

# CPP40307

## Certificate IV in Property Services (Real Estate)

**January 2012**

**Document Purpose:**

This document is devised by **REAL ESTATE EXPLAINED (REE) RTO PROVIDER NO. 40509** to provide pre-course information to those participants with nil, or less than minimum (2 years full time or 3 years part time) experience in real estate, with regard to 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 procedures 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 instalment process – refer to ‘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.

<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>Superseded Training Packages &amp; Upgraded Documents</b>	<p>REE will notify all trainers and assessors immediately upon any change to the content of this training package and will further produce and supply any updated materials required. All trainers and assessors will then confirm by way of an REE Upgrade of Document that they have received the new material and have destroyed or returned any superseded material so that REE will deliver only currently endorsed Training Packages or currently accredited courses. Refer to REE policy for details.</p>		
	<b>Entry requirements</b>	<p><b>There are no entry requirements for this qualification</b>, however, minimum industry language, literacy and numeracy (LLN) levels will apply.</p>		
<b>Cost &amp; Payment</b>	<p>The total cost of this course is <b>\$3,800</b> (no GST is applicable) which is payable, in part, 14 days prior to the commencement of training.</p> <p>On confirmation of enrolment \$1,000</p> <p>Prior to commencing Session 11 \$1,000</p> <p>Prior to commencing Session 22 \$1,000</p> <p>Prior to commencing Session 31 \$800.</p>			
<b>Resources</b>	<p>The initial payment includes all resource materials for Sessions 1 – 10</p> <p>The second payment includes all resource materials for Sessions 11 – 21</p> <p>The third payment includes all resource materials for Sessions 22 – 30</p> <p>The final payment includes all resource materials for remaining sessions.</p> <p>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 and 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>	<p>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.</p>	
	<b>Conclusion of Course</b>	<p>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.</p>	
	<b>Pathways &amp; Vocational Outcomes</b>	<p>On completion of this qualification you may progress to CPP50307 Diploma of Property Services (Agency Management).</p> <p><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.</p>	
	<b>Participant Profile</b>	<p>A participant profile form is to be completed by you prior to commencing training. 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.</p>	
<b>Units of competency</b>  <b>5 Core</b>  <b>19 electives chosen as per qualification rules</b>	<b>National code</b>	<b>Title</b>	<b>Core / Pathway / Specialisation / Elective / etc.</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>
	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>33 x 8 hour lessons, generally these will be delivered 8am – noon / 1pm – 5pm with each session commencing with a summary/review of the previous lesson. Most units include homework activities.</p> <p>Class sizes are generally capped at <b>10 participants</b> however, a higher number of participants from one agency or franchise will be accommodated, when and where possible. Extra time allowance will be given where required and will be negotiated on a case by case basis. Where specific employer groups require sole attendance all measures will be taken to deliver onsite to allow access to their Company internal documentation.</p> <p>The trainer/assessor will refer to the agendas and lesson plans available on the REE website (password accessed). Learner guides and assessment tools and instructions will be issued and worked through on the first morning prior to lessons commencing. Any group activity and/or individual tasks will be allocated in accordance with unit lesson plan.</p> <p><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, conditions and fees or direct from the office.</p> <p>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.</p>		
	<p><b>Course Structure and Lesson Plans:</b></p> <p>Certificate IV in Property Services (Real Estate) CPP40307 is delivered over 33 lessons 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, Handbook, Course Overview, Learning and Assessment Plan, Issue Units, Assessment requirements explained, RPL/RCC Follow lesson plan (Overview) and trainer/ learner guide for unit: <b>Work in the Real Estate Industry</b> (part 1/2) Collect assessment Part 1 CPPDSM4080A	CPPDSM4080A
Session 2 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Work in the Real Estate Industry</b> (part 2/2) Collect homework activity CPPDSM4080A Part 1	CPPDSM4080A	

