

CERTIFICATE III

Property Services (Agency) - CPP30211

CERTIFICATE IV

Property Services (Real Estate) - CPP40307

DIPLOMA

Property Services (Agency Management) - CPP50307

Student Handbook

REIT Training



NATIONALLY RECOGNISED
TRAINING

STUDENT HANDBOOK

Please take the time to read this handbook carefully as it forms part of your induction and contains information you may need from time to time during your studies with REIT.

If you have any questions regarding any of the information contained in this document please contact:

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INTRODUCTION

Welcome to The Real Estate Institute of Tasmania. This handbook contains important information about us, our approach to training, our responsibilities to our students, your responsibilities as a student and the procedures you should follow throughout your training experience.

This handbook should be read in conjunction with the following documents, which are available on the REIT website, or alternatively contact us and we will send you a copy.

- **Training and assessment Strategies**
<http://reit.com.au/wp-content/uploads/Training-assessment-strategy.pdf>
- **Fees and Refunds Policy**
<http://reit.com.au/wp-content/uploads/Fees-refunds-Policy.pdf>
- **Client Service Standards**
<http://reit.com.au/wp-content/uploads/Client-service-standards1.pdf>
- **Code of Practice (training)**
<http://reit.com.au/wp-content/uploads/code-of-practice-training.pdf>
- **Privacy Policy**
<http://reit.com.au/wp-content/uploads/PRIVACY-Policy-REIT.pdf>

WHAT IS THE REIT?

The Real Estate Institute of Tasmania is the Industry Body for the Real Estate Industry in Tasmania and is a Registered Training Organisation delivering relevant training for the Industry.

The training delivered by the REIT includes

- Nationally recognised Certificate III and Certificate IV qualifications in Real Estate, and also the Diploma qualification which is a prerequisite for registration as a real estate agent or property manager
- Entry level training for persons commencing in the industry, including training to be a property consultant or assistant property manager
- General professional development in response to industry requirements

We provide training to existing members of the Real Estate industry and to people looking to take their first steps into the industry.

For further details on our registration, you can find us on the National Register website www.training.gov.au. Our national RTO ID is 0412.

WHAT IS THE CERTIFICATE III?

The Certificate III in Property Services (Agency) is a nationally recognised qualification drawn from the Property Services Training Package (CPP07). The qualification consists of 14 units (5 core and 9 electives). The typical duration of the qualification for most students is 24 months.

Students complete their training through Distance learning for the majority of units. During the duration of their qualification students will participate in assessment activities including written assignments and workplace assessment to establish competence.

The typical candidate for the Certificate III is an employee who is operating in an administrative position such as receptionist, personal assistant or similar role, who is seeking real estate specific training to provide them with skills and knowledge relevant to their position.

More information on the Certificate III and the CPP07 Training Package can be found here:

Training Package:

<http://training.gov.au/Training/Details/ CPP07>

Certificate III in Property Services:

<http://training.gov.au/Training/Details/ CPP30211>

WHAT IS THE CERTIFICATE IV?

The Certificate IV in Property Services (Real Estate) is a nationally recognised qualification drawn from the Property Services Training Package (CPP07). The qualification consists of 24 units (5 core and 19 electives). Typical duration of the qualification for most students is 24 months.

Students complete their training through a variety of delivery methods, including Class based delivery and distance learning. During the duration of their qualification students will participate in assessment activities including written assignments and workplace assessment to establish competence.

The typical candidate for the Certificate IV is an employee who is registered as a Property consultant or Assistant Property Manager and operating in a sales or property management role and seeking training relevant to their position.

More information on the Certificate IV and the CPP07 Training Package can be found here:

Training Package:

<http://training.gov.au/Training/Details/ CPP07>

Certificate IV in Property Services:

<http://training.gov.au/Training/Details/ CPP40307>

WHAT IS THE DIPLOMA?

The Diploma in Property Services (Agency Managing) is a nationally recognised qualification drawn from the Property Services Training Package (CPP07). The qualification consists of 26 units (6 cores and a combination of 20 common and electives). The typical duration of the qualification for most students is 24 months.

