

CPP50307 – Diploma in Property Services (Agency Management)

Training and assessment strategy

Training and assessment strategy

RTO name	Real Estate Institute of Tasmania	RTO ID	0412
-----------------	-----------------------------------	---------------	------

Training package	Code	CPP07	Version	7.0 (June 2018)
	Title	Property services training package		
Qualification	National qualification code	CPP50307		
	Title	Diploma of Property Services (Agency Management)		
	Packaging rules	Certificate packaging rules: http://training.gov.au/TrainingComponentFiles/ CPP07/ CPP50307_R1.pdf		

Units of competency	National code / Title	Core / Specialisation / Elective / etc.
	CPPDSM4080A Work in the Real Estate Sector	Core
	CPPDSM4008A Identify legal and ethical requirements of property sales to complete work	Core
	CPPDSM4007A Identify legal and ethical requirements of property management to complete work	Core
	CPPDSM4009B Interpret legislation to complete work	Core
	CPPDSM4015B Minimise agency and consumer risk	Core
	CPPDSM4006A Establish and manage agency trust accounts	Core
	CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work	Elective
	BSBMGT517 Manage operational plan	Elective
	CPPDSM5032A Market the agency	Elective
	CPPDSM5012A Develop a strategic business plan in the real estate industry	Elective
	BSBMGT502 Manage people performance	Elective
	BSBFIM501 Manage Budgets & financial plans	Elective
	BSBHRM402A Recruit, select and induct staff	Elective
	CPPDSM4005A Establish and build agency - client	Elective

Real Real Estate Institute of Tasmania
CPP50307 – Diploma of Property Services (Agency Management)

	relationships	
	CPPDSM5009A Coordinate risk management system in the property industry	Elective
	CPPDSM5018A Ensure a safe workplace in the property industry	Elective
	CPPDSM5020A Manage and monitor effective client service in the real estate industry	Elective
	CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work	Elective
	CPPDSM4003A Appraise property	Elective
	CPPDSM4004A Conduct auction	Elective
	CPPDSM4010A Lease property	Elective
	CPPDSM4016A Monitor and manage lease or tenancy agreement	Elective
	CPPDSM4049A Implement maintenance plan for managed properties	Elective
	CPPDSM4017A Negotiate effectively in property transactions	Elective
	CPPDSM4046A Handle tenancy disputes	Elective
	CPPDSM4056A Manage conflict and disputes in the property industry	Elective
	CPPDSM4011A List property for lease	Elective
	CPPDSM4012A List property for sale	Elective
	CPPDSM4013A Market property for lease	Elective
	CPPDSM4014A Market property for sale	Elective
	CPPDSM4018A Prepare and present property reports	Elective
	CPPDSM4019A Prepare for auction and complete sale	Elective
	CPPDSM4020A Present at tribunals	Elective
	CPPDSM4022A Sell and finalise the sale of property by private treaty	Elective
	CPPDSM4038A Conduct goods, chattel, or equipment clearing sale or auction	Elective
	CPPDSM3017A Work in the strata/community management sector	Specialist/Elective
	BSBLDR403 Lead team effectiveness	Common
	BSBLED401 Develop teams and individuals	Common
	BSBCMM401 Make a Presentation	Common
Clients and environment	Property Representatives currently employed in the Real Estate Industry Learners who wish to manage or own a real estate office.	

