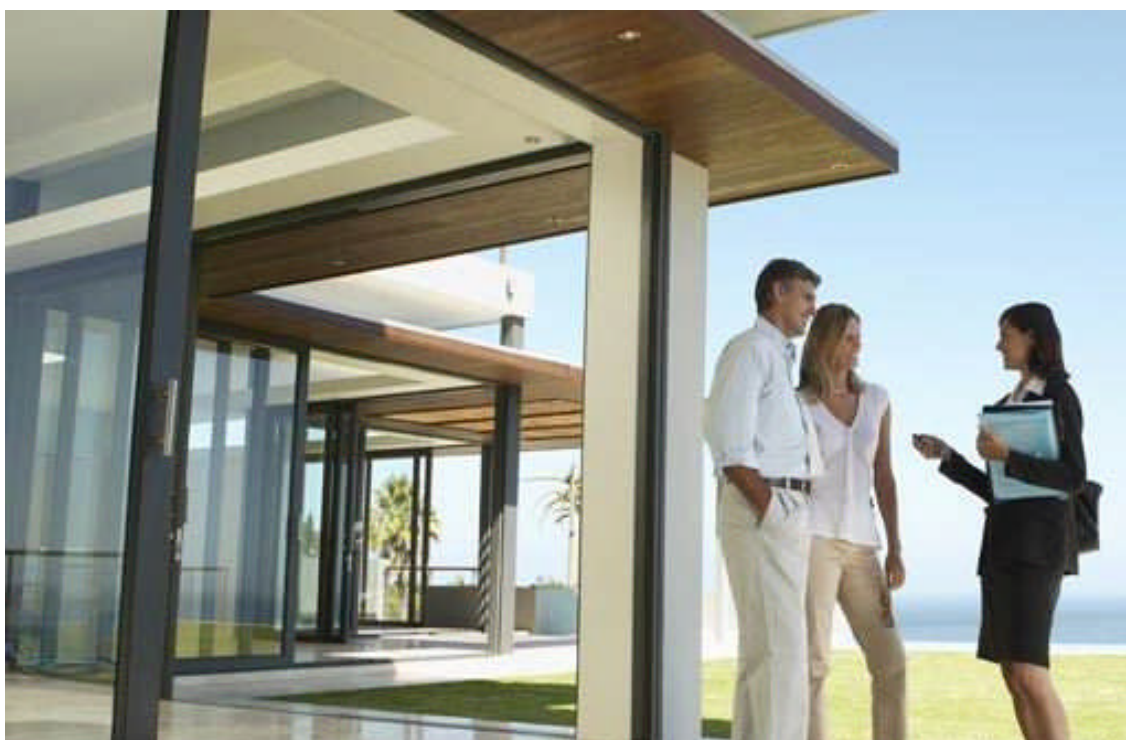


CPP40307 Certificate IV in Property Services (Real Estate) Property Management Stream



Your Course Guide

CPP40307 Certificate IV in Property Services (Real Estate)

Australian Salesmasters Training Company (RTO #6854)

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On completion of the Certificate IV in Property Services (Real Estate) – Property Management Stream, participants will have acquired the knowledge and skill required to operate as a licensed estate agent. This includes knowledge and skill in areas related to the legal liability and responsibility of estate agents, real estate accounting requirements, the management of client and agency relationships, the listing of properties for lease, property leasing, preparing property reports, property management, marketing properties for lease, managing tenancy disputes and risk management.

Depending on the electives chosen, completion of the course will enable you to satisfy the educational requirements to apply for a Real Estate Agents license in N.S.W.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

The course provides participants with a working knowledge of the Real Estate Industry in order to be a licensed agent/real estate principal.

When you have completed this course, you will be able to:

- Apply property and business law
- Apply risk management concepts
- Make presentations
- List properties for lease
- Lease properties
- Apply marketing and management techniques
- Conduct negotiations
- Apply a range of financial and trust accounting skills
- Add to this the value of a nationally recognised qualification and this is your best way for career advancement.

This course is a nationally recognised qualification, which leads to the Diploma of Real Estate.

