

# **CPP30211 – Certificate III in Property Services (Agency)**

Training and assessment strategy

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# Training and assessment strategy

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| <b>RTO name</b> | Real Estate Institute of Tasmania | <b>RTO ID</b> | 0412 |
|-----------------|-----------------------------------|---------------|------|

|                         |                                    |   |                |                 |
|-------------------------|------------------------------------|---|----------------|-----------------|
| <b>Training package</b> | <b>Code</b>                        | CPP07   | <b>Version</b> | 5.0 (June 2018) |
|                         | <b>Title</b>                       | Property services training package  |                |                 |
| <b>Qualification</b>    | <b>National qualification code</b> | CPP30211  |                |                 |
|                         | <b>Title</b>                       | Certificate III in Property Services (Agency)   |                |                 |
|                         | <b>Packaging rules</b>             | Certificate packaging rules:<br><a href="http://training.gov.au/TrainingComponentFiles/ CPP07/ CPP30211_R1.pdf">http://training.gov.au/TrainingComponentFiles/ CPP07/ CPP30211_R1.pdf</a> |                |                 |
|                         |                                    |   |                |                 |

| <b>Units of competency</b> | <b>National code / Title</b>  | <b>Core / Pathway / Specialisation / Elective / etc.</b> |
|----------------------------|---|--|
|                            | CPPDSM3009A Maintain workplace safety in the property industry            | Core   |
|                            | CPPDSM3010B Meet customer needs and expectations in the property industry | Core   |
|                            | CPPDSM3015B Use and maintain property and client information databases    | Core   |
|                            | CPPDSM3018B Identify risks to agency operations                           | Core   |
|                            | CPPDSM4080A Work in the real estate industry                              | Core   |
|                            | BSBINM301 Organise workplace information                                  | Elective   |
|                            | BSBADM311 Maintain business resources                                     | Elective   |
|                            | FNSICGEN305B Maintain daily financial/business records                    | Elective   |
|                            | CPPDSM3001A Assist in listing properties for lease                        | Elective   |
|                            | CPPDSM3002A Assist in listing properties for sale                         | Elective   |
|                            | CPPDSM3003A Assist in marketing properties for lease                      | Elective   |
|                            | CPPDSM3004A Assist in marketing properties for sale                       | Elective   |

**Real Real Estate Institute of Tasmania  
CPP30211- Certificate III in Property Services (Agency)**

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|   | CPPDSM3008A Maintain and protect condition of managed properties   | <b>Elective</b> |
|   | CPPDSM3013A Perform and record property management activities and transactions   | <b>Elective</b> |
|   | CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work   | <b>Elective</b> |
|   | CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work  | <b>Elective</b> |
| <b>Clients and environment</b>              | Administration staff or Property Representatives currently employed in the Real Estate Industry. Learners who wish to develop a career in the Real Estate industry .   |                 |
| <b>Training Modes and Strategies</b>        | <p>Off/on the job:</p> <p><b>Delivery modes may include, but are not limited to:</b></p> <ul style="list-style-type: none"> <li>◆ <b>trainer presentations,</b></li> <li>◆ <b>audio/visual presentations,</b></li> <li>◆ <b>demonstrations,</b></li> <li>◆ <b>group participation,</b></li> <li>◆ <b>individual and group activities,</b></li> <li>◆ <b>skills practices and role plays,</b></li> </ul> <p>Distance/correspondence:</p> <p><b>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 completed assessments back to REIT for judgement on competency.</b></p> |                 |
| <b>Training and assessment arrangements</b> | <p><b>Duration</b></p> <p>The expected completion time is 24 months / On average Delivery 367 Hours.</p> <p>Assessments may be conducted at the RTO's training venue, through work experience, simulated work environments or any combination of these.</p> <p>The RTO will ensure learners have every reasonable opportunity to complete their training program.</p> <p>Please see below amount of training breakdown below for the standard learner cohort.</p>  |                 |

