

Short-Stay, Holiday Letting & Management Rights

Run compliant short-stay portfolios and understand the management rights model that sits behind them.

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

Programme overview

Built for property managers, holiday letting agents and anyone eyeing a management rights business. Covers the legal line between short-stay and residential tenancy, council registration and body corporate by-law restrictions (Queensland-focused, with the national picture), running Airbnb and Booking.com like a business — channel management, dynamic pricing, guest screening and damage recovery — cleaning and linen operations at scale, owner reporting and trust accounting for short-stay income, insurance gaps most operators miss, and the mechanics of the management rights model itself: caretaking agreements, letting authorities, buying and valuing a complex, and keeping the body corporate relationship workable.

What you'll master

- 01 Distinguish short-stay/holiday letting from a residential tenancy under state tenancy law and explain the consequences of getting the classification wrong.
- 02 Check a property against local council short-stay registration rules and body corporate by-laws before listing it.
- 03 Set up and manage listings across Airbnb, Booking.com and Stayz with a consistent channel manager workflow to avoid double-bookings.
- 04 Build a dynamic pricing approach that responds to seasonality, events and competitor rates rather than a flat nightly rate.
- 05 Run a guest screening and house-rules process that reduces party bookings and damage disputes.
- 06 Handle a damage claim through the platform's resolution process and the bond/security process correctly.
- 07 Design a cleaning and linen turnover system that holds up across a multi-property portfolio.
- 08 Produce an owner statement for short-stay income that reconciles occupancy, revenue, fees and

disbursed trust funds correctly.

- 09 Identify the insurance gaps between a standard landlord policy and what short-stay letting actually requires.
 - 10 Explain how a management rights business works — caretaking agreement, letting authority, body corporate relationship — and what to check before buying one.
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Skill focus

- Short-Stay Law & Compliance
- Channel & Revenue Management
- Guest & Property Operations
- Owner Reporting & Trust Accounting
- Insurance & Risk
- Management Rights Business Model

The syllabus

6 modules · one standard

I. 01 · Short-Stay Law, Council Rules & Body Corporate Restrictions

5 LESSONS

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|----|---|----------------------|
| 01 | Where short-stay ends and a residential tenancy begins | masterclass · 14 min |
| 02 | The short-stay regulatory landscape across Australia | masterclass · 13 min |
| 03 | Council registration, planning schemes and complaint triggers | masterclass · 13 min |
| 04 | Body corporate by-laws and letting restrictions in strata schemes | masterclass · 14 min |
| 05 | Knowledge check: Short-Stay Law & Restrictions | quiz · 6 min |
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II. 02 · Channel Management, Listings & Dynamic Pricing

5 LESSONS

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|----|--|----------------------|
| 01 | Setting up listings across Airbnb, Booking.com and Stayz | masterclass · 13 min |
| 02 | Avoiding double-bookings and channel manager discipline | masterclass · 12 min |
| 03 | Building a dynamic pricing strategy | masterclass · 14 min |
| 04 | Explaining yield strategy to a nervous owner | reading · 12 min |
| 05 | Knowledge check: Channel Management & Pricing | quiz · 4 min |
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III. 03 · Guest Screening, House Rules & Damage Management

5 LESSONS

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|----|---|----------------------|
| 01 | Screening guests before you confirm a booking | masterclass · 13 min |
| 02 | House rules, noise monitoring and neighbour relations | masterclass · 12 min |
| 03 | A booking enquiry has every red flag for a party | scenario · 10 min |
| 04 | Handling a damage claim through platform resolution and bonds | masterclass · 13 min |
| 05 | Knowledge check: Guest Screening & Damage | quiz · 4 min |

IV. 04 · Cleaning, Linen & Turnover Operations

5 LESSONS

01	Scheduling turnovers at scale without gaps	masterclass · 13 min
02	Linen supply, laundering and consumables at portfolio scale	masterclass · 12 min
03	Quality control: photo audits and guest-arrival checks	reading · 12 min
04	Integrating maintenance requests into the turnover workflow	masterclass · 12 min
05	Knowledge check: Cleaning & Turnover Operations	quiz · 4 min

V. 05 · Owner Reporting, Trust Accounting & Insurance

5 LESSONS

01	Building an owner statement that actually reconciles	masterclass · 14 min
02	Trust accounting obligations for short-stay income	masterclass · 14 min
03	Disbursement timing and heading off owner disputes	reading · 12 min
04	The insurance gaps standard landlord policies don't cover	masterclass · 13 min
05	Knowledge check: Reporting, Trust Accounting & Insurance	quiz · 4 min

VI. 06 · The Management Rights Business Model

5 LESSONS

01	Caretaking agreements and letting authorities explained	masterclass · 14 min
02	Buying and valuing a management rights business	masterclass · 14 min
03	A new committee wants to challenge your letting authority	scenario · 11 min
04	Managing the ongoing body corporate relationship	masterclass · 12 min
05	Knowledge check: The Management Rights Model	quiz · 4 min

Important — non-accredited training

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