



CPP07

Certificate Of Registration (COR)

January 2012

Document Purpose:

This document is devised by **REAL ESTATE EXPLAINED (REE)**, **RTO PROVIDER NO. 40509**, to provide pre-course information to all 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 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)

www.reexplained.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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| Training package | Code | CPP07 | Version | 1.3 |
| | Title | Property Services | | |
| Qualification | National qualification code | Unit topics and material drawn from CPP40307 | | |
| | Title | Certificate of Registration (Real Estate) | | |
| | Packaging rules | <p>REE offer the following choices of clustered units. Once completed, the successful applicant can apply for a Certificate of Registration (Real Estate) from the NSW Office of Fair Trading.</p> <p>Selection # 1 - (4 units) General Focus:</p> <ul style="list-style-type: none"> 1 Certificate III level/core – CPPDSM3019A “Communicate with clients as part of Agency Practice” and 3 Certificate IV level/core – 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” CPPDSM4080A “Work in real estate” OR <p>Selection # 2 – (5 units) Property Management Focus: All Certificate IV level/core units:</p> <ul style="list-style-type: none"> CPPDSM4080A “Work in real estate” and CPPDSM4007A “Identify legal and ethical requirements of property management to complete agency work” and CPPDSM4010A “Lease property” and CPPDSM4016A “Monitor and manage lease or tenancy agreement” and CPPDSM4049A “Implement maintenance plan managed property” OR <p>Selection # 3 – (5 units) Sales Focus: All Certificate IV level/core units:</p> <ul style="list-style-type: none"> CPPDSM4080A “Work in real estate” and CPPDSM4008A “Identify legal and ethical requirements of property sales to complete agency work” and CPPDSM4012A “List property for sale” and CPPDSM4014A “Market property for sale” and CPPDSM4022A “Sell and finalise sale of property by private treaty” <p>Units must be relevant to the work outcome, local industry requirements and the qualification level.</p> <p>Download package from: http://ntis.gov.au/Default.aspx?%2ftrainingpackage%2fCPP07%2fQualification%2fCPP40307%2frules</p> | | |
| Entry requirements | <p>There are no entry requirements for this qualification, however, minimum industry language, literacy and numeracy (LLN) levels will apply.</p> | | | |
| Cost & Payment | <p>The total cost of this course is \$550.00 (GST inclusive) which is payable 14 days prior to the commencement of training. This includes all resource material which will be supplied solely by REE. No additional texts are necessary. The participant will supply their own pens, highlighters and calculator when necessary.</p> | | | |
| Refund and Transfer Policy | <p>There are no refunds for cancellations less than 24 hours prior to commencement of the training.</p> <p>For cancellations more than ten (10) days prior to the training course, an administration fee of 20% of the course fee will apply.</p> <p>For cancellations less than ten (10) days 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> | | | |