|  |  |   |   |            |            |
|--|--|---|---|------------|------------|
|  | <p><b>Course structure</b></p> <p>The RTO will integrate the activities, bringing together a number of units that reflect real industry outcomes and processes.</p> <p>Units are delivered either as standalone units, or are integrated with other units of competency. It includes assessment of employability skills that are embedded in the training package (or accredited course).</p>  |   |   |            |            |
| <p><b>Training and assessment arrangements (continued)</b></p> | <p><b>Formative assessment techniques or tools used to gather evidence</b></p> <p>The following matrix identifies the type of evidence that will be collected towards competency and to enable judgments to be made about students' competency in each unit. Assessors have flexibility (according to the requirements of the Training Package, including the Assessment Guidelines and units of competency) to accept other forms of evidence from individual students (e.g. through RPL).</p> <p>An assessment tool includes the following components: the context and conditions for the assessment, the tasks to be administered to the candidate, an outline of the evidence to be gathered from the candidate and the evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules). It also includes the administration, recording and reporting requirements.</p> |   |   |            |            |
|  | <p><b>Key to techniques or tools used:</b></p> <p>A — Assignment<br/>         B — Third party testimonial<br/>         C — Workplace assessment</p>  |   |   |            |            |
|  | <b>Units of competency</b>   | <b>Unit name</b>  | <i>Check (X) technique that applies</i> |            |            |
|  |  |   | <b>Assign</b>                           | <b>TPT</b> | <b>WPA</b> |
|  | CPPDSM3009A  | Maintain workplace safety in the property industry            | x                                       | x          | x          |
|  | CPPDSM3010B  | Meet customer needs and expectations in the property industry | x                                       | x          | x          |
|  | CPPDSM3015B  | Use and maintain property and client information databases    | x                                       | x          | x          |
|  | CPPDSM3018B  | Identify risks to agency operations                           | x                                       | x          | x          |
|  | CPPDSM4080A  | Work in the real estate industry                              | x                                       | x          | x          |
|  | BSBINM301  | Organise workplace information                                | x                                       | x          | x          |
|  | BSBADM311  | Maintain business resources                                   | x                                       | x          | x          |
|  | FNSICGEN305B   | Maintain daily financial/business records                     | x                                       | x          | x          |
| CPPDSM3001A  | Assist in listing properties for lease   | x   | x                                       | x          |            |
| CPPDSM3002A  | Assist in listing properties for sale  | x   | x                                       | x          |            |
| CPPDSM3003A  | Assist in marketing properties for lease   | x   | x                                       | x          |            |

**Real Real Estate Institute of Tasmania**  
**CPP30211- Certificate III in Property Services (Agency)**

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|--------------------------------------|--|---|---|---|
|                                      |  |   |   |   |
|                                      | CPPDSM3004A Assist in marketing properties for sale  | X | X | X |
|                                      | CPPDSM3008A Maintain and protect condition of managed properties   | X | X | X |
|                                      | CPPDSM3013A Perform and record property management activities and transactions   | X | X | X |
|                                      | CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work  | X | X | X |
|                                      | CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work   | X | X | X |
| <b>Recognition of Prior Learning</b> | The Recognition of Prior Learning (RPL) process is offered to students as an alternative to the written Assignment, and Workplace assessment, it involves students gathering evidence against a checklist of suggested evidence for individual units, RPL checklists have been developed and are assessed by each unit's respective trainer. |   |   |   |

