

Training and Assessment Strategy

CPPO7

Units of Competency: CPP30207 : Certificate III in Property Services (Agency)

Core:

CPPDSM3009A Maintain workplace safety in the property industry
CPPDSM3010A Meet customer needs and expectations in the property industry
CPPDSM3015A Use and maintain property and client information databases
CPPDSM3018A Identify risks to agency operations
CPPDSM4080A Work in the real estate industry

Electives:

BSBINM301A Organise workplace information
BSBITU306A Design and produce business documents
BSBWRT301A Write simple documents
BSBADM311A Maintain business resources
BSBSUS201A Participate in environmentally sustainable work practices
BSBDIV301A Work effectively with diversity
BSBWOR301A Organise personal work priorities and development
FNSICGEN302A Use technology in the workplace
CPPDSM3001A Assist in listing properties for lease
CPPDSM3002A Assist in listing properties for sale (counts as 2 electives)
CPPDSM3003A Assist in marketing properties for lease
CPPDSM3004A Assist in marketing properties for sale
CPPDSM3008A Maintain and protect condition of managed properties
CPPDSM3013A Perform and record property management activities and transactions
CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work
CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work

Units of Competency: CPP40307: Certificate IV in Property Services (Real Estate)

Core:

CPPDSM4080A Work in the Real Estate Sector
CPPDSM4008A Identify legal and ethical requirements of property sales to complete work
CPPDSM4007A Identify legal and ethical requirements of property management to complete work
CPPDSM4009A Interpret legislation to complete work
CPPDSM4015A Minimise agency and consumer risk
Underpinning Knowledge: Computer Elements

Electives:

CPPDSM3008A Maintain and protect condition of managed properties
CPPDSM4049A Implement maintenance plan for managed properties
CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work
CPPDSM4003A Appraise property

CPPDSM4004A Conduct auction
CPPDSM4017A Negotiate effectively in property transactions
CPPDSM4005A Establish and build agency - client relationships
CPPDSM4046A Handle tenancy disputes
BSBCM401A Make a Presentation
CPPDSM4056A Manage conflict and disputes in the property industry
CPPDSM4006A Establish and manage agency trust accounts
CPPDSM4010A Lease property
CPPDSM4011A List property for lease
CPPDSM4012A List property for sale
CPPDSM4013A Market property for lease
CPPDSM4014A Market property for sale
CPPDSM4016A Monitor and manage lease or tenancy agreement
CPPDSM4018A Prepare and present property reports
CPPDSM4019A Prepare for auction and complete sale
CPPDSM4020A Present at tribunals
CPPDSM4022A Sell and finalise the sale of property by private treaty
CPPDSM3017A Work in the strata/community management sector
CPPDSM4029A Appraise business
CPPDSM4053A List business for sale
CPPDSM4060A Negotiate sale and manage sale to completion or settlement
CPPDSM4069A Promote and market listed business
CPPDSM4036A Broker sale of industrial, commercial and retail property
CPPDSM4050A Lease industrial, commercial and retail property
BSBWOR402A Promote team effectiveness
BSBLED401A Develop teams and individuals
BSBHRM402A Recruit, select and induct staff

Units of Competency
CPP50307: Diploma in Property Services (Agency Management)

Core:

CPPDSM4080A Work in the Real Estate Sector
CPPDSM4008A Identify legal and ethical requirements of property sales to complete work
CPPDSM4007A Identify legal and ethical requirements of property management to complete work
CPPDSM4009A Interpret legislation to complete work
CPPDSM4006A Establish and manage agency trust accounts
CPPDSM4015A Minimise agency and consumer risk
Underpinning Knowledge: Computer Elements

Electives:

BSBMGT515A Manage operational plan
BSBMGT502A Manage people performance
BSBFIM501A Manage Budgets & financial plans
BSBHRM402A Recruit, select and induct staff
CPPDSM4017A Negotiate effectively in property transactions
CPPDSM4005A Establish and build agency - client relationships
CPPDSM4046A Handle tenancy disputes
BSBCM401A Make a Presentation

CPPDSM4056A Manage conflict and disputes in the property industry
 CPPDSM5009A Coordinate risk management system in the property industry
 CPPDSM5032A Market the agency
 CPPDSM5012A Develop a strategic business plan in the real estate industry
 CPPDSM5018A Ensure a safe workplace in the property industry
 CPPDSM5020A Manage and monitor effective client service in the real estate industry
 CPPDSM3008A Maintain and protect condition of managed properties
 CPPDSM4049A Implement maintenance plan for managed properties
 CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work
 CPPDSM4003A Appraise property
 CPPDSM4004A Conduct auction
 CPPDSM4010A Lease property
 CPPDSM4011A List property for lease
 CPPDSM4012A List property for sale
 CPPDSM4013A Market property for lease
 CPPDSM4014A Market property for sale
 CPPDSM4016A Monitor and manage lease or tenancy agreement
 CPPDSM4018A Prepare and present property reports
 CPPDSM4019A Prepare for auction and complete sale
 CPPDSM4020A Present at tribunals
 CPPDSM4022A Sell and finalise the sale of property by private treaty
 CPPDSM3017A Work in the strata/community management sector
 CPPDSM4029A Appraise business
 CPPDSM4053A List business for sale
 CPPDSM4060A Negotiate sale and manage sale to completion or settlement
 CPPDSM4069A Promote and market listed business
 CPPDSM4036A Broker sale of industrial, commercial and retail property
 CPPDSM4050A Lease industrial, commercial and retail property
 BSBLED401A Develop teams and individuals
 BSBWOR402A Promote team effectiveness