Training Modes and Strategies	<p>Off/on the job:</p> <p>Delivery modes may include, but are not limited to:</p> <ul style="list-style-type: none">◆ trainer presentations,◆ audio/visual presentations,◆ demonstrations,◆ group participation,◆ individual and group activities,◆ skills practices and role plays, <p>Distance/correspondence:</p> <p>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.</p>
Training and assessment arrangements	<p>Duration</p> <p>The expected completion time is 24 months / On average Delivery 1081 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>Course structure</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>Training and assessment arrangements (continued)</p>	<p>Formative assessment techniques or tools used to gather evidence</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>Key to techniques or tools used:</p> <p>A — Assignment B — Third party testimonial C — Workplace assessment</p>				
	<p>Units of competency</p>	<p>Unit name</p>	<p><i>Check (X) technique that applies</i></p>		
			<p>Assign</p>	<p>TPT</p>	<p>WPA</p>
	<p>CPPDSM4080A</p>	<p>Work in the Real Estate Sector</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>
	<p>CPPDSM4008A</p>	<p>Identify legal and ethical requirements of property sales to complete work</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>
	<p>CPPDSM4007A</p>	<p>Identify legal and ethical requirements of property management to complete work</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>
	<p>CPPDSM4009B</p>	<p>Interpret legislation to complete work</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>
	<p>CPPDSM4015B</p>	<p>Minimise agency and consumer risk</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>
	<p>CPPDSM4006A</p>	<p>Establish and manage agency trust accounts</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>
<p>CPPDSM4002A</p>	<p>Apply knowledge of state or territory legislative and regulatory framework to complete agency work</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	
<p>BSBMGT517</p>	<p>Manage operational plan</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>		
<p>CPPDSM5032A</p>	<p>Market the agency</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>		
<p>CPPDSM5012A</p>	<p>Develop a strategic business plan in the real estate industry</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>		
<p>BSBMGT502</p>	<p>Manage people performance</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>	

**Real Real Estate Institute of Tasmania
CPP50307 – Diploma of Property Services (Agency Management)**

	BSBFIM501 Manage Budgets & financial plans	X	X	X
	BSBHRM402A Recruit, select and induct staff	X	X	X
	CPPDSM4005A Establish and build agency - client relationships	X	X	X
	CPPDSM5009A Coordinate risk management system in the property industry	X	X	X
	CPPDSM5018A Ensure a safe workplace in the property industry	X	X	X
	CPPDSM5020A Manage and monitor effective client service in the real estate industry	X	X	X
	CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work	X	X	X
	CPPDSM4003A Appraise property	X	X	X
	CPPDSM4004A Conduct auction	X	X	
	CPPDSM4010A Lease property	X	X	X
	CPPDSM4016A Monitor and manage lease or tenancy agreement	X	X	X
	CPPDSM4049A Implement maintenance plan for managed properties	X	X	X
	CPPDSM4017A Negotiate effectively in property transactions	X	X	X
	CPPDSM4046A Handle tenancy disputes	X	X	X
	CPPDSM4056A Manage conflict and disputes in the property industry	X	X	X
	CPPDSM4011A List property for lease	X	X	X
	CPPDSM4012A List property for sale	X	X	X
	CPPDSM4013A Market property for lease	X	X	X
	CPPDSM4014A Market property for sale	X	X	X
	CPPDSM4018A Prepare and present property reports	X	X	X
	CPPDSM4019A Prepare for auction and complete sale	X	X	X
	CPPDSM4020A Present at tribunals	X	X	X
	CPPDSM4022A Sell and finalise the sale of property by private treaty	X	X	X

Real Real Estate Institute of Tasmania
CPP50307 – Diploma of Property Services (Agency Management)

	CPPDSM4038A Conduct goods, chattel, or equipment clearing sale or auction	X	X	X
	CPPDSM3017A Work in the strata/community management sector	X	X	X
	BSBLDR403 Lead team effectiveness	X	X	X
	BSBLED401 Develop teams and individuals	X	X	X
	BSBCMM401 Make a Presentation	X	X	
Recognition of Prior Learning	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
CPP50307 – Diploma of Property Services (Agency Management)

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>	CPPDSM4080A Work in the Real Estate Sector	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>
	CPPDSM4008A Identify legal and ethical requirements of property sales to complete work	John Soundy	
	CPPDSM4007A Identify legal and ethical requirements of property management to complete work	Nathan Grandin	
	CPPDSM4009B Interpret legislation to complete work	Bev Sienesi	
	CPPDSM4015B Minimise agency and consumer risk	John Soundy	
	CPPDSM4006A Establish and manage agency trust accounts	Bev Sienesi	
	CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work	John Soundy	
	BSBMGT517 Manage operational plan	Malcolm Riley	
	CPPDSM5032A Market the agency	Malcolm Riley	
	CPPDSM5012A Develop a strategic business plan in the real estate industry	Malcolm Riley	
	BSBMGT502 Manage people performance	Bev Sienesi	
	BSBFIM501 Manage Budgets & financial plans	Bev Sienesi	
	BSBHRM402A Recruit, select and induct staff	Bev Sienesi	
	CPPDSM4005A Establish and build agency - client relationships	Chris McGregor	
	CPPDSM5009A Coordinate risk management system in the property industry	John Soundy	
CPPDSM5018A Ensure a safe workplace in the property industry	John Soundy		

