



**REAL ESTATE EXPLAINED**  
Giving YOU the knowledge

# CPP40307

# Certificate IV in Property Services (Real Estate)

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## Document Purpose:

This document is devised by **REAL ESTATE EXPLAINED (REE)RTO Provider No. 40509** to provide pre-course information to experienced (minimum 2 years full time or 3 years part time) participants regarding the delivery and assessment of Certificate IV in Property Services (Real Estate) in accordance with the Standards for NVR Registered Training Organisations made under the National Vocational Education and Training Regulator Act 2011.

This document remains the property of **REAL ESTATE EXPLAINED** and alteration can only be made with authorisation from the CEO.

It is the responsibility of **REAL ESTATE EXPLAINED** to ensure participants understand their requirements prior to, during and post participation of all courses, so they are able to apply this strategy to their training and assessment. All REE trainers and assessors are CPP40307 qualified and have access to policy and procedure manuals, legislation and relevant codes of practice to ensure quality of education to you, the participant.

All referred documents, websites and information that are used in conjunction with this strategy are available in hard and soft copy – soft copies are through the **REAL ESTATE EXPLAINED** website (except resource booklets and assessments as these are subject to copyright and available at enrolment and throughout the payment instalments – refer 'Resources') [www.realestateexplained.com.au](http://www.realestateexplained.com.au) with hard copy available at the Camden office in the CPP40307 Master Folder.

This document also contains any pre-requisites for the course, information on REE's cancellation and refund policy, how the training will be delivered and the methods REE will use for marking of your assessments.

Should you have any questions after reading this document, we urge you to contact REE at your earliest opportunity.

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<b>Training package</b>	<b>Code</b>	CPP07	<b>Version</b>	1.1
	<b>Title</b>	Property Services		
<b>Qualification</b>	<b>National Qualification Code</b>	CPP40307		
	<b>Title</b>	Certificate IV in Property Services (Real Estate)		
	<b>Packaging Rules</b>	<p>To achieve a Certificate IV in Property Services (Real Estate) the participant must complete the following:</p> <ul style="list-style-type: none"> <li>• 5 core unit plus</li> <li>• 19 elective units</li> </ul> <p>A minimum of 10 of the elective units must be selected from property, sales and management.</p> <p>Remaining units may be chosen from one or more of the following areas:</p> <ul style="list-style-type: none"> <li>• Property sales and management</li> <li>• Specialist</li> <li>• Common</li> </ul> <p>Elective units must be relevant to the work outcome, local industry requirements and the qualification level. Packaging rules available on REE system following the link below: <a href="..\..\..\CPP07 Training Package\CPP07_1.zip">..\..\..\CPP07 Training Package\CPP07_1.zip</a></p> <p>Download package from:  <a href="http://ntis.gov.au/Default.aspx?%2ftrainingpackage%2fCPP07%2fQualification%2fCPP40307%2frules">http://ntis.gov.au/Default.aspx?%2ftrainingpackage%2fCPP07%2fQualification%2fCPP40307%2frules</a></p>		
	<b>Entry Requirements</b>	<p>There are no educational entry requirements for this qualification, however, minimum industry language, literacy and numeracy (LLN) levels will apply. To meet the existing knowledge and skills required to undertake this course in the 20 session schedule participants would require a <b>minimum of two (2) years full time or 3 years part time experience in the Real Estate Industry.</b></p>		
	<b>Cost &amp; Payment</b>	<p>The total cost of this course is <b>\$3,300</b> (no GST is payable) which is payable, in part, 14 days prior to the commencement of training.</p> <p>Payment: On confirmation of enrolment \$1,000          Prior to commencing Session 8 \$1,000          Prior to commencing Session 14 \$1,000          Final payment prior to commencing Session 19 \$300.</p>		
<b>Resources</b>	<p>The initial payment includes all resource materials for Sessions 1 – 7          The second payment includes all resource materials for Sessions 8 – 13          The third payment includes all resource materials for Sessions 14 – 18          The final payment includes all resource materials for remaining sessions.          All resource and assessment material will be supplied solely by REE. No additional texts are necessary. The participant will supply their own pens, highlighters and calculator when necessary.</p>			
<b>Refund &amp; Transfer Policy</b>	<p>There are no refunds for cancellations less than 24 hours prior to commencement of the training. For cancellations more than ten (10) Sessions prior to the training course, an administration fee of 20% of the course fee will apply.</p> <p>For cancellations less than ten (10) Sessions prior to the training course, REE will transfer your enrolment to another date but no refund will apply.</p> <p>For course transfers less than 24 hours prior to the commencement of the training, an administration fee of 50% of the course fee will apply.</p>			

