

**BE COMPLIANT  
24/7!!!  
AND  
SAVE TIME &  
MONEY**



## ENTERPRISE/ORGANISATION/AGENTS BROCHURE

### REOS ACADEMY

We are about:

1. Compliance
2. Education
3. Self-development



ion)



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**Why REOS???? BECAUSE, KNOWLEDGE IS POWER!!!!**



**JOIN OUR SOLUTION TODAY TO EMPOWER YOURSELF AND YOUR TEAM!**



**Call/text your REOS representative for an obligation free consultation about becoming a REOS member today!  
Contact SIMA on: 0416034444 or email to: [si\\_realty@yahoo.com.au](mailto:si_realty@yahoo.com.au)**

We are often asked to describe REOS?

Real Estate Office solution!



Our philosophy is:

*“We are ALL teachers and students in our own ways. Yet to whom we share our knowledge is our choice”.*

*If we are all a big family and we were living in the same house (being the world), then we would all have to work together and assist one another.*

*This is done via the sharing of knowledge....for everything one knows has been taught to them from someone or something.*



In short, **REOS** is a stand alone **white lable** “franchise like” online system, which can also be fully integrated to any existing platform.

Designed to **brand your organisation** with your business logo with every smart form used with your clients and provide you and staff members with a competitive edge.



Use of the approximate number of **2000** smart forms/operational procedures (located within sequential work flows) are **unlimited** to REOS members and are accessible 24/7 throughout the lifetime of a given REOS membership.

19 x **agency agreements** comprise part of the REOS

**Human resources division**

- ❖ Independent contractor agreement
- ❖ Clerical/Administrator agency agreement
- ❖ Assistant agent – Associate –Property management/ Property sales
- ❖ Representative – Class 2 Agent - Property management/ Property sales
- ❖ Supervisor – Class 1 Agent

**Property management division**

- ❖ Open and Exclusive letting agency agreements
- ❖ Management agency agreement

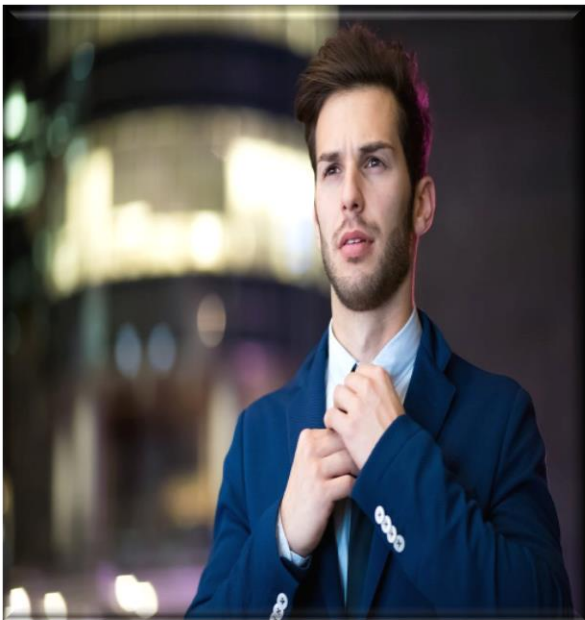
**Property sales division**

- ❖ Open, Sole, Exclusive, Auction agency agreements
- ❖ Buyer’s agency agreement
- ❖ Co – Joined Agents agreements (3 x variations)