Students complete their training through a variety of delivery methods, including Class based delivery and distance learning. During the duration of their qualification students will participate in assessment activities including written assignments and workplace assessment to establish competence.

The Diploma in Property Services is required by the Property Agents Board to register as a Real Estate Agent or Property Manager. The typical candidate for the Diploma is an employee who is registered as a Property consultant or Assistant Property Manager seeking to attain the skills, knowledge and requisite qualification to operate as the principal of a real estate agency.

More information on the Diploma and the CPP07 Training Package can be found here:

Training Package:

<http://training.gov.au/Training/Details/ CPP07>

Certificate IV in Property Services:

<http://training.gov.au/Training/Details/ CPP50307>

HOW WILL YOU COMPLETE YOUR TRAINING?

Students will complete their training by selecting one of the following options for each unit in their qualification:

Class Based Delivery

Classes for each unit of the Certificate IV and Diploma are delivered in Hobart, Launceston and Ulverstone. Students will be provided with a copy of the training material when they arrive. The training will cover all required aspects of the unit, at completion of the workshop students will be required to complete a written assignment.

Please be aware classes are subject to minimum numbers and may be cancelled due to insufficient enrolments.

Students will be provided personalised class lists upon enrolment.

Details of upcoming classes can be found on the REIT website:

<http://reit.com.au/training/training-calendar-table/>

Distance learning

All nationally recognised units (except BSBCM401 Make a presentation & CPPDSM4004A Conduct auction) can be completed through distance learning. Distance Learning students will be mailed a copy of the learning material and assessment activities for the unit. Learners work through the training material with the support of Trainers via email or telephone when required.

Certificates III units are only offered through distance learning (except those units offered as part of the Certificate IV core units).

HOW WILL YOU BE ASSESSED?

As you complete each unit of competency a series of assessment tools will be collected to establish competency.

Students are considered competent when they are able to consistently apply their knowledge and skills to the standard of performance required in the workplace. Both workplace and off the job training and assessment aim to ensure that individuals participating in the training have the competence to undertake their work role to the standard expected in a range of employment situations.

Assignments

Students who attend training or complete units through distance learning will be required to complete an assignment as part of their assessment activities. Assignments generally consist of short answers questions, case studies, and multiple choice questions.

Assessment tasks should be submitted by the specified date, usually within 3 weeks of attending training.

Your assignments will be returned to you as either 'Competent' or 'Not Yet Competent'. If your work is returned as not yet competent, you will be required to resubmit the assessment within 3 weeks, complete with a resubmit cover page. A template is to be found towards the back of this handbook.

Students are advised to always retain a copy of their work when they submit an assignment for assessment.

Workplace Assessment

There will also be a component of your assessment which will be completed in the workplace. Once you have completed your assignment, you will be provided with a checklist which you will gather evidence against. Once this is prepared an REIT workplace assessor will conduct the assessment in your workplace at a time that is convenient for all parties.

Testimonial/Training Record Book

The objective of the training record book/testimonial is to provide an opportunity for the workplace supervisor/third party to provide feedback and document the students on the job competency.

Recognition of Prior Learning (RPL)

RPL is the process of recognising an individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification. The onus is upon the candidate to demonstrate competence to the satisfaction of the assessor.

RPL replaces all other assessment modes, if you believe you may be eligible for RPL in any units, contact REIT for the RPL Checklist.

WHERE TO GO FOR HELP?

If you are having difficulty with the assessment activities, REIT staff can assist either by explaining assessment processes and objectives, or arranging for a trainer to contact you.

Tutoring

Tutoring is available for all students; this may take place over email, telephone, Skype, in person, or whatever method is convenient for trainers and students. Please be aware there is a fee associated with tutoring, this is detailed in the REIT Fees and refunds policy, however for students completing their training through distance learning the REIT will provide **one hour** of tutoring for each distance unit, additional tutoring costs will need to be covered by the student.

TRAINING RECORDS

The REIT maintains training records and will issue you with a certificate upon successful demonstration of competence in all the units of your qualification. REIT can provide a statement of results to any student; just contact a member of the training department.