	<b>Financial Guarantee of Service</b>	Should REE, for whatever reason, be unable to fulfil our contract to complete your training, we guarantee we will either refund the balance of your course fees or transfer the equivalent to another Registered Training Office of your choosing to complete your training. This guarantee does not extend to a participant who chooses to cancel/postpone training.		
	<b>Conclusion of Course</b>	At the successful conclusion of the Certificate IV in Property Services (Real Estate) course you will be issued a Certificate by REE. This Certificate is evidence of your skills and knowledge (educational requirement) for your application to the NSW Office of Fair Trading for your Real Estate License. Should you require this to be re-printed, at any time there will be a fee of \$50.00 per original certificate issue.		
	<b>Pathways &amp; Vocational Outcomes</b>	On completion of this qualification you may progress to CPP50307 Diploma of Property Services (Agency Management). <b>Job roles can include, but are not limited to:</b> Real Estate Agent, Property Manager, Property Officer, Real Estate Office Manager, Real Estate Administration Assistant.		
	<b>Participant Profile</b>	A participant profile form is to be completed by you prior to commencing qualification. This will be forwarded to you on enrolment and provides REE with information regarding your experience in the real estate industry so that we may tailor the unit, and our method of training, to suit your needs where-ever possible.		
<b>Units of Competency</b>	<b>National Code</b>	<b>Title</b>	<b>Core / Pathway / Specialisation / Elective / etc.</b>	
	<b>5 Core</b>	CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work	<b>Core</b>
		CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work	<b>Core</b>
		CPPDSM4009B	Interpret legislation to complete agency work	<b>Core</b>
		CPPDSM4015B	Minimise agency and consumer risk	<b>Core</b>
		CPPDSM4080A	Work in the real estate industry	<b>Core</b>
	<b>19 Electives (chosen as per qualification rules)</b>	CPPDSM4003A	Appraise property	<b>Elective</b> Property sales Mgt
		CPPDSM4004A	Conduct Auction	<b>Elective</b> Property sales and Mgt
		CPPDSM4005A	Establish and build client agency relationship	<b>Elective</b> Property sales and Mgt
		CPPDSM4006A	Establish and manage agency trust accounts	<b>Elective</b> Property sales and Mgt
		CPPDSM4010A	Lease property	<b>Elective</b> Property sales and Mgt
		CPPDSM4011A	List property for lease	<b>Elective</b> Property sales and Mgt
		CPPDSM4012A	List property for sale	<b>Elective</b> Property sales and Mgt
		CPPDSM4013A	Market property for lease	<b>Elective</b> Property sales and Mgt
		CPPDSM4014A	Market property for sale	<b>Elective</b> Property sales and Mgt
		CPPDSM4016A	Monitor and manage lease or tenancy agreement	<b>Elective</b> Property sales and Mgt