**Remember, “Your knowledge is your ticket out of all situations, your most powerful negotiating tool.”**

**It’s your weapon and your shield in a given deal.**

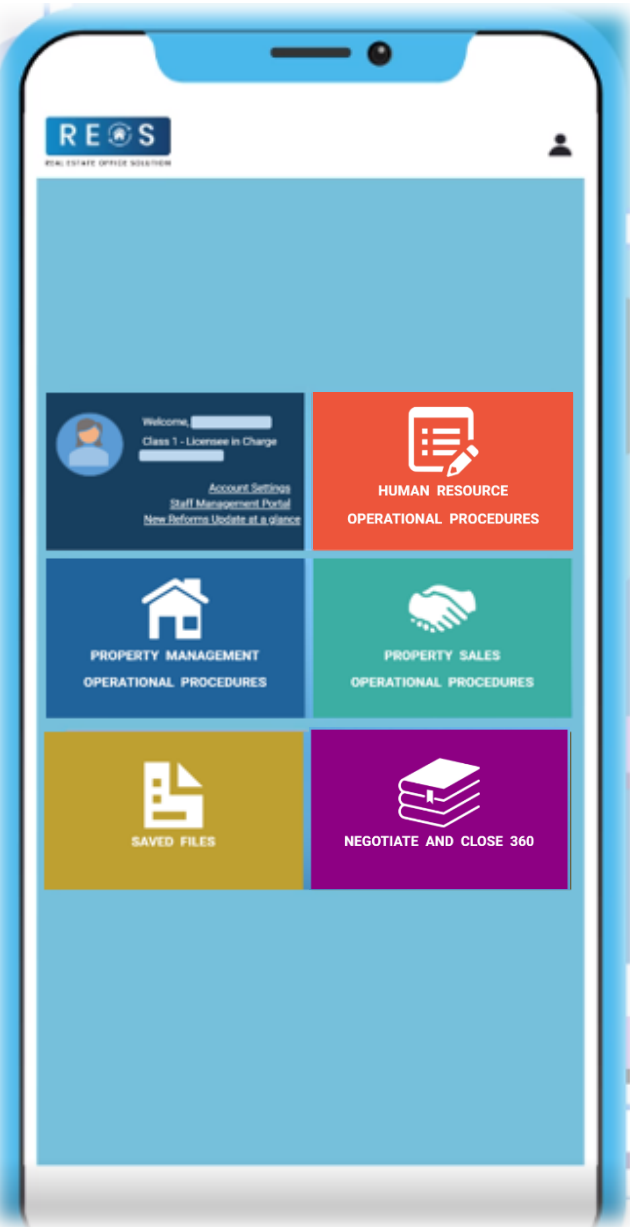
**Sharing knowledge with clients will increase the likelihood of being perceived as an industry expert.**



# Introduction to the REOS System



REOS is the professional backbone of an agency that is aiming at **both regulatory compliance and business success.**



Dear REOS user,

It is this organisation's intention for you to gain a sound understanding of the Real estate industry's requirements and compliance expectations

**The REOS system is a self-learning online platform.**

A window into mandatory operational procedures expected by NSW Fair trading. A tool which can be used daily for every step of a required workflow.

The platform was designed as a practice management as well as an educational tool.

**LOGBOOK Work Experience Evidence (Assistant agents and Class 2 Agents)**

**The REOS system is mapped to your Work Experience Evidence necessary to be demonstrated. In line with NSW Fair Trading Requirements.**

To successfully complete the required work experience evidence and demonstrate competency you will be expected to navigate through various workflows of the REOS system and complete selected industry forms online as part of your assigned log book tasks.

**Navigation of the online platform**

You will be provided with your own unique username and password with unlimited access to over 2000 smart forms embedded into office procedures and structured workflows relating to all aspects of the Real Estate industry.