Real Real Estate Institute of Tasmania
CPP50307 – Diploma of Property Services (Agency Management)

CPPDSM5020A Manage and monitor effective client service in the real estate industry	John Abell
CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work	John Soundy
CPPDSM4003A Appraise property	Mandy Welling
CPPDSM4004A Conduct auction	John Soundy
CPPDSM4010A Lease property	Nathan Grandin
CPPDSM4016A Monitor and manage lease or tenancy agreement	Nathan Grandin
CPPDSM4049A Implement maintenance plan for managed properties	Nathan Grandin
CPPDSM4017A Negotiate effectively in property transactions	John Abell
CPPDSM4046A Handle tenancy disputes	Tameka Smith
CPPDSM4056A Manage conflict and disputes in the property industry	Mandy Welling
CPPDSM4011A List property for lease	Ruth Malcolm
CPPDSM4012A List property for sale	John Abell
CPPDSM4013A Market property for lease	Chris McGregor
CPPDSM4014A Market property for sale	Chris McGregor
CPPDSM4018A Prepare and present property reports	John Soundy
CPPDSM4019A Prepare for auction and complete sale	John Soundy
CPPDSM4020A Present at tribunals	Nathan Grandin
CPPDSM4022A Sell and finalise the sale of property by private treaty	John Soundy
BSBLRD403 Lead team effectiveness	Mandy Welling

Real Real Estate Institute of Tasmania
CPP50307 – Diploma of Property Services (Agency Management)

	CPPDSM4038A Conduct goods, chattel, or equipment clearing sale or auction	John Soundy	
	CPPDSM3017A Work in the strata/community management sector	Bev Sienesi	
	BSBLED401 Develop teams and individuals	Mandy Welling	
	BSBCMM401 Make a Presentation	Bev Sienesi	

Real Real Estate Institute of Tasmania
CPP50307 – Diploma of Property Services (Agency Management)

Assessment validation process	<ul style="list-style-type: none"> 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
Consultation with industry	<p>Industry consultation takes place at the following levels:</p> <ul style="list-style-type: none"> The REIT Board is drawn from current industry experts who consult during board Meetings to validate the Training and Assessment Strategy. The learning and assessment material is written and validated by current industry members. 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.
Assessment moderation	<p>Assessments are moderated monthly by the Training manager. The process for moderation is outlined in the REIT policy and procedures.</p>
Consultation with industry	<p>Training and Assessment Continuous Improvement log can be found on the REIT server</p>

Resource requirements	<p><u>General:</u></p> <p>Learner's Guide Assessment Evaluation Sheets PC with MS Powerpoint Software & CDROM drive LCD Projector & screen MS Powerpoint presentation File Whiteboard; Eraser and Markers</p>	<p><u>Technical:</u></p> <p>Agency specific procedures/ documents PALTA Act Residential Tenancies Act Codes of Conduct Privacy Act Anti-Discrimination legislation Property Law Act Land Titles Act Strata Titles Act Workplace Health & Safety Act Competition and Consumer Act</p>
------------------------------	--	---

Pathways	<p>Students will develop skills that lead to:</p> <ul style="list-style-type: none"> Bachelors Degree in Property (University of South Australia) Further information on the pathways are detailed in the Policy and procedures document, and the student handbooks.
Student feedback	<p>Student feedback may be collected and analysed.</p> <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: https://www.surveymonkey.com/s/8BRLRFZ</p>

AMOUNT OF TRAINING

Course or qualification name: CPP50307 Diploma of Property Services (Agency Management)

Description of typical learner:

Adults (over the age of 18) already working with in an agency in a property representative role and strive to be a registered real estate agent.