	CPPDSM4017A	Negotiate effectively in property transactions	<b>Elective</b> Property sales and Mgt
	CPPDSM4019A	Prepare for auction and complete sale	<b>Elective</b> Property sales and Mgt
	CPPDSM4020A	Present at tribunal	<b>Elective</b> Property sales and Mgt
	CPPDSM4022A	Sell and finalise the sale of property by private treaty	<b>Elective</b> Property sales and Mgt
	CPPDSM4049A	Implement maintenance plan for managed property	<b>Elective</b> Property sales and Mgt
	CPPDSM4056A	Manage conflict and disputes in the property industry	<b>Common</b>
	BSBRKG304B	Maintain business records	<b>Common</b>
	BSBSMB406A	Manage small business finances	<b>Common</b>
	BSBLED401A	Develop teams and individuals	<b>Common</b>
<b>Training and Assessment Arrangements</b>	<p><b>Delivery Modes:</b>  <b>Classroom based – group delivery</b></p> <p>20 x 8 hour lessons (160 hours + homework activities applicable to most units), these will usually be delivered 8am – noon / 1pm – 5pm. Some units will be delivered holistically in Clusters where appropriate.</p> <p>Class sizes are generally capped at <b>10 participants</b>.</p> <p>Extra time allowance given where required and will be negotiated on a case by case basis.</p> <p>Venues will be chosen in accordance with demand and demographic with easy access via public transport and disabled access. Where specific employer groups allow for full class all measure will be taken to deliver onsite to allow access to internal documentation.</p> <p>Learner guides and assessment tools and instructions will be issued and worked through, group activity and individual tasks will be allocated in accordance with unit lesson plan.</p> <ul style="list-style-type: none"> <li>• <b>RPL and Credit Transfer</b> – All learners will be offered RPL prior to commencement and units devised, accordingly – the CPP40307 RPL pack is available on the REE website including terms and conditions and non-refundable application fees.</li> <li>• Where a client presents a Nationally Recognised Statement of Attainment issued under the AQF, units within this statement will be recognised and credit given accordingly. For further information, please contact REE on 0412 398249. We will be happy to assist you in regards to the criteria and information required to meet RPL.</li> </ul>		
	<p><b>Course Structure and Lesson Plans:</b></p> <p>Certificate IV in Property Services (Real Estate) CPP40307 is delivered over 20 sessions as outlined below. Each site will have varying operational structure, process, services and cultures. It is essential that the training schedule has the ability to adjust and meet the Session-to-Session needs of clients at all times and therefore while documented as below some flexibility may be required. REE will notify all participants as soon as possible as to any change of venue or subject.</p>		
	<b>Lesson</b>	<b>Action</b>	<b>Units of Competency</b>
	Session 1 8am to 9am 9am to 5pm	Induction: participant's handbook, course overview, learning and assessment plan, issue books, assessment RPL / RCC explained. Follow lesson plan (Overview) and trainer / learner guide for unit covering: <b>Work in the real estate industry</b> Collect assessment.	CPPDSM4080A
Session 2 8am to 5pm	Summary of previous lesson – Work in Real Estate. Follow lesson plan and trainer / learner guide for units covering: <b>Communicate with clients as part of agency operations</b> AND <b>Establish and build client agency relationship</b> Collect homework activity from CPPDSM4080A. Collect assessments CPPDSM3019B & CPPDSM4005A	CPPDSM3019B CPPDSM4005A	

