

Leasing Consultant: From Enquiry to Handover

Turn enquiries into signed leases, fast, fairly and defensibly.

VERTICAL	LEVEL	DURATION	MODULES
Property Managers	Foundation	15 hours · 6 modules · 30 lessons	6

Programme overview

Built for leasing consultants and property managers who run the front end of the tenancy lifecycle: qualifying enquiries, running high-volume opens, processing applications, and handing a ready-to-live-in property to a new tenant. Covers response-time discipline, running an open for inspection at scale, reference and income verification, the discrimination, privacy and fair-treatment boundaries that every applicant conversation sits inside, presenting and marketing a listing, entry condition reports, lease sign-up and bond lodgement, and how to have the hard conversations — rejections, no-shows, and requests for information you can't share. Finishes with a clean handover into ongoing portfolio management. State rules on bonds, condition reports and anti-discrimination grounds vary — this is practical training, not legal advice, so confirm current requirements with your agency's compliance lead and state regulator.

What you'll master

- 01 Qualify a rental enquiry in the first response and set an honest expectation on timeframes.
- 02 Hit a response-time standard that keeps a listing competitive against agencies replying faster.
- 03 Run an open for inspection with 40 groups through the door without losing control of the property or the queue.
- 04 Process an application consistently: identity, income, rental history and references checked the same way every time.
- 05 Recognise the difference between a legitimate leasing criterion and one that risks unlawful discrimination.
- 06 Handle a privacy request — including a rejected applicant asking why, or anyone asking about another applicant's income — without disclosing what shouldn't be shared.
- 07 Present and market a listing so its photographs, reads and shows at its best from the first enquiry.

- 08 Complete an entry condition report that will hold up as evidence at the end of a tenancy.
 - 09 Run a lease sign-up and lodge the bond correctly and on time.
 - 10 Hand a new tenancy over to an ongoing property manager with nothing left for them to chase.
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Skill focus

- Enquiry & Qualification
- Inspections at Scale
- Application Processing
- Fair Treatment & Privacy
- Presentation & Marketing
- Condition Reports & Handover

The syllabus

6 modules · one standard

I. 01 · Enquiry Qualification & Response Times

5 LESSONS

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| 01 | Setting and hitting a first-response standard | masterclass · 12 min |
| 02 | Qualifying an enquiry without screening people out unfairly | masterclass · 13 min |
| 03 | Managing high enquiry volume with tools, not guesswork | masterclass · 12 min |
| 04 | Writing a response that converts an enquiry into an inspection | reading · 11 min |
| 05 | Knowledge check: Enquiry Qualification & Response Times | quiz · 4 min |
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II. 02 · Open for Inspection at Scale

5 LESSONS

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| 01 | Running an open with 40 groups through the door | masterclass · 13 min |
| 02 | Managing crowd flow, safety and property care during a busy open | masterclass · 12 min |
| 03 | "40 people at this inspection — how do I stand out?" | scenario · 10 min |
| 04 | The open for inspection logistics checklist | reading · 12 min |
| 05 | Knowledge check: Open for Inspection at Scale | quiz · 4 min |
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III. 03 · Application Processing, References & Income Checks

5 LESSONS

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| 01 | Building one application process and running every applicant through it | masterclass · 13 min |
| 02 | Verifying income and affordability without overreaching | masterclass · 13 min |
| 03 | Running a reference check that actually tells you something | masterclass · 12 min |
| 04 | "I've applied three times and nobody calls back" | scenario · 10 min |
| 05 | Knowledge check: Application Processing | quiz · 6 min |
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IV. 04 · Discrimination, Privacy & Fair-Treatment Boundaries

5 LESSONS

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| 01 | Legitimate leasing criteria vs unlawful discrimination | masterclass · 14 min |
| 02 | Handling personal information under privacy obligations | masterclass · 13 min |
| 03 | A neighbour asks what the successful applicant earns | scenario · 10 min |
| 04 | Explaining a decision to a rejected applicant without overstepping | reading · 11 min |
| 05 | Knowledge check: Discrimination, Privacy & Fair Treatment | quiz · 6 min |
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V. 05 · Property Presentation & Marketing the Listing

5 LESSONS

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| 01 | Getting a property camera- and inspection-ready | masterclass · 12 min |
| 02 | Writing copy and choosing marketing that gets genuine enquiry | masterclass · 12 min |
| 03 | Using floor plans, virtual tours and video to filter and convert enquiry | masterclass · 11 min |
| 04 | Running the marketing timeline and reporting it to the owner | reading · 12 min |
| 05 | Knowledge check: Presentation & Marketing | quiz · 4 min |
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VI. 06 · Condition Reports, Sign-Up & Handover

5 LESSONS

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| 01 | Completing an entry condition report that holds up later | masterclass · 14 min |
| 02 | Running the lease sign-up so nothing gets missed | masterclass · 13 min |
| 03 | Bond lodgement: getting the money right and on time | masterclass · 12 min |
| 04 | An approved applicant wants to change the lease terms after approval | scenario · 10 min |
| 05 | Knowledge check: Condition Reports, Sign-Up & Handover | quiz · 6 min |
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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.