**Real Real Estate Institute of Tasmania**  
**CPP30211- Certificate III in Property Services (Agency)**

| Training and assessment staff   | Units of competency   | Staff   | Brief summary of training arrangements and how staff meet competency requirements   |
|---|---|---|---|
|   |   | Qualified assessor / Vocationally qualified trainer |   |
| <p>The RTO establishes and verifies that trainers and assessors meet nationally agreed competency requirements and continue to develop their competencies as per these requirements.</p> <p>(For each unit of competency, indicate the staff involved in delivery, with a brief summary of their qualifications with links to any further detail, and identify if this is being delivered by one person, or in a team approach)</p> | CPPDSM3009A Maintain workplace safety in the property industry            | John Soundy   | <p>Trainers are required to provide evidence of their vocational competence; this is demonstrated through continued employment in the real estate industry, or participating in continuing professional development to ensure currency of skills and knowledge.</p> |
|   | CPPDSM3010B Meet customer needs and expectations in the property industry | Mandy Welling                                       |   |
|   | CPPDSM3015B Use and maintain property and client information databases    | Mandy Welling                                       |   |
|   | CPPDSM3018B Identify risks to agency operations                           | John Soundy   |   |
|   | CPPDSM4080A Work in the real estate industry                              | John Soundy   |   |
|   | BSBINM301 Organise workplace information                                  | Bev Sienesi   |   |
|   | BSBADM311 Maintain business resources                                     | Bev Sienesi   |   |
|   | FNSICGEN305B Maintain daily financial/business records                    | Bev Sienesi   |   |
|   | CPPDSM3001A Assist in listing properties for lease                        | Mandy Welling                                       |   |
|   | CPPDSM3002A Assist in listing properties for sale                         | Mandy Welling                                       |   |
|   | CPPDSM3003A Assist in marketing properties for lease                      | Mandy Welling                                       |   |
|   | CPPDSM3004A Assist in marketing properties for sale                       | Mandy Welling                                       |   |
|   | CPPDSM3008A Maintain and protect condition of managed properties          | Nathan Grandin                                      |   |

**Real Real Estate Institute of Tasmania**  
**CPP30211- Certificate III in Property Services (Agency)**

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|--|--|----------------|
|  | CPPDSM3013A Perform and record property management activities and transactions                     | Nathan Grandin |
|  | CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work      | John Soundy    |
|  | CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work | Nathan Grandin |

|  |  |  |   |
|--|--|--|---|
| <b>Assessment validation process</b>   | <ul style="list-style-type: none"> <li>Assessment Validation is to be carried out systematically internally by REIT trainers and Training Staff and Externally by Training Manager in consultation with REIT Board, other RTO's and REI's</li> </ul>   |  |   |
| <b>Consultation with industry</b>  | <p>Industry consultation takes place at the following levels:</p> <ul style="list-style-type: none"> <li>The REIT Board is drawn from current industry experts who consult during board Meetings to validate the Training and Assessment Strategy.</li> <li>The learning and assessment material is written and validated by current industry members.</li> <li>The REIT surveys students and trainers/assessors to seek feedback, ensuring the learning and assessment material for the Diploma units are relevant. Feedback is incorporated into the validation and continuous improvement register.</li> </ul> <p>Training and Assessment Continuous Improvement log can be found on the REIT server</p>  |  |   |
| <b>Assessment moderation</b>   | Assessments are moderated monthly by the Training manager. The process for moderation is outlined in the REIT policy and procedures.   |  |   |
| <b>Resource requirements</b>   | <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p><u>General:</u></p> <p><b>Learner's Guide</b><br/> <b>Assessment</b><br/> <b>Evaluation Sheets</b><br/> <b>PC with MS Powerpoint Software &amp; CDROM drive</b><br/> <b>LCD Projector &amp; screen</b><br/> <b>MS Powerpoint presentation File</b><br/> <b>Whiteboard; Eraser and Markers</b></p> </td> <td style="vertical-align: top; width: 50%;"> <p><u>Technical:</u></p> <p><b>Agency specific procedures/ documents</b><br/> <b>PALTA Act</b><br/> <b>Residential Tenancies Act</b><br/> <b>Codes of Conduct</b><br/> <b>Privacy Act</b><br/> <b>Anti-Discrimination legislation</b><br/> <b>Property Law Act</b><br/> <b>Land Titles Act</b><br/> <b>Strata Titles Act</b><br/> <b>Workplace Health &amp; Safety Act</b><br/> <b>Competition and Consumer Act</b></p> </td> </tr> </table> | <p><u>General:</u></p> <p><b>Learner's Guide</b><br/> <b>Assessment</b><br/> <b>Evaluation Sheets</b><br/> <b>PC with MS Powerpoint Software &amp; CDROM drive</b><br/> <b>LCD Projector &amp; screen</b><br/> <b>MS Powerpoint presentation File</b><br/> <b>Whiteboard; Eraser and Markers</b></p> | <p><u>Technical:</u></p> <p><b>Agency specific procedures/ documents</b><br/> <b>PALTA Act</b><br/> <b>Residential Tenancies Act</b><br/> <b>Codes of Conduct</b><br/> <b>Privacy Act</b><br/> <b>Anti-Discrimination legislation</b><br/> <b>Property Law Act</b><br/> <b>Land Titles Act</b><br/> <b>Strata Titles Act</b><br/> <b>Workplace Health &amp; Safety Act</b><br/> <b>Competition and Consumer Act</b></p> |
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**Real Real Estate Institute of Tasmania**  
**CPP30211- Certificate III in Property Services (Agency)**