Your access will be valid in line with the organisation's requirements



**REOS ACADEMY**  
Real Estate Office Solution

01 **REOS**  
REAL ESTATE OFFICE SOLUTION  
The REOS System

02 **REOS LEARN**  
REAL ESTATE OFFICE SOLUTION  
Accredited Courses

03 **REOS EDGE**  
REAL ESTATE OFFICE SOLUTION  
Empowerment Courses

# SELF – LEARNING ONLINE PLATFORM BROCHURE

## REAL ESTATE INDUSTRY COMPLIANCE LEARNING –

### Supporting Learning tool for students undertaking:

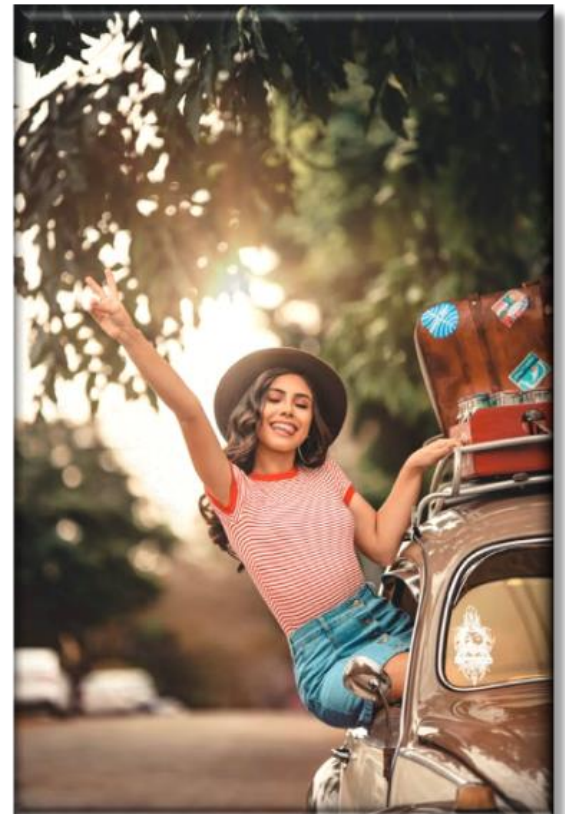
- LOG book work experience requirements
- Reforms and updates
- Operational procedures (HR, PM, PS) & checklists
- Compliance awareness
- Office policies (General , WHS, Privacy, HR, Diversity, COVID 19)
- Employment guidelines
- Leadership & negotiation tools
- Performance evaluation
- Work flows requirements
- Certificate of Registration (CPP41419)
- Certificate IV in Real Estate Practice (CPP41419)
- Diploma of Property (Agency Management) CPP51119
- Continuing Professional Development (CPD)
- Negotiate and Close 360°

# NEGOTIATE AND CLOSE 360°



## HOW TO BECOME AN EXTRAORDINARY NEGOTIATOR IN REAL ESTATE

- The Role Of A Negotiator
- Utilise Every Possible Lead To Get The Business
- Understand Your Client's Motivation
- Passion, Enthusiasm And Self – Belief
- Value Is Key And A “No” Is Just A Word
- Knowledge Is Power
- Your Circle of Influence
- Beat your Opponent to the Past
- Decision – making and Courage
- Confident Body Language and a Professional Appearance
- Consistency and Perseverance
- Fail to Prepare, Prepare to Fail
- Ready, Set, GO! The Power of Acting NOW!
- Confidence but NOT Arrogance
- The importance of your Sanctuary/ Home for your Mindset
- Negotiation tools for a “Close”
- Marketing and Branding
- Transparency when Negotiating
- Rules of Conduct
- Compliance
- Strong Customer Relation
- Learn from your mistake and remain unique
- It is all about Closing a Deal
- Negotiate your success fee
- Clients' Feedback
- Clients' Recommendation





# BENEFITS TO STAFF MEMBERS INDUSTRY USERS



## Comprehensive Operational Procedures

Human Resources (HR) Department

Property Management (PM) Department

Property Sales (PS) Department

## Compliance with industry reforms, Acts & Legislation

Providing staff members and clients of the place of business with updated solutions of the new industry reforms and a window into compliance awareness

Checklists associated with each work flow of designated folders comprising the operational procedures

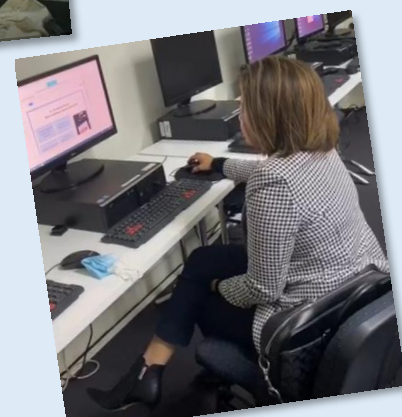
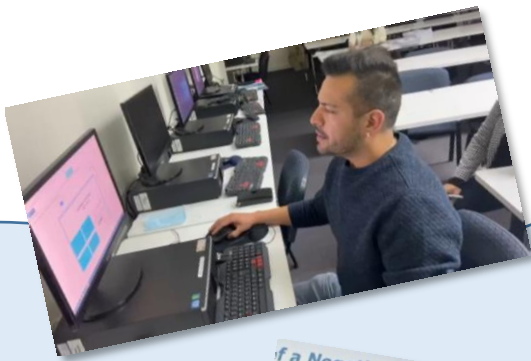
Leading with expertise and building market credibility