EMPLOYABILITY SKILLS

The following is a summary of the employability skills for this qualification. This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification.

The outcomes described here are broad industry requirements that may vary depending on the packaging options.

• Communication

- apply literacy skills to access and interpret a variety of texts, including leases; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms
- apply numeracy skills to calculate and interpret data such as deposits, entitlements and commissions
- communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- demonstrate effective communication strategies to establish rapport with clients, determine client needs, provide accurate advice, address client concerns and deal with conflict in line with agency practice
- identify and assess property marketing strategies in the context of legislative requirements and agency practice
- identify effective communication strategies for managing conflicts involving clients, and evaluate them in line with legislative requirements and agency practice
- use verbal communication skills for face-to-face communication with real estate sellers and buyers

• Teamwork

- identify roles and responsibilities of government agencies regulating the lease and management of property
- identify roles and responsibilities of agents in leasing and managing property in line with legislative requirements and agency practice
- work effectively in and promote communication between teams in an agency environment

• Problem Solving

- apply decision making and problem solving skills to analyse situations and make decisions consistent with legislative and regulatory requirements
- apply strategies for resolving disputes between landlords and tenants and evaluate them in line with legislative requirements and agency practice

• Initiative and Enterprise

- analyse causes and potential impact of risks on agency, clients and other stakeholders
- apply analytical skills to interpret documentation, such as parliamentary documents, legislation, regulations and codes of conduct
- apply research skills to identify and locate legislation, regulations and codes of conduct
- apply negotiation and conflict resolution skills to resolve disputes with tenants and landlords
- negotiate to assist clients with property sales and property management matters

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Distance Learning:

This is the flexible way to gain your desired qualification in your own time at your own speed.

HOW TO GAIN YOUR QUALIFICATION FASTER

- Fast track
- RPL (Recognition of Prior Learning)

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an Internet connection and computer (Online Learning)



EMPLOYABILITY SKILLS CONT.

• **Planning and Organising**

- apply risk management strategies associated with advising clients on property sales and property management options
- identify and assess listing opportunities in the context of legislative requirements and agency practice
- plan, organise and schedule work-related tasks, such as inspecting properties
- identify changes to legislation and regulations affecting agency operations
- identify information on key operations of estate agencies in the context of legislative and agency requirements
- implement agency procedures and systems to minimise risk to agency
- maintain relevant records of legislation and industry codes of conduct
- identify and access source documents for legislation and regulations relevant to the provision of real estate agency services

• **Self Management**

- demonstrate a commitment to comply with industry codes of conduct by own personal ethical behaviour

- interpret and comply with legislative and agency requirements
- understand legislative requirements and verify with relevant people
- manage competing work demands
- model ethical practice
- ensure personal presentation and professional image comply with industry and agency norms
- organise own work
- source specialist advice in line with agency practice

• **Learning**

- apply knowledge of ethical and conduct standards and key principles of consumer protection, equal employment opportunity and privacy in relation to the leasing and management of property
- apply knowledge of the process of leasing and managing property

- assess personal knowledge and skills in providing real estate services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities
- identify and plan opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in line with agency practice

• **Technology**

- access the internet and web pages
- apply computing skills to access agency and resource databases
- send and receive emails and complete standard forms and documents online
- use standard software packages

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

COURSE STRUCTURE – PROPERTY MANAGEMENT STREAM

You are required to complete 24 units of study for the Certificate IV in Property Services (Real Estate).

UNIT CODE	UNIT NAME	DESCRIPTION
CPPDSM4007A	IDENTIFY LEGAL AND ETHICAL REQUIREMENTS OF PROPERTY MANAGEMENT TO COMPLETE AGENCY WORK	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.
CPPDSM4008A	IDENTIFY LEGAL AND ETHICAL REQUIREMENTS OF PROPERTY SALES TO COMPLETE AGENCY WORK	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.
CPPDSM4009A	INTERPRET LEGISLATION TO COMPLETE AGENCY WORK	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.
CPPDSM4015A	MINIMISE AGENCY AND CONSUMER RISK	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.
CPPDSM4080A	WORK IN THE REAL ESTATE INDUSTRY	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.

