

Mandatory Activity Outline 2026/27 Estate Agents and Agents' Representatives

Ethics and Professional Responsibility

Overview

This activity provides participants with an understanding of the ethical duties to act in a principal's best interests, avoid conflicts of interest and how these core duties apply to the receipt of commissions and restrictions on an agent from purchasing property in certain circumstances.

Regulation references are to the *Estate Agents (Professional Conduct) Regulations 2018*. Section references are to the *Estate Agents Act 1980*.

Delivery

This activity must be directly delivered by the Continued Professional Development (CPD) provider either in person or online in a format that requires participants to interact or engage with the content while it is being delivered. The activity must be at least one hour in duration.

Learning outcomes

Upon successful completion of this course, participants should be able to demonstrate the following knowledge and capabilities:

- explain the requirement to act in accordance with the instructions of the principal and identify circumstances where this may be unlawful or contrary to good conduct as an estate agent or agent's representative (Regulation 9)
- explain the requirement to act in a principal's best interest and identify circumstances when this may be unlawful, unreasonable, improper or against the client's instructions (Regulation 11)
- explain the requirement to avoid conflicts of interest (Regulation 12)
- identify and describe the rules about receipt of commissions (sections 55A and 56 and Regulation 8)
- identify and explain the restrictions on the purchase of property by agents, including exemptions to these restrictions (section 55).

Assessment

A written assessment must be undertaken to assess a participant's understanding of the course content and ability to apply this knowledge to case-studies.

The assessment must require a sufficiently high pass mark to ensure that participants knowledge and achievement of the learning outcomes are thoroughly tested. Participants who do not meet this standard will be required to complete the

assessment again, with limited re-attempts. Participants who complete the course successfully must be provided with a certificate of completion.