## Employment Processes & Office Procedures

Checklists within each workflow to address accountability

Mandatory records and registers

Sharper competitive edge



# OPERATIONAL PROCEDURES MODULES



## HUMAN RESOURCES

## PROPERTY MANAGEMENT

Information & Procedures  
(NEW REFORMS)  
Supervision guidelines  
Log book work experience  
requirements  
Employment Processes  
Role Descriptions  
General  
General Correspondence  
Independent Contractor  
Enterprise Agreements  
Employee Superannuation  
Employee Commission  
Credit Card Authorization  
Office Policies

Landlord Management  
*(Pre, start, during, end)*  
Tenants Management  
*(Pre, start, during, end)*  
Rental Bond Online (RBO)  
Repair & Maintenance Processes  
Risk Management  
Residential Administration  
Management Commission  
Bond Management Processes  
Trust Account Processes  
Balance & Bank Reconciliation  
Monthly & Yearly Data  
Dispute Resolution  
Updates



## PROPERTY SALES

Invitation to Sell  
Pre – listing kit  
Vendor & Purchaser Processes  
*(Pre, start, during, exchange, settlement)*  
Agreements  
Contracts  
Just Listed

Project Marketing  
Marketing  
Underquoting Reforms  
Open for Inspection  
Submission of Offers  
Successful Negotiations  
Risk Management

Tender  
Auction  
Exchange of Contracts  
Settlement of Sale  
Sales Accounting  
Updates

# THE REOS SYSTEM



## The REOS system @ a glance

### Real Estate Business and Compliance Management

Human Resource

Property Management

Property Sales

### REOS Edge (Motivational Courses)

Leadership 360°

Negotiate and Close 360°

### REOS Learn (Nationally Accredited Courses)

Certificate of Registration (COR) (5 x core units)

CPN1411 Certificate IV in Real Estate Practice

CP51111 Diploma of Property (Agency Management)

Continuing Professional Development (CPD)

### Real Estate Trust Accounting

Property Management

Property Sales

### Compliance Management System



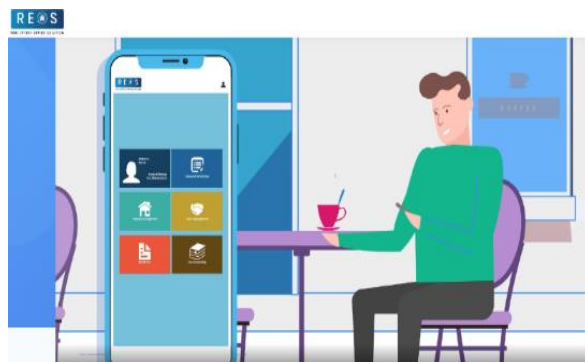
Sign In to your account

User Name

Password

Remember me

LOGIN





# Happy Customers, happy us



# Testimonials



## **SOME TESTIMONIALS FROM SUPPORTERS AND USERS OF THE REOS SYSTEM (REAL ESTATE OFFICE SOLUTION)**

***“The REOS system is a comprehensive real estate operating system. It focuses on real estate agents maintaining compliance with all aspects of the real estate legislation which includes all aspects of sales, property management and trust accounting “***

**NSW Fair Trading compliance officer**

***The REOS system is a system that has been developed by industry professionals, solicitors, IT experts and accountants.***

***The property industry has been waiting for such a professional product***

**REOS incorporates the administrative side of the agency practice including the human resources management of the agency.**

**This is one system approach to the “whole of agency practice”**

**Roslyn Sullivan, PhD**

**Director/College principal Australian College of professionals (ACOP)**

***REOS is a software that solves the problem of compliance!!!!***

***REOS is a software service that enables real estate agents to not only remain compliant with the latest regulations requirements, but also to keep up to date with their real estate certification.***

***The system has workflows to manage all the various processes and remain compliant.***

***REOS is a game changer in the real estate industry.***

**Gaurav Nirwal**

**REOS product manager**

***“I am excited to have been exposed to REOS and am looking forward to using it to operate my agency and maintain compliance on such an easy to use and intuitive system.***

***You can't go wrong as all the forms, procedures and links to legislation and further information are included. I was able to learn how to use REOS easily. Thank you REOS I am excited.”***

**Anne Paterson  
Managing Director**

***I am the licensee in charge of proud real estate, I strongly recommend the REOS system to all real estate agents in the industry.***

***The system is very easy to use and can be used to train staff members to remain compliant with required real estate industry regulations***

