

TERMS AND CONDITIONS FOR CONTINUING PROFESSIONAL DEVELOPMENT (CPD) COURSE PROVIDERS

(A) Introduction

1. This set of terms and conditions shall apply to all Continuing Professional Development (CPD) course providers conducting CPD courses accredited by the Council for Estate Agencies (CEA).
2. CPD course providers (CPs) shall comply with these terms and conditions and ensure that all course accreditation information provided to CEA is true, accurate and complete.

(B) Overview

3. The CPD framework is one of the key components of CEA's regulatory framework to achieve higher professional standards within the real estate agency industry.
4. The framework ensures that Key Executive Officers (KEOs) and real estate salespersons (RESs) have the skillsets and competencies to carry out their duties effectively. It is integral in ensuring that KEOs and RESs continue to keep their knowledge and skills current with industry and regulatory developments.
5. Every KEO, practising director/partner and RES is required to undertake a minimum of 16 training hours per annual CPD cycle, of which 12 hours must be from Structured Learning (SL) courses (including 4 hours on Prescribed Essentials) and 4 hours from Self-Directed Learning (SDL) courses. Satisfying the required minimum of 16 training hours per CPD cycle is a licensing/registration renewal condition stipulated in the Estate Agents (Estate Agency Work) Regulations 2010. Failure to comply will affect the registration status of KEO, practising director/partner and RES, and may lead to their removal from the CEA Public Register.

(C) Accreditation of Structured Learning (SL) courses

6. In developing SL courses, CPs should ensure the following:
 - (a) Courses should be relevant and provide real value to ensure that KEOs and RESs have the skillsets and critical competencies to carry out their duties effectively. To aid CPs develop courses that are relevant to the real estate industry, CPs may refer to the [2026 CPD Framework](#) and [Professional Development Reference Guide \(PDRG\)](#), which offers detailed guidance on essential knowledge and competencies.
 - (b) Every course should be customised to meet the specific needs of RESs in their professional development. CP should not dilute the topics of each component of the CPD framework by bundling content from different components together.

For instance, course content of SL should not be bundled with SDL, and Prescribed Essentials courses should focus solely on the prescribed topic to ensure RESs receive training in these essential knowledge areas.

- (c) CPs should adopt a holistic approach and develop useful and comprehensive courses. The course objectives should be clearly defined to the target group of participants, with specific learning outcomes. Appropriate delivery and instructional methods are to be adopted to facilitate engagement and interactions with participants for effective learning.
 - (d) CPs are responsible for providing quality training to participants. CPD trainers are expected to have the necessary knowledge and conduct the lessons effectively and competently to enhance participants' learning outcomes. Each CP shall have an adequate number of trainers and proper scheduling before conducting a course so that training quality is not compromised.
7. CPs shall produce their own training materials. If the training materials contain materials taken from elsewhere, e.g. slides replicated from those belonging to another entity, CPs must seek the approval of the entity and acknowledge the source of information in their course materials. They must not reproduce materials taken wholesale from another entity as this could amount to copyright infringement. It is also the responsibility of CPs to ensure accuracy of training materials and maintain the quality of the course.
8. CPs are required to submit materials stated in Table 1 as part of the course applications in the [CPD System \(CPDS\)](#):

Table 1: Accreditation requirements

	Materials required	Objectives
a	Detailed course design plan	CPs shall incorporate the instruction strategies (content delivery and lesson planning) to develop an effective course and identify the appropriate instructional mode (classroom interaction and engagement) to meet the learning outcomes and enhance class participation. The Lesson Plan Proposal Form must be submitted by CPs as part of the course applications via the CPDS.
b	Format and mode of delivery	
c	Lesson plan proposal	
d	Compulsory assessment component	CPs shall enhance participants' engagement and reinforce participants' understanding by incorporating a

		compulsory assessment component. It can take the form of summative (e.g., formally graded) or formative (e.g., quizzes, discussion) assessments.
e	Duration of course	CPs shall incorporate the appropriate course duration as part of course design. A minimum of 4 hours is required for each Prescribed Essentials course.
f	Course content	CPs shall incorporate the appropriate course content to meet the learning outcomes.

9. All courses are assigned CPD training hours based on the contact hours (excluding break times) of each course. Training hours are credited in whole hour(s). For partial course duration, the training duration will be rounded down to the nearest whole hour. For example, a training duration of 3.5 hours will be credited 3 training hours. For courses conducted across multiple days, CPD training hours are determined by the cumulative contact hours across all sessions.
10. The following entities are eligible to apply for a CP account:
 - (a) Government Agencies
 - (b) Local Tertiary Institutions
 - (c) National Continuing Education & Training (CET) Centres
 - (d) Real Estate and Related Industry Associations, and their Training Providers
 - (e) CEA Approved Course Providers (ACPs)¹
 - (f) Estate Agents
 - (g) SkillsFuture Singapore (SSG) Training Providers²
 - (h) Training Providers from professional bodies of the legal and financial sectors (e.g. Institute of Banking and Finance Singapore, Institute of Singapore Chartered Accountants, The Law Society of Singapore, Singapore Institute of Legal Education).
11. CPs shall ensure that the trainers appointed to conduct CPD courses meet the following requirements:
 - (a) Attained Full WSQ Advanced Certificate in Training and Assessment (ACTA) or WSQ Advanced Certificate in Learning and Performance (ACLP) or WSQ Diploma in Design and Development of Learning for Performance (DDLP).