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

LEARNING ACTIVITIES	Est Time
<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>	15
<p>CORE UNIT: CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work (D/L or class based)</p> <p>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>	20
<p>CORE UNIT: CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work(D/L or class based)</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>	20
<p>CORE UNIT: CPPDSM4009B Interpret legislation to complete work (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to source and interpret legislation affecting real estate operations. It includes identifying and applying statutory interpretation techniques, identifying and tracking changes to relevant real estate legislation and industry codes of conduct and maintaining appropriate records.</p>	20
<p>CORE UNIT: CPPDSM4015B Minimise agency and consumer risk (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to minimise risk to all aspects of agency business and to consumers. It includes identifying potential risks to the agency and its clients, analysing the causes and potential impact of risks, and implementing agency policies and procedures to minimise risks to the agency and consumers.</p>	20
<p>CORE UNIT: CPPDSM4006A Establish and manage agency trust accounts (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to establish and manage trust accounts in an agency context. It includes reviewing agency accounts for compliance with trust account requirements, establishing and managing trust accounts, maintaining records of trust transactions, and monitoring and reviewing trust accounts.</p>	50
<p>ELECTIVE UNIT: BSBMGT517 Manage operational plan (D/L or class based)</p> <p>This unit describes the skills and knowledge required to develop and monitor</p>	100

<p>implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan. This unit applies to individuals who manage the work of others and operate within the parameters of a broader strategic and/or business plan.</p> <p>ELECTIVE UNIT: CPPDSM5012A Develop a strategic business plan in the real estate industry (D/L or class based) This unit of competency specifies the outcomes required to develop a business strategy to position the real estate agency successfully in the property market.</p> <p>ELECTIVE UNIT: CPPDSM5032A Market the agency (D/L or class based) This unit of competency specifies the outcomes required to develop and implement a marketing strategy to position the agency in the property market. It does not cover marketing required for individual properties.</p>	
<p>ELECTIVE UNIT: BSBMGT502 Manage people performance (D/L or class based) This unit describes the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management. It applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement. The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.</p>	60
<p>ELECTIVE UNIT: BSBFIM501 Manage Budgets and financial plans (D/L or class based) This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes. It applies to managers in a wide range of organisations and sectors who have responsibility for ensuring that work team financial resources are used effectively and are managed in line with financial objectives of the team and organisation.</p>	60
<p>ELECTIVE UNIT: CPPDSM5009A Coordinate risk management system in the property industry (D/L or class based) This unit of competency specifies the outcomes required to develop, implement and evaluate a risk management system to ensure effective operations. It requires the ability to determine system requirements and identify and organise appropriate support processes to implement the system.</p>	15
<p>ELECTIVE UNIT: CPPDSM5018A Ensure a safe workplace in the property industry (D/L or class based) This unit of competency specifies the outcomes required to establish, maintain and evaluate an organisation's OHS system and procedures to ensure own safety and that of others in the workplace. It requires the ability to identify and control workplace risks and hazards, and communicate workplace safety requirements.</p>	30
<p>ELECTIVE UNIT: CPPDSM5020A Manage and monitor effective client service in the real estate industry (D/L or class based)</p>	10