***Rohina Sidue (Licensee in charge)***



***My name is Raj Kumer,***

***I am a real estate trainer and I to deliver real estate courses to students seeking to work in the industry***

***I am also a class 1 agent***

***I regularly use the REOS system in my teaching sessions. I find it to be an excellent learning/teaching tool as it is very comprehensive and packed with information which is otherwise hard to find.***

***It has all the material necessary for both students and agents of the real estate industry in accordance with the mandatory compliance requirements***

***I highly recommend it to any real estate agent or student***

**To the REOS team**

**I wish to express my thanks and gratitude for helping me subscribe to your amazing REOS system**

**I highly recommend it to any real estate office**

**My name is Anna Yuan**

**I am the licensee in charge of Rainbow enterprise.**

**With using the REOS SYSTEM, all the compliance requirements of the operational procedures relevant to my real estate business can be fully satisfied in accordance with NSW Fair trading requirements.**

**Thank you REOS**

**Running my real estate office in a compliant manner is now super easy for myself and team members.**

**Many thanks!**



**Anna Yuan (Licensee in charge)**

**I am a real estate trainer at TAFE and a class 1 real estate agent**

**I absolutely love the REOS system because it makes every aspect of the real estate office practice very easy.**

**If you are not yet a REOS member, do yourself and staff members a favour and become one today.**

**I highly recommend the REOS system to anyone in the real estate industry**



**Eva David**

**TAFE Real estate trainer**

**We Australian Property Choice real estate agent's that cover selling, leasing and auctioneering properties across NSW, wish to confirm that since we started using REOS we felt that our business is more protected legally, especially with all the new property laws issued by NSW fair trading.**

**REOS has been a major factor in our business, helping us to become one of the most successful real estate agencies across NSW that protects vendors, landlords, purchasers, tenants and all out them.**

**We confidently recommend for all real estate agencies to use REOS as a solid and reliable real estate program supplier and experts in their field**

**Abdul Moussalli**

**Licensee in charge**

**Australian Property choice**

**I want to convey a Big Thank you to you and your team for the REOS product and support. This has enabled me to start off my real estate business as a boutique agency, independent and able to ensure my customers are getting best practice and are up to date aligned with the NSW Fair trading latest legislation.**

**REOS is second to none!**

**Paula Mills**

**It was a pleasure for us to take part in REOS software that was so well prepared and executed.**

**We would gladly recommend the REOS system for anyone who is asking for reference**

**Bondings Real estate**

**Bulent Akpinar**



*“I would like to thank you both for a very smooth running of the COR course as part of my beginning of a new journey as a real estate agent*

*You were very professional, ethical, and explicit with all the modules that I had to cover. The way you both explained and guided me through every aspect of the course made sense and that has certainly given me a lot more confidence and knowledge to take further step into the right direction*

*The REOS system is an amazing tool and so inspirational for all your students*

*I can't wait to see you guys for the upcoming bridging courses*

*You are absolutely great teachers”*

**Anisha Mehra**

*“My third week into the Cert IV of Real Estate with REOS and I can honestly state that the experience in learning with Raj and Sima has been amazing. The learning materials and contents are exceptional.*

*The online educational system is well organised, well presented and well detailed. I have studied in private colleges, TAFE and University and I can honestly say that I've not come across such teaching and learning method as the REOS online system.*

*Everything in compliance and procedures to run a real estate business.*

*I fully recommend this training for everyone and every business in real estate. This system should be mandatory to all real estate agents and agencies.”*

**Salati Sini**

*“To whom it may concern,*

*Thank you, Sima and Raj, for your time and commitment. Thank you for providing and passing on your knowledge. I have gained understanding of the Compliance operational procedures. I have understood that the compliance of a Real Agent is very important. I Siunipa Fifita have completed the navigation of the REOS System on the 25th of November 2020.”*

**Siunipa**

*“I am really happy with the REOS system. The importance of the workflow and compliance of the REOS system and how advance and thorough the system is. It is a foundation of the theory into the practical running of a real estate system. My trainers Sima and Raj are fantastic!”*

**Paluvulase Fine**

*“I did attend my first day at this amazing course and I was so happy and comfortable and the way Sima did conduct the course was amazing I didn’t realise how 8 hours were flying without getting tired!*

