REAL ESTATE AND PROPERTY MANAGEMENT PROFESSIONAL COURSE

Introduction

The Professional Certificate in Real Estate and Property Management is an intensive five-day training programme designed to equip participants with the essential technical, financial, operational and strategic competencies required to manage real estate assets professionally, profitably and sustainably. The programme provides practical insights into real estate investment, property administration, leasing, tenant relationship management, property valuation, financial management, maintenance planning, legal compliance and risk management. It integrates contemporary approaches to property management, including digital property management platforms, artificial intelligence, sustainability and performance measurement. Participants will examine the challenges associated with managing residential, commercial, industrial and institutional properties, with particular emphasis on maximizing rental income, controlling operating expenses, improving tenant satisfaction, maintaining property value and ensuring regulatory compliance. Through practical case studies, financial exercises, lease administration simulations and property management planning workshops, participants will develop actionable solutions to common property management challenges. The course is particularly relevant to organisations and professionals seeking to strengthen property governance, optimize investment returns, improve operational efficiency and adopt internationally benchmarked real estate management practices.

Course Objectives

- Explain the principles and professional practices of real estate and property management.
- Analyse real estate markets and evaluate property investment opportunities.
- Apply effective property leasing, tenant administration and rent collection procedures.

- Develop property budgets, financial reports and cost-control systems.
- Implement preventive maintenance and facilities management strategies.
- Apply relevant legal, regulatory, ethical and governance requirements.
- Identify, assess and mitigate property management risks.
- Utilise digital property management systems and emerging technologies.
- Establish property management performance indicators and reporting mechanisms.
- Prepare practical property management improvement and implementation plans.

Course Modules

> Module 1: Foundations of Real Estate and Property Management
- Principles, scope and functions of real estate and property management
- Types of real estate assets and property ownership structures
- Roles and responsibilities of property management professionals
- Real estate market dynamics and emerging international trends

> Module 2: Real Estate Investment and Property Valuation
- Property investment opportunities and feasibility assessment
- Property valuation approaches and market appraisal principles
- Rental yields, return on investment and cash flow analysis
- Property acquisition, asset optimisation and disposal decisions

> Module 3: Property Leasing and Tenant Relationship Management
- Lease agreements, negotiation and contractual obligations
- Tenant screening, onboarding and lease administration
- Rent collection, arrears management and lease renewals
- Tenant satisfaction, complaints handling and dispute resolution

> Module 4: Property Financial Management and Budgeting
- Property operating budgets and expenditure planning
- Rental income forecasting and financial performance analysis
- Property accounting, financial controls and reporting
- Cost optimisation, service charges and revenue enhancement strategies

> Module 5: Property Maintenance and Facilities Management
- Preventive, corrective and predictive property maintenance
- Building inspection, condition assessment and maintenance scheduling

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- Facilities management, utilities and building services
- Contractor management, procurement and service-level agreements

> Module 6: Property Risk Management, Safety and Insurance
- Identification and assessment of property-related risks
- Property insurance, liability and risk mitigation
- Fire safety, occupational health and emergency preparedness
- Business continuity, disaster recovery and property security management

> Module 7: Real Estate Law, Governance and Regulatory Compliance
- Property ownership, land tenure and legal documentation
- Landlord–tenant obligations and property-related legislation
- Property taxation, zoning, development controls and compliance
- Professional ethics, accountability and property governance

> Module 8: Digital Property Management and Emerging Technologies
- Property management software and digital administration systems
- Automated rent collection and tenant communication platforms
- Artificial intelligence, predictive analytics and smart buildings
- Property data security, digital reporting and technology adoption

> Module 9: Strategic Property Asset Management and Sustainability
- Property asset lifecycle planning and value preservation
- Strategic property portfolio management and optimisation
- Sustainable buildings, energy efficiency and ESG principles
- Property management KPIs, benchmarking and performance dashboards

> Module 10: Practical Property Management Planning and Implementation
- Development of an integrated property management operational plan
- Preparation of property budgets, maintenance schedules and risk registers
- Designing property management KPIs and accountability frameworks
- Presentation of institutional property management improvement action plans

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