Program	Candidates must possess an adequate written and verbal grasp of the English language, suitable to the AQF level, and the Employability Skills of the qualification they are undertaking. Further information on this is contained in the student information handbooks.
Pre-requisites:	

Program Objectives:	<p>Cert III</p> <p>On the completion of all units participants will have the necessary knowledge and skills to work in the real estate Industry under supervision.</p> <p>Cert IV</p> <p>On the completion of all units participants will have the necessary knowledge and skills to work in the real estate Industry under minimal supervision</p> <p>Diploma</p> <p>On the completion of all units participants will have the necessary knowledge and skills to run a real estate agency, and be eligible to apply to Property Agent's Board to be registered as a Real Estate Agent or Property Manager</p>
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Number of Participants:	Maximum: 20 (Depending on venue) Minimum: 8 (Hobart) 6 (Launceston) 4 (Ulverstone)		
Trainer and Assessor Competencies:	The Real Estate Institute of Tasmania requires all trainers to hold an appropriate vocational education qualification to provide training and/or assessment. If a trainer does not hold an appropriate qualification but is an expert in their field, they are able to train for the REIT under the supervision of a suitably qualified person.		
Participant Target Groups:	<p>Cert III</p> <p>Typically participants will consist of office administration staff.</p> <p>Cert IV</p> <p>Typically participants will consist of people wishing to embark on a real estate career or a traineeship. Some of these participants may be involved, or be seeking to be involved in commercial and industrial, rural and business broking sectors.</p> <p>Diploma</p> <p>Typically industry members who wish to become registered Real Estate Agents or Property Managers</p>		
Training Resources:	<table border="0"> <tr> <td style="vertical-align: top;"> <p><u>General:</u></p> <p>Learner's Guide</p> <p>Assessment</p> <p>Evaluation Sheets</p> <p>PC with MS Powerpoint Software & CDROM drive</p> <p>LCD Projector & screen</p> <p>MS Powerpoint presentation File</p> <p>Whiteboard; Eraser and Markers</p> </td> <td style="vertical-align: top;"> <p><u>Technical:</u></p> <p>Agency specific procedures/ documents</p> <p>PALTA Act</p> <p>Residential Tenancies Act</p> <p>Codes of Conduct</p> <p>Privacy Act</p> <p>Anti-Discrimination legislation</p> <p>Property Law Act</p> <p>Land Titles Act</p> <p>Strata Titles Act</p> <p>Workplace Health & Safety Act</p> </td> </tr> </table>	<p><u>General:</u></p> <p>Learner's Guide</p> <p>Assessment</p> <p>Evaluation Sheets</p> <p>PC with MS Powerpoint Software & CDROM drive</p> <p>LCD Projector & screen</p> <p>MS Powerpoint presentation File</p> <p>Whiteboard; Eraser and Markers</p>	<p><u>Technical:</u></p> <p>Agency specific procedures/ documents</p> <p>PALTA Act</p> <p>Residential Tenancies Act</p> <p>Codes of Conduct</p> <p>Privacy Act</p> <p>Anti-Discrimination legislation</p> <p>Property Law Act</p> <p>Land Titles Act</p> <p>Strata Titles Act</p> <p>Workplace Health & Safety Act</p>
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Training Modes and Strategies	<p>Various instructional methods are employed for the delivery of this program, including Off/on the job, and distance/correspondence learning.</p> <p>Off/on the job:</p> <p>Delivery modes may include, but are not limited to:</p> <ul style="list-style-type: none"> ◆ trainer presentations, ◆ audio/visual presentations, ◆ demonstrations, ◆ group participation, ◆ individual and group activities, ◆ skills practices and role plays, <p>Distance/correspondence:</p> <p>This is a self-paced mode of learning, where participants are provided all learning and assessment resources via the postal service. Participants learn at their own pace and have access to and support from trainers via telephone and email. Once participants have completed their learning and assessments they forward their</p>		

completed assessments back to REIT for judgement on competency.

Assessment Strategies:

All units of competency will be assessed using a range of the assessment strategies listed below

Written Assignment

Tests knowledge and skills through:

- ◆ Multiple Choice Questions
- ◆ Short Answer Questions
- ◆ Case studies

Work Place Assessment

Tests Application of Skills through

- ◆ Roleplay
- ◆ Observations
- ◆ Testimonials
- ◆ Work Samples

Training Record Book

Tests Skills and Application over time

- ◆ Testimonial

In-class Activities

Tests knowledge and skills through

- ◆ Questions
- ◆ Role-plays

RPL Checklist

Tests knowledge skills and application through:

- ◆ Portfolio of Evidence

Evaluation:

Evaluation of each unit uses several methods:

- ◆ Level One – Participant, trainer, candidate, and assessor evaluation forms.
- ◆ Level Two – Assessment resources
- ◆ Level Three – Industry feedback

Also see validation processes below.

Assessment Validation Processes:

Assessment processes, tools, judgements and evidence will be validated after the completion of the first program. Thereafter, validation will be undertaken annually. Assessment Validation is to be carried out internally by REIT trainers and Training Staff and Externally by Training Manager in consultation with REIT Board, Senior Industry Members other RTO's and REI's

Validation procedures are covered in further detail in the REIT Policy and Procedures

Pathways

Cert III

Sales / Property Management / Administration

Cert IV

Sales / Property Management / Diploma

Diploma

More information regarding Pathways can be found in the student information hand books.