

Commercial Property & Asset Management

Run a commercial or retail portfolio with the discipline owners actually pay for.

VERTICAL	LEVEL	DURATION	MODULES
Commercial Agents	Advanced	15 hours · 6 modules · 30 lessons	6

Programme overview

Built for property managers and asset managers moving from residential or junior commercial roles into a full commercial and retail portfolio. Covers lease administration and critical-date discipline, CPI/fixed/market rent reviews, outgoings budgeting and reconciliation, arrears and bank guarantee enforcement, options and renewals, assignment and subletting, insurance, make-good and end-of-lease, capex and asset planning, landlord reporting, retail tenancy compliance and disclosure, contractor and essential-services management, tenant retention and fee structures. Every module flags where retail leasing legislation varies by state and where a matter needs referral to a lawyer or valuer rather than a PM call.

What you'll master

- 01 Build and run a critical-date register that catches option, review and expiry dates before they lapse.
- 02 Calculate and explain a CPI, fixed-percentage and market rent review to a tenant without a dispute escalating.
- 03 Prepare an outgoings budget and annual reconciliation that stands up to a tenant's accountant.
- 04 Run a structured arrears process, including drawing on a bank guarantee or bond correctly.
- 05 Process an option exercise, renewal or non-renewal within the notice periods the lease requires.
- 06 Assess an assignment or subletting request against landlord consent obligations and reasonable-grounds tests.
- 07 Check tenant insurance certificates of currency against lease requirements and flag gaps to the landlord.
- 08 Manage a make-good obligation from end-of-lease notice through to final inspection and cost settlement.
- 09 Build a capital expenditure forward plan that balances asset value against landlord budget appetite.

- 10 Produce a landlord report that covers arrears, vacancy, capex and lease expiry risk in one document.
- 11 Apply retail tenancy disclosure statement and cooling-off obligations, noting state-based variations.
- 12 Coordinate contractors and essential-services compliance (fire, lifts, air-conditioning) without gaps in cover.

Skill focus

- Lease Administration
- Rent Reviews & Outgoings
- Arrears & Security
- Lease Transactions
- Asset & Compliance Management
- Retention & Portfolio Economics

The syllabus

6 modules · one standard

I. 01 · Lease Administration & Critical Dates

5 LESSONS

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|----|--|----------------------|
| 01 | Building a critical-date register that actually gets used | masterclass · 14 min |
| 02 | Reading a commercial lease like a property manager, not a lawyer | masterclass · 15 min |
| 03 | Taking security correctly at lease commencement | masterclass · 13 min |
| 04 | Keeping the lease database clean across a growing portfolio | reading · 12 min |
| 05 | Knowledge check: Lease Administration & Critical Dates | quiz · 4 min |

II. 02 · Rent Reviews: CPI, Fixed and Market

5 LESSONS

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|----|--|----------------------|
| 01 | Calculating CPI and fixed-percentage reviews correctly | masterclass · 14 min |
| 02 | Running a market rent review without it becoming a dispute | masterclass · 15 min |
| 03 | A tenant disputes your CPI calculation and stops paying the increase | scenario · 11 min |
| 04 | How outgoings and rent reviews interact on a landlord's return | reading · 12 min |
| 05 | Knowledge check: Rent Reviews | quiz · 4 min |

III. 03 · Outgoings, Arrears & Bank Guarantees

5 LESSONS

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|----|--|----------------------|
| 01 | Preparing an outgoings budget and annual estimate | masterclass · 14 min |
| 02 | Running the annual outgoings reconciliation | masterclass · 13 min |
| 03 | Running a structured arrears process and drawing on security | masterclass · 14 min |
| 04 | Handling tenant hardship without abandoning the process | reading · 12 min |
| 05 | Knowledge check: Outgoings & Arrears | quiz · 4 min |

IV. 04 · Options, Renewals, Assignment & Insurance

5 LESSONS

01	Processing options and renewals within notice periods	masterclass · 13 min
02	Assessing assignment and subletting requests	masterclass · 14 min
03	Checking tenant insurance and landlord cover	masterclass · 12 min
04	A tenant wants to assign their lease to a buyer of the business	scenario · 11 min
05	Knowledge check: Options, Assignment & Insurance	quiz · 4 min

V. 05 · Make-Good, Capex & Asset Planning

5 LESSONS

01	Managing a make-good obligation end to end	masterclass · 14 min
02	Building a capital expenditure forward plan	masterclass · 14 min
03	Coordinating contractors and essential-services compliance	masterclass · 13 min
04	Producing a landlord report owners actually read	reading · 12 min
05	Knowledge check: Make-Good & Asset Planning	quiz · 4 min

VI. 06 · Retail Compliance, Retention & PM Profitability

5 LESSONS

01	Retail tenancy disclosure statements and cooling-off	masterclass · 14 min
02	Retaining good tenants before the lease is up for renewal	masterclass · 13 min
03	A strong-trading tenant's use no longer fits the centre's tenant mix	scenario · 11 min
04	Commercial PM fee structures and portfolio profitability	masterclass · 14 min
05	Knowledge check: Retail Compliance & Retention	quiz · 4 min

Important — non-accredited training

The Agent Academy is not a Registered Training Organisation (RTO). This program is professional development designed for elite outcomes and earning potential; it does not issue nationally accredited qualifications, statements of attainment or units of competency. Content is built around real industry practice — completion does not satisfy licensing or registration requirements in any Australian state or territory.

For state licensing pathways (Certificate of Registration in NSW, Agent's Representative in VIC, and equivalents), see theagentacademy.org/licensing. Complete your state requirement first — then train with us.