<p>This assessment requires you to develop a client service strategy which includes agency policies and procedures for communicating with clients, keeping client records, maintaining client confidentiality, and handling client complaints and feedback as well as methods of assessing and improving performance.</p> <p>It also requires you to answer questions to demonstrate your knowledge of key concepts in delivering a client service strategy.</p>	
<p>ELECTIVE UNIT: CPPDSM3008A Maintain and protect condition of managed properties (D/L or class based)</p> <p>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>	15
<p>ELECTIVE UNIT: CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to apply knowledge of state or territory legislative and regulatory framework to real estate agency operations. The unit is directed at licensed real estate agents, real estate representatives and agency support staff members who move between States and Territories and need to be aware of the legislative and regulatory frameworks that apply to real estate operations in different jurisdictions. It includes sourcing and applying information on the real estate industry and the relevant legislation and regulations affecting agency operations in one or more States or Territories.</p>	40
<p>ELECTIVE UNIT: CPPDSM4003A Appraise property (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to appraise the sale price range or rental value of all forms of property for listing purposes in line with client instructions, agency practice and legislative requirements. It includes researching the property, selecting appropriate methods to appraise the sale price range or rental value of property and preparing reports on the property appraisal.</p>	30
<p>ELECTIVE UNIT: CPPDSM4004A Conduct auction (class based only)</p> <p>This unit of competency specifies the outcomes required to conduct an auction. It includes conducting the auction in line with agency practice, ethical standards and legislative requirements.</p>	10
<p>ELECTIVE UNIT: CPPDSM4005A Establish and build agency - client relationships (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to establish, maintain and expand client–agency relationships to support the attainment of key agency business goals. It includes communicating effectively with clients, implementing the agency's approach to client service and client–agency relationship management strategies, implementing personal marketing strategies and building ongoing relationships with clients.</p>	10
<p>ELECTIVE UNIT: CPPDSM4046A Manage tenancy disputes (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to use communication techniques to manage and resolve tenancy disputes. It requires the ability to assess tenancy dispute situations, accurately receive and relay information, adapt interpersonal styles and</p>	10

techniques to varying social and cultural environments, and evaluate responses to tenancy disputes.	
<p>ELECTIVE UNIT: CPPDSM4017A Negotiate effectively in property transactions (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to manage effective negotiations in relation to the sale, lease or management of property. It includes establishing the needs and expectations of relevant parties, negotiating to achieve desired outcomes and managing potential and real disputes between parties.</p>	10
<p>ELECTIVE UNIT: CPPDSM4010A Lease property (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to administer the leasing of all types of property. It includes screening tenant enquiries, conducting inspections, obtaining and reviewing tenancy applications, completing tenancy agreements or lease documentation, placing tenants in property and recording tenancy arrangements.</p>	40
<p>ELECTIVE UNIT: CPPDSM4049A Implement maintenance plan for managed properties and CPPDSM4016A Monitor and manage lease or tenancy agreement (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to develop and implement a maintenance plan for all types of managed properties. It includes determining property maintenance requirements, establishing a property maintenance plan, establishing and maintaining a key register, monitoring the security of managed properties and implementing and reviewing the property maintenance plan.</p> <p>It also specifies the outcomes required to manage properties during the term of leases or tenancy agreements. It includes implementing the conditions of leases and tenancy agreements, responding to requests from tenants and landlords and managing the renewal and termination of leases and tenancy agreements.</p>	60
<p>ELECTIVE UNIT: CPPDSM4011A List property for lease (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to list all types of property and businesses for lease. It includes implementing procedures for promoting agency's property management services, establishing client requirements, planning and delivering property listing presentations, finalising listings for the lease of property, and recording and acting on client instructions</p>	15
<p>ELECTIVE UNIT: CPPDSM4012A List property for sale (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to list all types of property and businesses for sale. It includes prospecting for listings, establishing client requirements, planning and delivering property listing presentations, finalising listings for the sale of property, and recording and acting on client instructions.</p>	20
<p>ELECTIVE UNIT: CPPDSM4013A Market property for lease and CPPDSM4014A Market property for sale (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to market all types of property and businesses for lease and sale. It includes planning, developing a marketing plan, preparing marketing materials, implementing marketing activities, and reviewing and reporting on marketing plans and activities.</p>	40
<p>ELECTIVE UNIT: CPPDSM4018A Prepare and present property reports (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to recognise and analyse property styles and faults in order to assist clients to understand the condition of property prior to</p>	20