*She was passing her information without getting tired of our questions. The way she did run the whole process was so professional that even after 2 days I am so much looking forward to attend my class next week and learn more.*

*I gave myself 48 hours before sending this feedback to see if I still feel excited as the first day? I know you might say I am judging too early but after years working and training, I do have enough experience to visualising the capacity of the person.*

*I am sure I will achieve my course with a great and distinguish result under her leading. “*

***Kindest Regards,  
Maryam Gholamshahi***

*“To whom it may concern,*

*Thank you, Sima and Raj, for your time and commitment. Thank you for providing and passing on your knowledge.*

*I have gained understanding of the Compliance operational procedures.*

*I have understood that the compliance of a Real Estate Agent is very important.*

*I, Jennifer Girsberger, have completed the navigation of the REOS system on the 25<sup>th</sup> of November 2020.”*

***Kind Regards,  
Jennifer***

*“My experience while in this course so far has been nothing but uplifting to the point where I will share my knowledge with others to do the same. Sima delivered a clear and concise class that is easily understood and we had fun learning at the same time, while relating it to everyday life it was easy to absorb. Looking forward to the next 6 months of same with Sima.”*

***Kathy Urukalo***

*“I would like to state that the Certificate IV in Real Estate Practice is so interesting and very informative. I really enjoy being in the class due to the way Sima teach, her teaching is clear and it comes across to make one understand the lesson from a to z.*

*You are always helpful when questions are asked and you are prompt with you call backs.*

*I have been to many curses and have found your teaching method is outstanding.*

*Thanking you.”*

**Kind Regards,  
Bilal Elmowy(BJ)**

*“Hi Sima,  
I wanted to thank you for the wonderful classes you are presenting at PRD.  
I am surprised at how much we get through and how much I am retaining.”*

**Cheers,  
Alex**

*“I would like to thank you for the amazing job you have been doing teaching our team at PRD, real estate. Your teaching is clear and concise and you always make sure we have a deeper understanding of the information being presented by explaining it by the means of practical and real-life scenarios which I greatly appreciate. You are a patient, passionate about real estate and caring about our professional development.  
Thanks again!”*

**Warm Regards,  
Natasha Cklamovska**

*“I’ve completed REOS today and I’ve understand the guidelines and regulars reviews and operational procedures.  
The 2 educators of this course really explained things very well. I know that we will not understand fully about the importance of what we need to know about the Real Estate, but more education will be good.”*

**Sera Matasawalevu**



REAL ESTATE OFFICE SOLUTION

*“My impression of the REOS system is that*

- *I have a clear understanding of been in compliance with all Real Estate Terms and Conditions as navigated in REOS. Also, listed below;*
- *Importance of workflow*
- *Importance of record keeping*
- *Penalties if not compliance ( **REOS acts as a compliance antidote**)*

*Marg*

*“It was great meeting you and being in you class!  
I’m sure I am not alone in saying that your passion for this industry has been an inspiration to us all. You have imparted a wealth of knowledge – I can’t wait to put it into practice!”*

*Judy*

*REOS is a wonderful training tool. It puts information required into laymans terms, and I feel quite confident that I have learned, and understood the contents of this course. Navigating REOS is quick and very simple. Information that I need is a click or two away. Its straight forward, without the frustration and I’ve have experienced with other learning tools.”*

*Angela Peridis*

[www.reos.net.au](http://www.reos.net.au)

[info@reos.net.au](mailto:info@reos.net.au)



#REOSAcademy

IS (Real Estate Office Solution)



**Remember!!!!**  
**We are only as strong as our weakest link!**  
*Let us be a valuable step in your journey.*



## Become a REOS member!

Login to your personalised, fully branded and secure REOS account anytime, and from anywhere.



If you would like to learn more about the benefits of the REOS, then let's set up a short phone call/zoom meeting this week.

Text me, (your personalised customer manager) to: SIMA to 0416 034 444  
*(Please include your company's name, personal name and mobile no)*

Or send me an email to:  
[si\\_realty@yahoo.com.au](mailto:si_realty@yahoo.com.au)

Web: [www.reos.net.au](http://www.reos.net.au)

Wishing you a long and prosperous real estate career.

May all your days be weathered,  
and all that's good gets better!!!

Here's to health, wealth, family,  
friendships, balance, love, joy  
and real estate success.



## From the REOS TEAM