	Collect assessment Part 2 CPPDSM4080A	
Session 3 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Communicate with Clients as Part of Agency Practice</b> Collect homework activity CPPDSM4080A Part 2 Collect assessment CPPDSM3019A	CPPDSM3019A
Session 4 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Establish &amp; Build Client Agency Relationships</b> Collect assessment CPPDSM4005A	CPPDSM4005A
Session 5 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Interpret Legislation to Complete Agency Work</b> Collect assessment CPPDSM4009B	CPPDSM4009B
Session 6 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Identify Legal and Ethical Requirements of Property Management to Complete Agency Work</b> Collect assessment CPPDSM4007A	CPPDSM4007A
Session 7 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Identify Legal and Ethical Requirements of Property Sales to Complete Agency Work</b> Collect assessment CPPDSM4008A	CPPDSM4008A
Session 8 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Minimise Agency and Consumer Risk</b> Collect assessment CPPDSM4015B	CPPDSM4015B
Session 9 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Manage Conflict and Disputes in the Property Industry</b> Collect homework activity for CPPDSM4015B Collect assessment CPPDSM4056A	CPPDSM4056A
Session 10 8am to 5pm	Follow lesson plan for the <b>review of Sessions 1 – 9.</b> Includes work activities, true / false exercises, role plays.	
Session 11 8am to 5pm	Distribution of resource books for Sessions 12 – 20. <b>Overview of Sessions 12 – 21.</b> Discussion of the property management units within those sessions.	
Session 12 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Appraise Property</b> Collect assessment CPPDSM4003A	CPPDSM4003A
Session 13 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>List Property for Lease</b> Collect homework activity CPPDSM4003A Collect assessment CPPDSM4011A	CPPDSM4011A
Session 14 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Market Property for Lease</b> Collect assessment CPPDSM4013A	CPPDSM4013A
Session 15 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Lease Property</b> Collect homework activity CPPDSM4013A Collect assessment CPPDSM4010A	CPPDSM4010A
Session 16 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Monitor and Manage Lease or Tenancy Agreement</b> Collect homework activity CPPDSM4010A Collect assessment CPPDSM4016A	CPPDSM4016A
Session 17 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Implement Maintenance Plan for Managed Property</b> Collect assessment CPPDSM4049A	CPPDSM4049A
Session 18 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Establish and Manage Agency Trust Accounts</b> (part 1/2) Collect assessment Part 1 CPPDSM4006A	CPPDSM4006A
Session 19 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Establish and Manage Agency Trust Accounts</b> (part 2/2) Collect assessment Part 2 CPPDSM4006A	CPPDSM4006A

Session 20 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Present at Tribunal</b> Collect assessment CPPDSM4020A	CPPDSM4020A			
Session 21 8am to 5pm	Collect homework activity CPPDSM4020A Follow lesson plan for the <b>review of Sessions 12 – 20</b> . Includes work activities, true / false exercises, role plays.				
Session 22 8am to 5pm	Distribution of resource books for Sessions 23 – 29. <b>Overview of Sessions 23 – 30</b> . Discussion of the property sales units within those sessions.				
Session 23 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>List Property for Sale</b> Collect assessment CPPDSM4012A	CPPDSM4012A			
Session 24 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Market Property for Sale</b> Collect assessment CPPDSM4014A	CPPDSM4014A			
Session 25 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Negotiate Effectively in Property Transactions</b> Collect homework activity CPPDSM4014A Collect assessment CPPDSM4017A	CPPDSM4017A			
Session 26 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Sell and Finalise the Sale of Property by Private Treaty</b> (Part 1/2) Collect assessment Part 1 CPPDSM4022A	CPPDSM4022A			
Session 27 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Sell and Finalise the Sale of Property by Private Treaty</b> (Part 2/2) Collect homework activity CPPDSM4022A Part 1 Collect assessment Part 2 CPPDSM4022A	CPPDSM4022A			
Session 28 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Prepare for Auction and Complete Sale</b> Collect homework activity CPPDSM4022A Part 2 Collect assessment CPPDSM4019A	CPPDSM4019A			
Session 29 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Conduct Auction</b> Collect homework activity CPPDSM4019A Collect assessment CPPDSM4004A	CPPDSM4004A			
Session 30 8am to 5pm	Afternoon <b>review of Sessions 19 – 29</b> . Includes work activities, true / false exercises, role plays. Distribution of resource books for Sessions 31 – 33. <b>Overview of Sessions 31 – 33</b> Discussion of financial and management systems within those units.				
Session 31 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Manage Small Business Finances</b> Collect assessment BSBSMB406A	BSBSMB406A			
Session 32 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Maintain Business Records</b> Collect homework activity BSBSMB406A Collect assessment BSBKRG304B	BSBRKG304B			
Session 33 8am to 5pm	Follow lesson plan and trainer/ learner guide for unit: <b>Develop Teams and Individuals</b> Collect assessment BSBLED401A	BSBLED401A			
<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				
<b>Units of competency</b>	<b>Unit name</b>	<i>Check (X) technique that applies</i>			
		<b>A / B</b>	<b>C</b>	<b>D</b>	<b>E</b>
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>	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.
<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><b><u>CONTINUOUS IMPROVEMENT STRATEGY:</u></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>

Real Estate Explained Representative's Signature

Date / /201

Participant's Signature

Date / /201