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| <b>Pathways</b>         | <b>Students will develop skills that lead to:</b> <ul style="list-style-type: none"><li>• CPP40307 Certificate IV Property Services (Agency )</li><li>• Further information on the pathways are detailed in the Policy and procedures document, and the student handbooks.</li></ul>  |
| <b>Student feedback</b> | <b>Student feedback may be collected and analysed.</b> <p>To assist with continuous improvement processes, students are given opportunities to provide feedback during the course and after each assessment item. They are also given a satisfaction survey at the completion of each year. Information on the survey processes are detailed in the REIT policy and procedures. A sample survey can be found at: <a href="https://www.surveymonkey.com/s/8BRLRFZ">https://www.surveymonkey.com/s/8BRLRFZ</a>.</p> |



## AMOUNT OF TRAINING

Course or qualification name: CPP30211 Certificate III in Property Services (Agency)

Description of typical learner:

Students generally in the age gap of 17 - 24 already working with in an agency in an administration/assistant role.

Generally students are relatively new to the industry.

Amount of training for the typical learner mix of class room based and distance learning

| LEARNING ACTIVITIES   | Est Time |
|---|----------|
| <p>CORE UNIT : CPPDSM3009A Maintain workplace safety in the property industry (D/L only)</p> <p>This unit of competency specifies the outcomes required to follow defined OHS policies and procedures to ensure own safety and that of others in the property industry workplace. It requires the ability to identify and control workplace risks and hazards, apply appropriate responses to emergency situations, and communicate workplace safety requirements.</p>  | 35       |
| <p>CORE UNIT : CPPDSM3010B Meet customer needs and expectations in the property industry (D/L only)</p> <p>This unit of competency specifies the outcomes required to clarify and meet customer needs and expectations in the property industry in a single encounter or multiple encounters, on a one-to-one basis with a customer.</p>  | 30       |
| <p>CORE UNIT : CPPDSM3015B Use and maintain property and client information databases (D/L only)</p> <p>This unit of competency specifies the outcomes required to use safely and maintain accurately property and client information databases in the context of real estate agency operations. It includes accessing property and client information databases, retrieving property and client information and producing reports, gathering and entering property and client information, maintaining the secure storage of property and client information and contributing to the monitoring and improvement of agency information databases.</p> | 20       |
| <p>CORE UNIT : CPPDSM3018B Identify risks to agency operations (D/L only)</p> <p>This unit of competency specifies the outcomes required to identify risks to agency operations. It includes identifying potential risks, identifying the causes and potential impact of risks, and implementing agency procedures for responding to risks.</p>   | 30       |
| <p>CORE UNIT : CPPDSM4080A Work in the real estate industry (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to enable a new entrant to the industry to gain a basic understanding of the industry and work ethically and effectively in a real estate agency. This includes awareness of ethical and conduct standards, core functions of real estate agency operations, legislative and regulatory framework within which the industry operates and industry employment requirements.</p>  | 20       |
| <p><u>ELECTIVE UNIT: BSBINM301 Organise workplace information (D/L only)</u></p> <p>This unit describes the skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.</p>  | 15       |