Session 3 8am to 5pm	Summary of previous lesson – Communicate with clients as part of agency operations AND Establish and build client agency relationship Follow lesson plan and trainer / learner guide for unit covering: <b>Interpret legislation to complete agency work</b> Collect assessment.	CPPDSM4009B
Session 4 8am to 5pm	Summary of previous lesson – Interpret legislation to complete agency work Follow lesson plan and trainer / learner guide for unit covering: <b>Identify legal and ethical requirements of property management to complete agency work</b> Collect assessment.	CPPDSM4007A
Session 5 8am to 5pm	Summary of previous lesson – Identify legal and ethical requirements of property management to complete agency work Follow lesson plan and trainer / learner guide for unit covering: <b>Identify legal and ethical requirements of property sales to complete agency work</b> Collect assessment.	CPPDSM4008A
Session 6 8am to 5pm	Summary of previous lesson – Identify legal and ethical requirements of property sales to complete agency work. Follow lesson plan and trainer / learner guide for unit covering: <b>Minimise agency and consumer risk</b> Collect assessment.	CPPDSM4015B
Session 7 8am to 5pm	Summary of previous lesson – Minimise agency and consumer risk. Follow lesson plan and trainer / learner guide for unit covering: <b>Manage conflict and disputes in the property industry</b> Collect homework activity CPPDSM4015B. Collect assessment CPPDSM4056A.	CPPDSM4056A
Session 8 8am to 5pm	Summary of previous lesson – Manage conflict and disputes in the property industry Follow lesson plan and trainer / learner guide for unit covering: <b>Appraise property</b> Collect assessment.	CPPDSM4003A
Session 9 8am to 5pm	Summary of previous lesson – Appraise property Follow lesson plan and trainer / learner guide for units covering: <b>List property for lease AND Market property for lease</b> Collect homework activity CPPDSM4003A. Collect assessments CPPDSM4010A & CPPDSM4013A.	CPPDSM4010A CPPDSM4013A
Session 10 8am to 5pm	Summary of previous lesson – List property for lease AND Market property for lease. Follow lesson plan and trainer / learner guide for unit covering: <b>Lease property</b> Collect homework activity for CPPDSM4013A. Collect assessment.	CPPDSM4010A
Session 11 8am to 5pm	Summary of previous lesson – Lease property Follow lesson plan and trainer / learner guide for units covering: <b>Monitor and manage lease or tenancy agreement AND Implement maintenance plan for managed property</b> Collect homework activity for CPPDSM4010A. Collect assessments.	CPPDSM4016A CPPDSM4049A
Session 12 8am to 5pm	Summary of previous lesson – Monitor and manage lease or tenancy agreement AND Implement maintenance plan for managed property Follow lesson plan and trainer / learner guide for unit covering: <b>Establish and manage agency trust accounts</b> Collect assessment.	CPPDSM4006A
Session 13 8am to 5pm	Summary of previous lesson – Establish and manage agency trust accounts Follow lesson plan and trainer / learner guide for unit covering: <b>Present at tribunal</b> Collect assessment.	CPPDSM4020A
Session 14 8am to 5pm	Summary of previous lesson – Present at tribunal Follow lesson plan and trainer / learner guide for units covering: <b>List property for sale AND Market property for sale</b> Collect homework activity CPPDSM4020A. Collect assessments.	CPPDSM4014A CPPDSM4012A

Session 15 8am to 5pm	Summary of previous lesson – List property for sale AND Market property for sale Follow lesson plan and trainer / learner guide for unit covering: <b>Negotiate effectively in property transactions</b> Collect homework activity CPPDSM4014A. Collect assessment.	CPPDSM4017A			
Session 16 8am to 5pm	Summary of previous lesson – Negotiate effectively in property transactions Follow lesson plan and trainer / learner guide for unit covering: <b>Sell and finalise the sale of property by private treaty</b> Collect assessment.	CPPDSM4022A			
Session 17 8am to 5pm	Summary of previous lesson – Sell and finalise the sale of property by private treaty Follow lesson plan and trainer / learner guide for unit covering: <b>Prepare for auction and complete sale</b> Collect homework activity CPPDSM4022A. Collect assessment.	CPPDSM4019A			
Session 18 8am to 5pm	Summary of previous lesson – Prepare for auction and complete sale Follow lesson plan and trainer / learner guide for unit covering: <b>Conduct auction</b> Collect homework activity CPPDSM4019A. Collect assessment.	CPPDSM4004A			
Session 19 8am to 5pm	Summary of previous lesson – Conduct auction Follow lesson plan and trainer / learner guide for units covering: <b>Manage small business finances</b> AND <b>Develop teams and individuals</b> Collect homework activity BSBSMB406A Collect assessments.	BSBSMB406A BSBLED401A			
Session 20 8am to 4pm	Summary of previous lesson – Manage a small team AND Develop teams and individuals Follow lesson plan and trainer / learner guide for unit covering: <b>Maintain business records</b> Collect final assessment.	BSBRKG304B			
<b>Key to techniques or tools used:</b>	A — Questioning – short answers either written or verbal B — Questioning – brief descriptions either written or verbal C — Demonstration/Scenario/Observation/ Role play to demonstrate understanding of knowledge and skills required (trainers will receive a criteria checklist) D — Written Reports / Complete industry form samples / Workplace documentation E — Reports from workplace supervisor/third party				
Units of Competency	Unit Name	Check (X) technique that applies			
		A / B	C	D	E
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work	X	X	X	X
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work	X	X	X	X
CPPDSM4009B	Interpret legislation to complete agency work	X	X	X	X
CPPDSM4015B	Minimise agency and consumer risk	X	X	X	X
CPPDSM4080A	Work in the real estate industry	X	X	X	X
CPPDSM4003A	Appraise property	X	X	X	X
CPPDSM4004A	Conduct Auction	X	X	X	X
CPPDSM4005A	Establish and build client agency relationship	X	X	X	X