listing, leasing or refurbishment. This includes identifying different architectural and construction styles and their impact on the market value of property, using common building construction terms to describe key features of properties, explaining the impact of common building defects on marketing properties for sale or rent, conducting property inspections, presenting reports on the physical condition of properties, identifying costs and potential benefits of property improvements, and acting on subsequent client instructions.	
<p>ELECTIVE UNIT: CPPDSM4019A Prepare for auction and complete sale (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to prepare for an auction and complete the sale of property. It includes implementing the auction marketing plan, preparing auction documentation, confirming the reserve price with the seller, planning and implementing auction day procedures, and completing follow-up procedures after auction sale.</p>	15
<p>ELECTIVE UNIT: CPPDSM4020A Present at tribunals (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to appear effectively before a tribunal. It includes preparing for tribunal hearings, using appropriate tribunal etiquette, acting as a witness, participating in conciliation hearings and presenting a case.</p>	15
<p>ELECTIVE UNIT: CPPDSM4022A Sell and finalise the sale of property by private treaty (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to sell and finalise the sale of all types of property by private treaty. It includes qualifying buyers, arranging for potential buyers to inspect listed properties, delivering effective sales presentations, submitting offers and negotiating property sale with sellers and buyers and maintaining communications with sellers and prospective buyers. It also includes monitoring the process between exchange of contracts and settlement for all types of property and businesses and preparing documentation for agency disbursements.</p>	40
<p>ELECTIVE UNIT: CPPDSM3017A Work in the strata/community management sector (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to apply foundation knowledge to work effectively and efficiently in the strata/community management sector. It covers the basic entry-level functions to enable compliance with legislative, ethical and procedural requirements. It requires the ability to identify potential risks associated with a range of activities within the sector and opportunities for improving own professional development.</p>	20
<p>ELECTIVE UNIT: CPPDSM4038A Conduct goods, chattel, or equipment clearing sale or auction(D/L or class based)</p> <p>This unit of competency specifies the outcomes required to prepare and conduct a clearing sale or auction of goods, chattels or equipment. It includes preparing, conducting and completing the auction or clearing sale.</p>	30
<p>ELECTIVE UNIT: BSBCMM401 Make a Presentation(class based)</p> <p>This unit covers the skills and knowledge required to prepare, deliver and review a presentation to a target audience.</p>	20

<p>This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.</p>	
<p>ELECTIVE UNIT: BSBLRD403 Lead team effectiveness (D/L or class based)</p> <p>This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion. It applies team leaders, Supervisor's and new emerging managers who have an important leadership role in the development of efficient and effective work teams. Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.</p>	30
<p>ELECTIVE UNIT: CPPDSM4056A Manage conflict and disputes in the property industry (D/L or class based)</p> <p>This unit of competency specifies the outcomes required to use communication techniques to manage and resolve conflict and disputes in the property industry. It requires the ability to assess conflict or dispute situations, accurately receive and relay information, adapt interpersonal styles and techniques to varying social and cultural environments, and evaluate responses.</p>	15
<p>ELECTIVE UNIT: BSBLED401 Develop teams and individuals (D/L or class based)</p> <p>This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup. It applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.</p>	30
<p>ELECTIVE UNIT: BSBHRM402A Recruit, select and induct staff (D/L or class based)</p> <p>This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.</p>	40
<p>ASSESSMENT ACTIVITIES</p>	
<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.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	3 hours
<p>ELECTIVE UNIT: CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and a case study relating to fiduciary responsibility.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work(D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions, and a case study relating to conflict of interest.</p>	2 hours

Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.	
CORE UNIT: CPPDSM4009B Interpret legislation to complete work Assignment includes activities, quoting sections of the Act, multiple choice questions, short answer questions and a project. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.	1 hour
CORE UNIT: CPPDSM4015B Minimise agency and consumer risk Assignment includes questions, activities, inspection checklist, risk scoring, case study on WHS risks. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.	3 hours
ELECTIVE UNIT: CPPDSM4006A Establish and manage agency trust accounts (D/L or class based) Assignment includes theory questions, practical exercises and activities. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.	4 hours
ELECTIVE UNIT: BSBMGT517 Manage operational plan (D/L or class based) Assignment includes a comprehensive case study regarding Clearview Real Estate. Supervisor's third party report. ELECTIVE UNIT: CPPDSM5012A Develop a strategic business plan in the real estate industry (D/L or class based) Assignment includes a comprehensive case study regarding Clearview Real Estate. Supervisor's third party report. ELECTIVE UNIT: CPPDSM5032A Market the agency (D/L or class based) Assignment includes a comprehensive case study regarding Clearview Real Estate. Supervisor's third party report.	8 hours
ELECTIVE UNIT: BSBMGT502 Manage people performance (D/L or class based) Assignment includes questions regarding Code of Conduct and referencing websites. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.	3 hours
ELECTIVE UNIT: BSBFIM501 Manage Budgets and financial plans (D/L or class based) Assignment includes theory questions, assessment activities and calculations. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.	3 hours
ELECTIVE UNIT: CPPDSM5009A Coordinate risk management system in the property industry (D/L or class based) Assignment includes activities relating to risk management strategies, questions relating to risk factors, projects and a case study. Workplace assessment component to demonstrate knowledge in the workplace. Supervisor's third party report.	2 hours
ELECTIVE UNIT: CPPDSM5018A Ensure a safe workplace in the property industry (D/L or class	2 hours

