of Certified Practising Real Estate Agents (CPREA) in Australia with regard to the professional and ethical real estate practice of CPREA Accredited persons.

All CPREA Accredited persons are expected to read, understand and abide by this *Code of Conduct*.

CPREA Accreditation is a distinguishing recognition of professional, ethical and legal real estate practice in Australia. CPREA is an Australian registered Trademark.

ALL CPREA Accredited persons accept their responsibility to uphold the professional standing and distinguishing recognition of the real estate profession in Australia, of the CPREA Trademark and to act in the best interest of the public.

CPREA Code of Conduct includes the following key principles:

- Professional Behaviour
- Professional Competence
- Integrity
- Legislative compliance.

PROFESSIONAL BEHAVIOUR

CPREA Accredited persons are expected to:

- Act in a manner consistent with professional practice, and the good reputation of the real estate profession.
- Conduct themselves with professional courtesy, tolerance and respect.
- Refrain from any conduct that might cause the CPREA Accreditation to be discredited.
- Work to the highest standards of professionalism, achieving the highest levels of performance, and meeting the needs of the client, in the best interest for all.
- Adhere to industry best practice standards.

PROFESSIONAL COMPETENCE

CPREA Accredited persons are expected to:

- Conduct themselves in a manner which is conducive to the educational principle of CPREA—the pursuit of professional excellence and expertise and commitment to ongoing professional development.
- Undertake and complete ongoing training and professional development each year in accordance with CPREA requirements
- Only undertake professional work where they can demonstrate the competency necessary to perform the task to expected professional and technical standards.
- Perform their professional work with due diligence and care, ensuring all technical and professional obligations and professional standards are met.
- Inform themselves of the rules and policies of CPREA.
- Not engage in plagiarism, cheating, collusion, falsification of materials or breach of copyright.
- Actively participate in learning.
- Complete and attend all scheduled training and assessment.

INTEGRITY

CPREA Accredited persons are expected to:

- Ensure they only promote, market, advertise or attest to their CPREA Accreditation status in accordance with CPREA guidelines and requirements, only when:
 - Their CPREA Accreditation status is current and valid; and
 - They have expressed written authority to do so by General Manager CPREA.
- Behave with integrity in all professional/ business relationships.
- Conduct themselves in a manner which is honest, ethical, impartial and fair to all persons; not allowing bias, prejudice or conflict of interest to override.
- Ensure that their contact details are up-to-date at all times.
- Identify themselves truthfully at all times.
- Not falsify information, including (but not limited to) that relative to themselves, others or their professional development and training achievements.
- Maintain privacy of their own CPREA Accreditation login and password.

LEGISLATIVE COMPLIANCE

CPREA Accredited persons are expected to:

- Abide by all legislative requirements of Australian law, including (but not limited to):
 - relevant State/Territory Real Estate Law
 - *Privacy Act*
 - *Corporations Act*
 - relative Occupational Health and Safety Acts
 - copyright.
- Not engage in any criminal activity.
- Not engage in any activity that is unlawful, discriminatory or considered as harassment, bullying or victimisation.