	CPPDSM4006A	Establish and manage agency trust accounts	X	X	X	X
	CPPDSM4010A	Lease property	X	X	X	X
	CPPDSM4011A	List property for lease	X	X	X	X
	CPPDSM4012A	List property for sale	X	X	X	X
	CPPDSM4013A	Market property for lease	X	X	X	X
	CPPDSM4014A	Market property for sale	X	X	X	X
	CPPDSM4016A	Monitor and manage lease or tenancy agreement	X	X	X	X
	CPPDSM4017A	Negotiate effectively in property transactions	X	X	x	X
	CPPDSM4019A	Prepare for auction and complete sale	x	x	x	X
	CPPDSM4020A	Present at tribunal	x	x	x	X
	CPPDSM4022A	Sell and finalise the sale of property by private treaty	x	x	x	X
	CPPDSM4049A	Implement maintenance plan for managed property	x	x	x	X
	CPPDSM4056A	Manage conflict and disputes in the property industry	x	x	x	X
	BSBRKG304B	Maintain business records	x	x	x	X
	BSBSMB406A	Manage small business finances	x	x	x	X
	BSBLED401A	Develop teams and individuals	X	X	X	X
<b>Assessment Validation Process</b>	<p>The processes used to validate assessment in this course are:          Training and assessment strategies developed in consultation with industry and assessment items are reviewed as a minimum annually by industry personnel as well as other trainers and assessors and comments for continual improvements are noted and where required actioned.</p>					
<b>Resource Requirements</b>	<p><b>Record of available resources for this course:</b></p> <ul style="list-style-type: none"> <li>• REI NSW resources</li> <li>• CPSIC Resources</li> <li>• Customised Learner Resources</li> <li>• Customised Client Assessment Tools</li> <li>• Training Package – available at <a href="http://www.ntis.gov.au">www.ntis.gov.au</a> and copy on REE system</li> </ul>					
	<p><b>Outside resources (agreements established)</b>          Agreed in consultation with stakeholders – outside resources can include: Company policies and procedures, company training and development processes, legislative requirements of industry – ACTs and regulations.</p>					

