

# REAL ESTATE EXPLAINED

## CPP07

# Continuing Professional Development (CPD)

## 12 Annual Points

---

### PRE-COURSE INFORMATION FOR STUDENTS

January 2012

#### Document Purpose:

This document is devised by **REAL ESTATE EXPLAINED (REE)** to provide pre-course information to all participants regarding the delivery and assessment of Continuing Professional Development points 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.realestateexplained.com.au](http://www.realestateexplained.com.au) with hard copy available at the Camden office in the CPP07 (CPD) 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.

*Giving YOU the knowledge*

---

<b>Training package</b>	<b>Code</b>	CPP07	<b>Version</b>	1.1
	<b>Title</b>	Property Services		
	<b>National qualification code</b>	Unit topics and material selected from CPP40307 and the NSW Office of Fair Trading recommended topics.		
	<b>Title</b>	Continuing Professional Development (CPD)		
	<b>Purpose</b>	<p>Every licensed and certificated Real Estate Agent in NSW must undertake continuing professional development accumulating a minimum of 12 points per year to maintain their ability to work in the industry.</p> <p>The topics selected must be relevant to the work outcome, local industry requirements and the qualification level.</p>		
	<b>Entry requirements</b>	Nil. However, participants would generally be current licensed or certificate holders in the Real Estate Industry, or seeking to become one.		
	<b>Cost &amp; Payment</b>	The total cost of this course is <b>\$198.00 (gst inclusive)</b> 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.		
	<b>Refund and Transfer Policy</b>	<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>		
	<b>Conclusion of Course</b>	Following successful completion of the 4 hour course and assessment, you will be forwarded a Statement of Attainment by REE. When next renewing your certificate or license you will be able to answer YES to the question of having achieved 12 CPD points in the year. You are required to present proof of your attainment, if requested, by the NSW Office of Fair Trading. Should you require this to be re-printed, at any time, there will be a fee of \$50.00 per original statement issue.		
	<b>Participant Profile</b>	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.		
	<b>National code</b>	<b>Topics Offered (Trainer to select the topic based on Participant Profiles)</b>	<b>Hours</b>	
	CPPDSM3009A	Communicate with clients as part of agency operations	4	
	CPPDSM4006A	Establish and manage agency trust account	4	
	CPPDSM4015B	Minimise client and agency risk	4	
	CPPDSM4056A	Manage conflict and disputes in the property industry	4	
	CPPDSM4009A	Interpret legislation to complete agency work	4	
	CPPDSM4012A	List property for sale	4	
	CPPDSM4020A	Present at tribunal	4	

<b>Training and Assessment Arrangements</b>  <b>&amp;</b>  <b>Course Structure and Session Plans</b>	<b>Delivery Modes:</b> <b>Employment based – group and/or individual delivery &amp; Classroom based – group delivery</b>					
	<p>1 x 4 hour session, <i>generally</i> this will be delivered 8am – noon OR 1pm – 5pm. Class sizes are <i>generally</i> 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.</p> <p>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. 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. REE will notify all participants as soon as possible as to any change of venue or subject.</p> <p>The trainer/assessor will refer to the agendas and session plans available on the REE website (password accessed). <b>Learner guides and assessment tools and instructions will be issued and worked through prior to lessons commencing. Any group activity and/or individual tasks will be allocated in accordance with unit session plan.</b></p>					
	<b>Typical Session</b>	<b>Typical Action</b>			<b>Hours</b>	
	8am to 8:15	Induction, Handbook, Course Overview, Learning and Assessment Plan, Issue Resource, Assessment requirements explained.			4	
	8:15 to 12 noon	Follow session plan (Overview) and learner guide for selected unit. Complete and hand in assessment.				
		Complete and hand in end of course participant feedback/survey.				
	<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 (you will receive a criteria checklist) D — Written Reports / Complete industry form samples / Workplace documentation			
	<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>	
	CPPDSM3009A	Communicate with clients as part of agency operations	X	X	X	
CPPDSM4006A	Establish and manage agency trust account	X	X	X		
CPPDSM4015B	Minimise client and agency risk	X	X	X		
CPPDSM4009A	Interpret legislation to complete agency work	X	X	X		
CPPDSM4012A	List property for sale	X	X	X		
CPPDSM4020A	Present at tribunal	X	X	X		
CPPDSM4056A	Manage conflict and disputes in the property industry	X	X	X		
<b>Assessment validation process</b>	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.					

<b>Resource requirements</b>	<b>Record of available resources for this course:</b> <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> </ul>
	<b>Outside resources (agreement 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.
	<b>Training resources</b> Note: These are links to real website resources. <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>
<b>Learner Feedback</b>	<b>Learner feedback will be collected and analysed</b> To assist with continuous improvement processes, you will be given an opportunity to provide feedback at the completion of the course. A brief evaluation form will be attached to your assessment – your assistance in this process is greatly appreciated as student feedback is collected and analysed. <a href="http://www.acer.edu.au/aqtf/learnerqi.html">http://www.acer.edu.au/aqtf/learnerqi.html</a> (link to Learner Engagement survey).
	<b>Participant's Signature</b> _____ <b>Date</b> /    /2012

### 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*
<b>Review questions (before implementing the assessment process)</b>	<ul style="list-style-type: none"> <li>• Is the assessment process consistent with industry expectations?</li> <li>• Do the selected assessment methods and tools reflect current industry standards and practices?</li> </ul>	<ul style="list-style-type: none"> <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?</li> </ul>	<ul style="list-style-type: none"> <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>