**Real Real Estate Institute of Tasmania**  
**CPP30211- Certificate III in Property Services (Agency)**

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| <p><u>ELECTIVE UNIT: BSBADM311 Maintain business resources (D/L only)</u><br/> This unit describes the skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.</p>  | 30 |
| <p><u>ELECTIVE UNIT: FNSICGEN305B Maintain daily financial/business records (D/L only)</u><br/> This unit requires the application of skills and knowledge to process routine documents such as application or claim forms, invoices, banking documents, and petty cash vouchers. It may be applied in any sector of the financial services industry.</p>   | 20 |
| <p><u>ELECTIVE UNIT: CPPDSM3001A Assist in listing properties for lease &amp; CPPDSM3002A Assist in listing properties for sale (D/L only)</u><br/> This unit of competency specifies the outcomes required to assist with the listing of all forms of properties for sale by private treaty or auction as part of an agency sales team and all forms of properties for lease as part of an agency property management team. It includes assisting with the preparation and delivery of the property listing presentation and assisting in providing follow-up service to clients.</p>  | 40 |
| <p><u>ELECTIVE UNIT: CPPDSM3003A Assist in marketing properties for lease and CPPDSM3004A Assist in marketing properties for sale (D/L only)</u><br/> This unit of competency specifies the outcomes required to assist with the marketing of all forms of property for lease as part of a property management team and properties for sale by private treaty or auction as part of an agency sales team. It includes assisting with preparing marketing materials, implementing marketing activities and assisting in providing follow-up service to clients.</p>  | 40 |
| <p><u>ELECTIVE UNIT: CPPDSM3008A Maintain and protect condition of managed properties (D/L or class based)</u><br/> This unit of competency specifies the outcomes required to inspect managed properties, prepare inspection reports and implement required repairs and maintenance. It requires the ability to communicate effectively with those involved in the inspection process and to have a clear understanding of methods for carrying out and reporting the results of a property inspection, implementing repairs to managed properties and providing landlords with information on options for protecting the value of property.</p> | 25 |
| <p><u>ELECTIVE UNIT: CPPDSM3013A Perform and record property management activities and transactions (D/L only)</u><br/> This unit of competency specifies the outcomes required to process applications from tenants for the lease of all forms of property. It includes completing managing agent documentation, receiving applications from tenants, selecting tenants, completing leasing documentation, placing tenants in the property and processing receipt of security deposits and rent.</p>   | 40 |
| <p><u>ELECTIVE UNIT: CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work (D/L or class based)</u><br/> This unit of competency specifies the outcomes required to meet the core legal and ethical requirements associated with property management. This includes awareness of the legislation dealing with the leasing and management of property, the role and responsibility of agency personnel in property management, the recording of property management transactions and the completion of property management documentation</p>  | 30 |

