

Property Management Mastery

From application to termination — done right, every time.

VERTICAL	LEVEL	DURATION	MODULES
Property Managers	Foundation	22 hours · 11 modules · 44 lessons	11

Programme overview

The complete operating system for a modern Australian property manager. Legislation, systems, communication, arrears, maintenance, tribunal preparation and portfolio growth. Built for PMs who want to move from reactive fire-fighting to a book that runs like a business.

What you'll master

- 01 Screen tenant applications fairly, consistently and in line with anti-discrimination law
- 02 Lodge and refund bonds correctly across NSW, VIC, QLD, SA, WA
- 03 Conduct ingoing, routine and outgoing inspections that stand up in tribunal
- 04 Manage repairs and maintenance to statutory timeframes without vendor conflict
- 05 Run a documented arrears process built around a 14-day recovery target
- 06 Prepare and present a NCAT / VCAT / QCAT case with evidence a Member accepts
- 07 De-escalate the ten most common tenant / landlord disputes
- 08 Apply a portfolio-growth framework used by managers adding 40+ managements a year without dropping service
- 09 Communicate a rent increase without losing the management
- 10 Systemise your day so a 200-property portfolio doesn't consume your evenings

Skill focus

- Applications & Bonds
- Legislation by State
- Ingoing / Outgoing Inspections

- Repairs & Maintenance
- Arrears & Enforcement
- Communication
- Tribunal Preparation
- Portfolio Growth

The syllabus

11 modules · one standard

I. 01 · Applications & tenant selection

4 LESSONS

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|----|---|----------------------|
| 01 | Screening tenants fairly, legally, thoroughly | masterclass · 14 min |
| 02 | Anti-discrimination: the ten protected attributes | reading · 12 min |
| 03 | Scenario: The strong-application single-parent | scenario · 10 min |
| 04 | Knowledge check | quiz · 8 min |
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II. 02 · Legislation by state

3 LESSONS

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|----|---------------------------------------|------------------|
| 01 | NSW · VIC · QLD compared side-by-side | reading · 20 min |
| 02 | SA · WA · TAS — the smaller markets | reading · 14 min |
| 03 | Knowledge check | quiz · 6 min |
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III. 03 · Inspections that hold up in tribunal

4 LESSONS

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|----|--|----------------------|
| 01 | Ingoing and outgoing condition reports | masterclass · 16 min |
| 02 | Routine inspection cadence and documentation | reading · 12 min |
| 03 | Scenario: The 'stained carpet' bond claim | scenario · 10 min |
| 04 | Knowledge check | quiz · 6 min |
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IV. 04 · Repairs & maintenance

4 LESSONS

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|----|--|----------------------|
| 01 | Urgent · reasonable · non-urgent — the statutory tiers | reading · 13 min |
| 02 | Building a trade panel that answers the phone | masterclass · 11 min |
| 03 | Scenario: Sunday-night hot water failure | scenario · 8 min |
| 04 | Knowledge check | quiz · 6 min |
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V. 05 · Arrears — a systematic process

3 LESSONS

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|----|--|------------------|
| 01 | The 14-day arrears process, day-by-day | reading · 16 min |
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02	The hardship conversation done well	masterclass · 12 min
03	Knowledge check	quiz · 6 min

VI. 06 · Preparing for NCAT / VCAT / QCAT

3 LESSONS

01	The evidence pack a Member wants to see	reading · 18 min
02	Hearing day: what to say and what not to	masterclass · 12 min
03	Knowledge check	quiz · 6 min

VII. 07 · Communication that keeps managements

3 LESSONS

01	The rent-increase conversation	masterclass · 14 min
02	The monthly landlord report that earns your fee	reading · 10 min
03	Knowledge check	quiz · 6 min

VIII. 08 · Growing the rent roll

3 LESSONS

01	BDM fundamentals for career PMs	reading · 13 min
02	The rental appraisal appointment	masterclass · 11 min
03	Knowledge check	quiz · 6 min

IX. 09 · End-of-lease and bond disputes

5 LESSONS

01	Exit condition reports built for a dispute, not just a file	masterclass · 14 min
02	Evidence standards that actually hold up	masterclass · 13 min
03	Fair wear and tear — the line tenants and owners argue over	reading · 13 min
04	Preparing a bond claim and tribunal-ready file	masterclass · 13 min
05	Knowledge check: End-of-lease and bond disputes	quiz · 6 min

X. 10 · Rent increases, notice rules and break-lease

6 LESSONS

01	Communicating a rent increase without losing the management	masterclass · 13 min
02	Notice periods and rent increase rules — state divergence, general principles only	reading · 14 min
03	Break-lease — process, costs and the tenant conversation	masterclass · 13 min
04	Pets and minimum standards — general shape, with VIC and QLD called out	reading · 13 min
05	Handling a pet request under a modern consent regime	scenario · 10 min
06	Knowledge check: Rent increases, notice and break-lease	quiz · 6 min

11. 11 · Workload and triage systems for property managers

6 LESSONS

01	Setting a sustainable portfolio load	masterclass · 12 min
02	Inbox and phone triage that stops the day from running you	reading · 13 min
03	Escalation rules that protect you and the portfolio	masterclass · 12 min
04	A difficult owner conversation about repeated late rent	scenario · 10 min
05	Short-stay and Airbnb conversion conversations	reading · 13 min
06	Knowledge check: Workload and triage systems	quiz · 8 min

Important — non-accredited training

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