¹ ACPs are course providers approved by CEA to conduct the preparatory course for Real Estate Salespersons (RES) and Real Estate Agency (REA) examinations. More information on the list of CEA ACPs can be found on CEA website.

² SSG Training Providers must have listed courses in the SSG course directory at the time of application to CEA.

- (b) Has good character and professional standing³.
12. Trainers should preferably have at least five years of instructional experience in conducting similar activities, or at least five years of working experience as practitioners in the real estate agency industry, or subject matter expertise in a related field to the real estate industry within the last 10 years.
 13. Trainers who have not attained the certification in para 11(a) may be granted a provisional two-year period to conduct courses upon approval of trainer application. Trainers will be required to attain the required certification if he/she wishes to renew the trainer registration after the provisional period.
 14. CEA may, at its discretion, exempt trainers from the requirements specified in para 11(a) if he/she is a trainer who falls under one of the following categories, and the assessment will be on a case-by-case basis:
 - (a) From government agencies or professional bodies (e.g. The Law Society of Singapore, Consumer Association of Singapore), or
 - (b) Has previous experience teaching similar subjects in local recognised tertiary institutions, or
 - (c) An existing trainer currently teaching CEA's accredited CPD courses, RES or REA courses.
 15. Entities may apply to become CPs via the CPDS. Upon successful application, CPs may submit course applications to CEA for accreditation.
 16. For e-learning course applications, CPs shall provide CEA with a user account free-of-charge with access to the e-learning course.
 17. Each SL CPD course application will be charged an application fee of \$392.40 (inclusive of 9% GST). There is no refund or transfer of application fees for rejected applications. Appeals to reconsider the rejected application will be considered as a new application and will be subject to the payment of the prevailing application fee.
 18. Course applications are usually processed within 30 working days upon receipt of the complete set of documents.
 19. CEA reserves the right to reject course materials with outdated content at the point of submission and re-submission may be considered as a fresh application.
 20. The contents and information in the course materials must be accurate and up-to-date with the latest policies and regulations governing the subject. CPs shall notify CEA of any change in course details or trainer via the CPDS. Changes to course

³ Trainers convicted for offences in court prosecutions or civil proceedings, statutory offences under the Estate Agents Act (EAA) or its subsidiary legislation and disciplinary committee proceedings, may be considered for appointment on a case-by-case basis.

details include curriculum design and lesson plan, class size, delivery mode and assessment methods.

21. CPs intending to conduct courses related to Self-directed Learning need not seek prior approval from CEA. KEOs of Estate Agents will assess and verify that the courses meet the Generic Competencies Plus requirements before awarding the training hours.

(D) Administrative requirements

22. CPs can conduct courses in-person, synchronously online using video conferencing facilities, or asynchronously using an e-learning system. However, CPs are not allowed to conduct the same course session in hybrid mode i.e. in-person and online at the same time, to ensure participants stay engaged.
23. For the conduct of in-person courses, CPs shall provide adequate and appropriate physical facilities and equipment to support the safe and effective conduct of the courses. CPs are to ensure that the venues meet the health and safety requirements of the relevant authorities e.g. fire safety and permissible use of premises.
24. CPs shall not schedule course sessions that cross over 2 different CPD cycles i.e. from December to January of the following year, as the training hours are not transferable between cycles.
25. To facilitate smooth registration renewals for KEOs and RESs at the start of October each year, CPs are encouraged to schedule more course sessions between January and September, enabling KEOs and RESs to fulfil their CPD requirements early. Similarly, course sessions should not be scheduled during the last week of December to avoid a last-minute rush in uploading attendance records before the CPD cycle ends on 31 December.

Record keeping and privacy policy

26. CPs shall keep records and information of approved CPD courses for 3 years from the approval of the course. This includes proper and accurate records of course details (including attendance list, course name/date/venue, course materials, trainers and time-stamped photographs or snapshots for online course sessions). CPs are required to submit these course records to CEA for verification when requested.
27. CPs shall ensure that consent has been obtained in accordance with the requirements under the Personal Data Protection Act (PDPA) 2012 before marketing or promoting course related publicity.