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| <p><u>ELECTIVE UNIT: CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work(D/L or class based)</u></p> <p>This unit of competency specifies the outcomes required to meet the core legal and ethical requirements associated with property sales. This includes awareness of the legislation relating to property sales, the role and responsibility of agency personnel in property sales, the administration of sales transactions and the completion of sales documentation.</p> | 30        |
| <b>ASSESSMENT ACTIVITIES</b>  |           |
| <p>CORE UNIT : CPPDSM3009A Maintain workplace safety in the property industry (D/L only)</p> <p>Assignment includes short answer questions, students need to develop a safety checklist, reference legislation and complete a workplace project. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p>   | 2 hours   |
| <p>CORE UNIT : CPPDSM3010B Meet customer needs and expectations in the property industry (D/L only)</p> <p>Assignment includes activities, describing customer needs and expectations, legislation and case studies. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p>   | 2 hours   |
| <p>CORE UNIT : CPPDSM3015B Use and maintain property and client information databases (D/L only)</p> <p>Assignment includes short answer questions and a case study on inaccurate data entry. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p>  | 1.5 hours |
| <p>CORE UNIT : CPPDSM3018B Identify risks to agency operations (D/L only)</p> <p>Assignment includes multiple choice questions, short answer questions, developing a case study on developing a risk management policy and procedure and knowledge of legislation. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p>   | 2 hours   |
| <p>CORE UNIT : CPPDSM4080A Work in the real estate industry (D/L or class based)</p> <p>Assignment includes short answer questions, referencing legislation, activities, completion of a project relating to the PALTA and the commission scale of fees and a project relating to ethical and legal requirements of a property representative. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p>   | 3 hours   |
| <p><u>ELECTIVE UNIT: BSBINM301 Organise workplace information</u></p> <p>Assignment includes activities, completing tables and a workplace project. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p>  | 1 hour    |
| <p><u>ELECTIVE UNIT: BSBADM311 Maintain business resources (D/L only)</u></p> <p>Assignment includes short answer questions, activities relating to resources and organisation requirements within the agency. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p>   | 1 hour    |
| <p><u>ELECTIVE UNIT: FNSICGEN305B Maintain daily financial/business records (D/L only)</u></p> <p>Assignment includes knowledge questionnaire, activity relating to petty cash and invoices,</p>  | 2 hours   |

**Real Real Estate Institute of Tasmania**  
**CPP30211- Certificate III in Property Services (Agency)**

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| receipts, remittance, statements, purchase orders. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.   |           |
| <p><u>ELECTIVE UNIT: CPPDSM3001A Assist in listing properties for lease &amp; CPPDSM3002A Assist in listing properties for sale (D/L only)</u></p> <p>Assignment includes case studies relating to listing presentation, short answer questions, case study relating to marketing and listing and documentation. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p> | 1.5 hours |
| <p><u>ELECTIVE UNIT: CPPDSM3003A Assist in marketing properties for lease and CPPDSM3004A Assist in marketing properties for sale (D/L only)</u></p> <p>Assignment includes activities, questions, proof reading, open for inspection schedule, designing marketing complain for advertising and case studies. Workplace assessment component to demonstrate knowledge in the workplace. upervisor's third party report.</p>    | 1.5 hours |
| <p><u>ELECTIVE UNIT: CPPDSM3008A Maintain and protect condition of managed properties (D/L or class based)</u></p> <p>Assignment includes questions and the completion of a condition reports.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>   | 2 hours   |
| <p><u>ELECTIVE UNIT: CPPDSM3013A Perform and record property management activities and transactions (D/L only)</u></p> <p>Assignment includes short answer questions, case study, tenancy agreements, multiple choice questions and the exclusive property management agreement.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>                   | 2 hours   |
| <p><u>ELECTIVE UNIT: CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work (D/L or class based)</u></p> <p>Assignment includes multiple choice questions, short answer questions and a case study relating to fiduciary responsibility. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p>                             | 2 hours   |
| <p><u>ELECTIVE UNIT: CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work(D/L or class based)</u></p> <p>Assignment includes multiple choice questions, short answer questions, and a case study relating to conflict of interest. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.</p>                                      | 2 hours   |
| Total for typical learner in this cohort  | 367 hours |

\* Typically the learning time doesn't vary much between class based and distance learning, the assessment requirements are the same.

RPL isn't taken up in the Certificate III qualification as learners are new to the industry generally without enough experience to apply for RPL. However if students complete unit (s) through RPL they would need

to allow 50% of the time allocated for the above assessment activities to compile the portfolio of evidence.

Legislated entry requirement for the industry is a two hour written exam, which encompasses literacy and numeracy assessments. Because of this, Language, Literacy and Numeracy (LLN) difficulties are rarely identified on enrolment for Certificate III, Certificate IV or Diploma qualifications.

Units underlined are the general electives selected; learning time may vary between 20-60 hours depending on alternative elective selection.