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| | Financial Guarantee of Service | 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. | |
| | Conclusion of Course | At the conclusion of the entire course you will be issued a Statement of Attainment by REE. You will require this to apply to the NSW Office of Fair Trading for your Real Estate Certificate. Should you require this to be re-printed, at any time, there will be a fee of \$50.00 per original certificate issue. | |
| | Pathways | Although not a pre-requisite to a real estate license, the completion of the Certificate of Registration, often then leads to the participant pursuing their Real Estate License. The completed units will be recognised as Prior Learning. Then, following completion of Certificate IV in Property Services (Real Estate) the participant will be provided the qualification to apply for their Real Estate Licence. A further step on completion of this qualification you may progress to CPP50307 Diploma of Property Services (Agency Management). | |
| | Participant Profile | A participant profile form is to be completed by you prior to commencing this course. It 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 course, and method of training, to suit your needs where-ever possible. | |
| Clients and environment | <p>The Certificate of Registration course provides the necessary skills and knowledge for a person to work within the real estate sector, under the guidance of the real estate principal or nominated person.</p> <p>Job roles can include, but are not limited to:</p> <p>Real estate agent, Property manager, Property officer, Real estate office manager, Real estate administration assistant.</p> | | |
| <p>Choose one of these 3 Units of Competency</p> <p>All selections offered are 4 Core units each.</p> | Selection #1 Session | Action – General Focus | Units of competency |
| | Day 1 8am – 9am 9am – 4pm | <p><i>Induction, Handbook, Course Overview, Learning and Assessment Plan, Issue Units, Assessment requirements explained, RPL/RCC.</i></p> <p>Follow session plan (Overview) and trainer guide for unit: “Communicating with clients as part of agency practice” Collect Assessment for CPPDSM3019A</p> | CPPDSM3019A |
| | Day 2 8am – 4pm | <p>Follow session plan and trainer guide for unit: “Identify legal and ethical requirements of property management to complete agency work” Collect Assessment for CPPDSM4007A</p> | CPPDSM4007A |
| | Day 3 8am – 4pm | <p>Follow session plan and trainer guide for unit: “Identify legal and ethical requirements of property sales to complete agency work” Collect Assessment for CPPDSM4008A</p> | CPPDSM4008A |
| | Day 4 8am – 4pm | <p>Follow session plan and trainer guide for unit: “Work in Real Estate” Collect Assessment for CPPDSM4080A.</p> | CPPDSM4080A |
| | Selection #2 Session | Action – Property Management Focus | Units of competency |
| | Day 1 8am - 9am 9am – 4pm | <p><i>Induction, Handbook, Course Overview, Learning and Assessment Plan, Issue Units, Assessment requirements explained, RPL/RCC.</i></p> <p>Follow session plan and trainer guide for unit covering: “Work in real estate” Collect Assessment for CPPDSM4080A</p> | CPPDSM4080A |

Pre-course Information for Participants
Certificate of Registration
(Real Estate)

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| Day 2 8am - 4pm | Follow session plan and trainer guide for unit covering: "Identify legal and ethical requirements of property management to complete agency work" Collect Assessment for CPPDSM4007A | CPPDSM4007A |
| Day 3 8am - Noon 1pm – 4pm | Follow session plan and trainer guide for units covering: "Lease property" Collect Assessment for CPPDSM4010A and "Monitor and manage lease or tenancy agreement" Collect Assessment for CPPDSM4016A | CPPDSM4010A CPPDSM4016A |
| Day 4 8am – 4pm | Follow session plan and trainer guide for unit covering: "Implement maintenance plan managed property" Collect Assessment for CPPDSM4049A. | CPPDSM4049A |
| Selection #3 Sessions | Action – Sales Focus | Units of Competency |
| Day 1 8am - 9am 9am - 4pm | <i>Induction, Handbook, Course Overview, Learning and Assessment Plan, Issue Units, Assessment requirements explained, RPL/RCC.</i> Follow session plan and trainer guide for unit covering: "Work in Real Estate" Collect Assessment for CPPDSM4080A | CPPDSM4080A |
| Day 2 8am - 4pm | Follow session plan and trainer guide for unit covering: "Identify legal and ethical requirements of property sales to complete agency work" Collect Assessment for CPPDSM4008A | CPPDSM4008A |
| Day 3 8am – Noon 1pm - 4pm | Follow session plan and trainer guide for units covering: "List property for sale" Collect Assessment for CPPDSM4012A and "Market property for sale" Collect Assessment for CPPDSM4014A | CPPDSM4012A CPPDSM4014A |
| Day 4 8am - 4pm | Follow session plan and trainer guide for unit covering: "Sell and finalise sale of property by private treaty" Collect Assessment for CPPDSM4022A. | CPPDSM4022A |

Training and assessment arrangements

Delivery Modes:

Employment based – group and/or individual delivery & Classroom based – group delivery

4 x 7 hour sessions, *generally* these will be delivered 8am – noon / 1pm – 4pm on consecutive days. Units may be integrated according to content and delivered holistically – see course structure, session plan.

Class sizes are *generally* capped at 15 participants, however, a higher number of participants from one agency or franchise will be accommodated where possible. Extra time allowance will be given where required and this will be negotiated on a case by case basis.

Venues will be chosen in accordance with demand and demographic with easy access via public transport and, if required, disabled access. Where specific employer groups require sole attendance all measures will be taken to deliver onsite to allow access to their Company internal documentation.

