

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

Privacy and cyber security

Overview

The incidence and sophistication of privacy and cyber security threats are increasing each year. It is increasingly important that property professionals give attention to protecting their clients from scams and cyber security attacks. This activity provides participants with an understanding of the current risks posed by business email compromise (BEC) scams and best practice strategies to mitigate these risks.

Delivery

This activity must be directly delivered by the Continued Professional Development provider by or in conjunction with an expert working in cyber security. It must be delivered 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:

- understand and describe the nature of BEC scams targeting the real estate sector, including specific examples
- the ability to identify suspicious emails and other phishing attacks
- the ability to implement mitigation strategies including multi-factor authentication, email security and verification of payment details.

Assessment

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

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.