Attendance

28. CPs are to have an attendance system to register a participant's entry and departure times for a CPD course session.
29. CPs shall have processes/procedures in place to authenticate the participants' identities against the registered details of course participants.
30. CPs shall not grant attendance to participants who missed more than 15 minutes from the start of the course or during the course, or 15 minutes each day for courses that extend beyond one day.
31. CPs should upload the course attendance within 3 working days from the completion of the course session.
32. CPs shall issue proof of attendance to the course participants after completion of the CPD course. Proof of attendance can be in the form of an attendance certificate, a letter or an email confirmation of attendance. These should clearly indicate the name of the participant, title of the course, training hours as accredited by CEA and date(s) of attendance.
33. For more effective learner engagement, CPs are encouraged to consider limiting each course session (other than seminars, conferences and e-learning courses) to a maximum of 200 participants.
34. The use of video camera is compulsory for synchronous online courses. CPs are to inform participants and take reasonable steps to ensure that participants turn on their video cameras for the whole duration of the synchronous online course, showing the face of each participant in real-time. For record purposes, CPs must keep time-stamped photographs or screenshots of the synchronous online course sessions, with the faces and names of all participants displayed clearly, at the start and end of each session.
35. CPs shall not accord CPD training hours to participants who do not turn on their video cameras and whose faces are not captured in the photographs or screenshots of the session.

Course Publicity

36. CPs shall ensure that that all course publicity information is accurate and relevant and must not use misleading or false statements to attract participants.
37. CPs shall include the following information in their course publicity:
 - (a) Course description, synopsis, intended audience, and learning outcomes.
 - (b) CPD category and training hours awarded.
 - (c) Fee payment information, including subsidies, breakdown, GST and payment mode(s) and refund policy.

- (d) Attendance requirements to obtain completion certificate.
- (e) Personal Data Protection Act (PDPA) policy.

E-learning asynchronous CPD courses

- 38. E-learning courses can be developed by CPs either in-house or through a vendor.
- 39. E-learning courses must be adequate in facilitating learning and understanding of the topic or subject matter by participants (e.g. through voice explanation or interactive learning modes to enhance understanding).
- 40. It is important that participants meet the learning outcomes of the e-learning course. The course should comprise an assessment at the end of all the modules and participants are required to attain a passing rate of at least 80% before they are awarded the e-certificate of attendance. The certificate date will be the date that the participant passes the assessment.
- 41. CPs shall meet the following requirements when using an e-learning system:
 - (a) System requirements to support the e-learning must be made known to participants before course registration.
 - (b) Proper attendance recording system must be adopted, with records displaying the participants' names and total duration of participation.
 - (c) The system shall provide for basic identification of the user (e.g. user logs in user-specific name and password).
 - (d) The system shall allow participants access to the e-learning CPD course modules for a reasonable duration for participants to complete the course. The system shall track the participants' completion of the e-learning modules and activity.
 - (e) The use of different learning activities must be incorporated, such as using case studies, pop quizzes and interactive stimulations such as animations to make the learning process more engaging.
 - (f) Basic technical helpdesk support and/or a self-help guide must be available for participants for their preparation prior to the e-learning.
 - (g) Separate support must also be made available to participants who encounter difficulties when participating in the e-learning. Examples of support can include email, phone calls, live chat tools, etc.
 - (h) Support must be available for participants who need further clarification on the course content.

(E) Course Quality Assurance

Feedback Rating

- 42. CPs shall provide the feedback link and inform participants to submit feedback at the end of each course session.

43. CPs must regularly evaluate course effectiveness and trainer performance using participant feedback to ensure quality standards are maintained and identify areas for improvement. CPs are to retain documentary evidence of such regular reviews for a period of 3 years. CPs are required to submit these records to CEA for verification when requested.
44. For course quality assurance, CPs should maintain an average rating of 4.0 out of 5 or higher for each course. CEA may suspend or terminate courses with an average rating below 3.0 based on assessments conducted during course audits and renewal of course accreditation.

Audit and Inspection

45. CEA reserves the right to inspect and audit the accredited courses without prior notice, including all related materials such as course content, class observation, and participants' attendance. CPs shall comply with the requests of the inspecting officers or representatives and provide relevant information and supporting documents when required by CEA.
46. CPs are required to allow CEA officers and/or its authorised representatives to attend any of the CPD courses free of charge for quality assurance checks.

Suspension and termination

47. CEA reserves the right to suspend or terminate any accredited course, by way of written notice to the CP in the event that:
 - (a) The CP or trainer is found to have breached or failed to meet any of the above-mentioned terms and conditions.
 - (b) The course contradicts the principles of the regulatory regime or is detrimental to the professional development of KEOs and RESs (e.g. teaching participants how to take advantage of policy loopholes), or found to be of sub-standard quality.
 - (c) Any representation or declaration provided by the CP or trainer is found to be inaccurate or untrue.
 - (d) A police report has been lodged against the CP or trainer, or a complaint has been lodged with CEA against the CP or trainer.
 - (e) The CP or trainer is under investigation by a government agency, or there are ongoing legal proceedings relating to the CP or trainer.
48. CP shall notify CEA promptly upon the occurrence of any events as stated in clause 47 above.