The trainer/assessor will refer to the agendas and session 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 session plan.**

- **RPL and Credit Transfer** – All learners will be offered RPL prior to commencement and units devised, accordingly – the COR RPL pack is available on the REE website including terms & conditions and our non-refundable assessment fees.
- 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 398 249. We will be happy to assist you in regards to the criteria and information required to meet RPL.

Course Structure and Session Plans:

This course is delivered over 4 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 day-to-day needs of clients at all times and therefore, while documented as below some flexibility may be required.

Key to techniques or tools used:

- A — Questioning – short answers either written or verbal
- B — Questioning – brief descriptions either written or verbal
- C — Demonstration/Scenario/Observation (you 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 |
| CPPDSM3019A | Communicate with clients as part of agency practice | X | X | X | X |
| 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 |
| CPPDSM4080A | Work in the real estate industry | X | X | X | X |
| CPPDSM4010A | Lease property | X | X | X | X |
| CPPDSM4016A | Monitor and manage lease or tenancy agreement | X | X | X | X |
| CPPDSM4049A | Implement maintenance plan managed property | X | X | X | X |
| CPPDSM4012A | List property for sale | X | X | X | X |

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| | CPPDSM4014A | Market property for sale | X | X | X | X |
| | CPPDSM4022A | Sell and finalise sale of property by private treaty | X | X | X | X |
| Assessment validation process | The processes used to validate assessment in this course will be 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. | | | | | |
| Resource requirements | Record of available resources for this course: | | | | | |
| | <ul style="list-style-type: none"> REI NSW resources CPSIC Resources Customised Learner Resources Customised Client Assessment Tools Training Package – available at www.ntis.gov.au and copy on REE system | | | | | |
| | Outside resources (agreement established): 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. | | | | | |
| Learner Feedback | Training resources Note: These are links to real website resources. | | | | | |
| | <ul style="list-style-type: none"> http://toolboxes.flexiblelearning.net.au/preview/index.htm http://www.cpsisc.com.au/ www.fairtrading.nsw.gov.au/About_us/L?List_of_legislation.html | | | | | |
| | Learner feedback will be collected and analysed To assist with continuous improvement processes, you will be given opportunities to provide feedback during each day of learning as well as a satisfaction survey at the completion of the course. A brief evaluation form will be attached to your assessments – your assistance in this process is greatly appreciated. Student feedback is collected and analysed. http://www.acer.edu.au/aqtf/learnerqi.html (link to Learner Engagement survey). | | | | | |

VALIDATION AND MODERATION INFORMATION

Continuous improvement: Continuous improvement is based upon assessment validation.

Moderation: The process of bringing assessment judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same Units(s) of Competency. (Source: AQTF, *Users' Guide to the Essential Conditions and Standards for Continuing Registration*, p.72) It enables assessors to develop a shared understanding of the requirements of specific Training Packages, including the relevant competency standards and assessment guidelines, the nature of evidence, how evidence is collected and the basis on which assessment decisions are made. (Source: TAA04 *Training and Assessment Training Package Glossary of Terms*).

Validation is 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). **Assessment validation includes, but goes beyond, assessment moderation.**
Industry consultation – sample questions (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* |
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| Review questions (before implementing the assessment process) | <ul style="list-style-type: none"> Is the assessment process consistent with industry expectations as described in the Training Package Assessment Guidelines and units of competency? Do the selected assessment methods | <ul style="list-style-type: none"> Will the assessment process fit comfortably within your organisation's activities and workplace culture? Do the selected assessment methods and tools reflect current industry standards and |

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| | and tools reflect current industry standards and practices? | work practices used in your business? |
| Evaluation questions | <ul style="list-style-type: none"> Is the industry comfortable about employing graduates who have demonstrated achievement through this assessment process? Do you think that this assessment process will preserve or improve workplace performance standards in your industry? | <ul style="list-style-type: none"> Has the assessment process had a positive impact on your organisation? Were supervisors able to use the assessment tools effectively? Did the assessment tools provide your organisation with useful information about your employees, trainees or apprentices? Were the judgments made about the candidates' competencies consistent with your knowledge of these employees, trainees or apprentices? Have the candidates assessed as competent through the assessment process continued to perform at the appropriate level? |
| Real Estate Explained Representative's Signature: | | Date: / /201 |
| Participant's Signature: | | Date: / /201 |