	<p><b>Training resources</b></p> <p>Note: These are links to real website resources.</p> <ul style="list-style-type: none"> <li>• <a href="http://toolboxes.flexiblelearning.net.au/preview/index.htm">http://toolboxes.flexiblelearning.net.au/preview/index.htm</a></li> <li>• <a href="http://www.cpsisc.com.au/">http://www.cpsisc.com.au/</a></li> <li>• <a href="http://www.fairtrading.nsw.gov.au/About_us/L?List_of_legislation.html">www.fairtrading.nsw.gov.au/About_us/L?List_of_legislation.html</a></li> </ul>
<p><b>Learner Feedback</b></p>	<p><b>Learner feedback will be collected and analysed</b></p> <p>To assist with continuous improvement processes, you will be given opportunities to provide feedback during each Session of learning as well as a satisfaction survey at the completion of the course. A brief survey form will be attached to your daily assessments – your assistance in this process is greatly appreciated. Student feedback is collected and analysed (link to Learner Engagement survey).  <a href="http://www.acer.edu.au/aqtf/learnerqi.html">http://www.acer.edu.au/aqtf/learnerqi.html</a></p>
<p><b>AVETMISS Compliant Student Management RecordSystem</b></p>	<p>In December 2009, the Council of Australian Governments (COAG) agreed to amendments to the Australian Quality Training Framework (AQTF) that strengthen the regulatory requirements underpinning the VET sector. These amendments introduced conditions and reinforced the standards for initial registration of new providers and strengthen the requirements for ongoing registration, including stronger financial viability and fee protection conditions. It is a requirement of the AQTF under Condition 6 that registered training organisations (RTOs) have a student records management system that has the capacity to provide AVETMISS compliant data.</p>
<p><b>Continuous Improvement Strategy</b></p>	<p>In accordance with Standard 4.1 of the National Training Standards REE has a defined continuous improvement strategy that includes the collection and analysis of data to reflect current methods of training and assessment. REE’s management strategy includes implementation of continuous improvement activities for training and assessment. From this we will identify and utilise procedures, policies and materials which improve our delivery and content of units to our participants.</p>

**SEE END OF FOLLOWING PAGE FOR SIGNATURE REQUIREMENTS**



## VALIDATION AND MODERATION INFORMATION

**Continuous improvement:** based upon assessment validation.

**Moderation:** The process of bringing assessment judgements and standards into alignment. A process that ensures the same standards are applied to all assessment results within the same Units(s) of Competency. (Source: *Users' Guide to the Essential Conditions and Standards for Continuing Registration*). It enables assessors to develop a shared understanding of the requirements of specific Training Packages, including the relevant competency standards and assessment guidelines, nature of evidence, how evidence is collected, the basis on which decisions are made. (Source: TAA04 *Training and Assessment Training Package Glossary of Terms*).

**Validation:** a quality review process. It involves checking that the assessment tool produced valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. (Source: AQTF, *Users' Guide to the Essential Conditions and Standards for Continuing Registration*, p.80)

**Industry consultation:** Questions may need to be reworded to suit the audience. Those consulted must be current in the industry and the consultation should have a clear impact on the strategy for training and assessment.

	Industry organisations	Employers*
<b>Review questions (before implementing the assessment process)</b>	<ul style="list-style-type: none"> <li>Is the assessment process consistent with industry expectations as described in the Training Package Assessment Guidelines and units of competency?</li> <li>Do the selected assessment methods and tools reflect current industry standards and practices?</li> </ul>	<ul style="list-style-type: none"> <li>Will the assessment process fit comfortably within your organisation's activities and workplace culture?</li> <li>Do the selected assessment methods and tools reflect current industry standards and work practices used in your business?</li> </ul>
<b>Evaluation questions</b>	<ul style="list-style-type: none"> <li>Is the industry comfortable about employing graduates who have demonstrated achievement through this assessment process?</li> <li>Do you think that this assessment process will preserve or improve workplace performance standards in your industry?</li> </ul>	<ul style="list-style-type: none"> <li>Has the assessment process had a positive impact on your organisation?</li> <li>Were supervisors able to use the assessment tools effectively?</li> <li>Did the assessment tools provide your organisation with useful information about your employees, trainees or apprentices?</li> <li>Were the judgments made about the candidates' competencies consistent with your knowledge of these employees, trainees or apprentices?</li> <li>Have the candidates assessed as competent through the assessment process continued to perform at the appropriate level?</li> </ul>

<b>Real Estate Explained Representative's Signature</b>	<b>Date</b>	/	<b>/201</b>
<b>Participant's Signature</b>	<b>Date</b>	/	<b>/201</b>