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COURSE STRUCTURE - PROPERTY MANAGEMENT STREAM

UNIT CODE	UNIT NAME	DESCRIPTION
CPPDSM4005A	ESTABLISH AND BUILD CLIENT-AGENCY RELATIONSHIPS	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.
BSBLED401A	DEVELOP TEAMS AND INDIVIDUALS	This unit covers the skills and knowledge required to determine individual and team development needs and facilitate the development of the workgroup.
BSBWOR402A	PROMOTE TEAM EFFECTIVENESS	This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.
CPPDSM4045A	FACILITATE MEETINGS IN THE PROPERTY INDUSTRY	This unit of competency specifies the outcomes required to prepare for meetings and facilitate groups to discuss common issues in the property industry. It requires the ability to coordinate meeting arrangements, communicate effectively with a range of audiences, and accurately record meeting outcomes.
CPPDSM4018A	PREPARE AND PRESENT PROPERTY REPORTS	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 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. This is not expected to replace technical and expert advice nor represent financial advice.
CPPDSM4049A	IMPLEMENT MAINTENANCE PLAN FOR MANAGED PROPERTIES	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.
CPPDSM3008A	MAINTAIN AND PROTECT CONDITION OF MANAGED PROPERTIES	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.
CPPDSM4013A	MARKET PROPERTY FOR LEASE	This unit of competency specifies the outcomes required to market all types of property and businesses for lease. It includes planning, developing a marketing plan, preparing marketing materials, implementing marketing activities, and reviewing and reporting on marketing plans and activities.
CPPDSM4002A	APPLY KNOWLEDGE OF STATE OR TERRITORY LEGISLATIVE AND REGULATORY FRAMEWORK TO COMPLETE AGENCY WORK	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.
CPPDSM4020A	PRESENT AT TRIBUNALS	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.
BSBSMB404A	UNDERTAKE SMALL BUSINESS PLANNING	This unit describes the performance outcomes, skills and knowledge required to research and develop an integrated business plan for achieving business goals and objectives. Specific legal requirements apply to the management of a small business.

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COURSE STRUCTURE

UNIT CODE	UNIT NAME	DESCRIPTION
CPPDSM4046A	MANAGE TENANCY DISPUTES	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 techniques to varying social and cultural environments, and evaluate responses to tenancy disputes.
CPPDSM4056A	MANAGE CONFLICT AND DISPUTES IN THE PROPERTY INDUSTRY	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.
CPPDSM4061A	OBTAIN PROSPECTS FOR LISTING	This unit of competency specifies the outcomes required to seek out and secure the listing of businesses with a business brokerage. It requires the ability to identify marketing opportunities that match the agency's focus and area of expertise, engage prospective clients and promote the agency in order to secure new listings and custom. Knowledge of the agency's business goals, current market trends and conditions, and sales and promotion techniques is required.
BSBCMM401A	MAKE A PRESENTATION	This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience
CPPDSM4017A	NEGOTIATE EFFECTIVELY IN PROPERTY TRANSACTIONS	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.
CPPDSM4010A	LEASE PROPERTY	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.
CPPDSM4011A	LIST PROPERTY FOR LEASE	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. This unit does not address listings for property sales or the actual marketing or lease of the property under an agency contract.
CPPDSM4016A	MONITOR AND MANAGE LEASE OR TENANCY AGREEMENT	This unit of competency 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.

ASSESSMENT

ASTC uses competency based assessment methods to ensure participants have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the participant can actually do – and the standard at which they are able

to perform. Performance is measured in terms of whether participants meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.
ASTC's assessment process may consist of the following tasks and activities,

- dependant on the unit/chapter requirements:
- Multiple choice and/or short answer questionnaires
 - Third party supervisor demonstration reports
 - Projects/case studies
 - Holistic Assessments

- OTHER HIGHLIGHTS ... LEARNING DEVELOPMENT RESOURCES -

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