<p>based)</p> <p>Assignment includes multiple choice questions, short answer questions and a case study relating to Work, Health & Safety Management (WH&S).</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	
<p>ELECTIVE UNIT: CPPDSM5020A Manage and monitor effective client service in the real estate industry (D/L or class based)</p> <p>Assignment includes two assessments regarding client service strategies, agency policies and maintaining client confidentiality.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM3008A Maintain and protect condition of managed properties (D/L or class based)</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>ELECTIVE UNIT: CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4003A Appraise property (D/L or class based)</p> <p>Assignment includes activities, calculations, referencing websites, multiple choice questions, short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4004A Conduct auction (class based)</p> <p>Assignment includes short answer questions, using Excel, case studies and a practical assignment. Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4005A Establish and build agency - client relationships (D/L or class based)</p> <p>Assignment includes activities, short answer questions and projects.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4046A Manage tenancy disputes (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and case studies.</p>	2 hours

<p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	
<p>ELECTIVE UNIT: CPPDSM4017A Negotiate effectively in property transactions (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4010A Lease property (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4049A Implement maintenance plan for managed properties and CPPDSM4016A Monitor and manage lease or tenancy agreement (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4011A List property for lease (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4012A List property for sale (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4013A Market property for lease and CPPDSM4014A Market property for sale (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4018A Prepare and present property reports (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and a report.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4019A Prepare for auction and complete sale (D/L or class based)</p> <p>Assignment includes short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours

<p>ELECTIVE UNIT: CPPDSM4020A Present at tribunals (D/L or class based)</p> <p>Assignment includes case studies and questions regarding the Residential Tenancy Act.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4022A Sell and finalise the sale of property by private treaty (D/L or class based)</p> <p>Assignment includes multiple choice questions, short answer questions and case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM3017A Work in the strata/community management sector (D/L or class based)</p> <p>Assignment includes case studies and short answer questions.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4038A Conduct goods, chattel, or equipment clearing sale or auction(D/L or class based)</p> <p>Assignment includes case studies.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: BSBCMM401 Make a Presentation(D/L or class based)</p> <p>Assignment includes preparing, delivering and reviewing presentations.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: BSBLDR403 Lead team effectiveness (D/L or class based)</p> <p>Assignment includes short answer questions.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: CPPDSM4056A Manage conflict and disputes in the property industry (D/L or class based)</p> <p>Assignment includes activities, multiple choice questions and short answer questions.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours
<p>ELECTIVE UNIT: BSBLED401 Develop teams and individuals (D/L or class based)</p> <p>Assignment includes case studies and short answer questions.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	2 hours

<p>ELECTIVE UNIT: BSBHRM402A Recruit, select and induct staff (D/L or class based)</p> <p>Assignment includes short answer questions.</p> <p>Workplace assessment component to demonstrate knowledge in the workplace.</p> <p>Supervisor's third party report.</p>	<p>2 hours</p>
<p>Total for typical learner in this cohort</p>	<p>1081 hours</p>

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

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. Students enrolled into this qualification have worked in the industry already for some time.

Learning time may vary between 60-80 hours depending on alternative elective selection.

Estimate times have been determined by reviewing the learning content and assessments and how much time we anticipate it taking a learner to complete the units.

Students completing unit (s) through RPL would need to allow 50% of the time allocated for the above assessment activities to compile the portfolio of evidence.