INFORMATION FOR STUDENTS ATTENDING TRAINING

TRAINING VENUES

The main venues used for off-the-job training are:

Hobart:

Real Estate House, 33 Melville Street Hobart

Launceston:

The Mercure, 3 Earl Street Launceston

Ulverstone:

The Lighthouse Hotel, 33 Victoria Street Ulverstone

HOW DO I KNOW IF TRAINING IS GOING TO GO AHEAD?

The Training Coordinator will send course participants a confirmation e-mail generally between 7 – 14 days prior to the date.

COURSE TIMING

Unless otherwise specified on the timetable, a full day's training will commence at 9am, allow approximately an hour for lunch at a time that is at the discretion of the trainer, and finish at 5pm.

WHERE TO FROM HERE

COURSE COST?

The cost of the course will vary from student to student depending on chosen electives and delivery methods. Approximate cost for each qualification is as follows:

Certificate III \$2000

Certificate IV \$4000

Diploma \$5000

Opportunities for state and federal funding exist which may reduce this amount considerably; prior to enrolling we encourage prospective students or their employer to contact an Australian Apprenticeship Centre for further information.

Information on Australian Apprenticeship Centre's can be found here:

<http://www.australianapprenticeships.gov.au/find-my-aac/full-list>

HOW TO ENROL?

To enrol in Certificate III, IV or Diploma qualifications we require students contact a member of the Training department where they will be provided with a copy of a Training plan, an enrolment form, and a payment form.

PATHWAYS TO FURTHER EDUCATION

Certificate III in Property Services (Agency)

The vocational pathway available to students who complete a Certificate III in Property Services (Agency) is the Certificate IV in Property Services (Real Estate). Depending on their elective choice students may have credit for up to four units towards a Certificate IV.

Certificate IV in Property Services (Real Estate)

The vocational pathway available to students who complete a Certificate IV in Property Services (Real Estate) is the Diploma of Property Services (Agency Management). Depending on their elective choice students may have credit for up to eighteen units towards a Diploma.

Diploma

The tertiary pathway available to students who complete a Diploma is the Bachelor in Business (Property) through the University of South Australia. Credit arrangements provide a student who has completed their Diploma with a credit of 5 courses towards their degree. Further details available at: <http://creditassessor.unisa.edu.au/public/creditassessor/>

APPENDIX

APPENDIX 1 RPL APPLICATION SAMPLE

RPL Self Assessment Checklist

CPPDSM3018A

Identify risks to agency operations

What this unit covers:

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.

The unit may form part of the licensing requirements for persons engaged in property development and management activities, including those working in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Assess your competence against the unit of competency and suggest evidence

Record your decision, list and gather evidence to submit with you application

I believe I can:	YES NO	Suggest evidence	Evidence provided
1 Determine risks to agency operations.	<input type="checkbox"/> <input type="checkbox"/>	Courses in risk already undertaken – results – notes. Previous risk associated knowledge in other positions held	
2 Identify causes and potential impact of risks on agency.	<input type="checkbox"/> <input type="checkbox"/>	Agency meetings relating to procedures in identifying risks to agency including notes, duties undertaken. Diary notes. Case histories where you have been involved in identifying risks to agency and possible outcomes.	
Or, contact REIT and arrange to perform the assignment and workplace assessment instead	<input type="checkbox"/> <input type="checkbox"/>		

Check your result

APPENDIX 2 WORKPLACE ASSESSMENT CHECKLIST SAMPLE

CPPDSM3001A: ASSIST IN LISTING PROPERTIES FOR LEASE

Element	Performance Criteria	Guide of suggested evidence (assessor please tick against the evidence provided)
1 Assist with preparing listing presentation.	1.1 Client requirements are clarified with licensee in charge or principal using appropriate interpersonal communication techniques . 1.2 Assistance is given to licensee in charge or principal and other members of property management team to prepare property listing presentation in line with agent instructions and agency practice. 1.3 Information on comparable properties and market conditions is accessed to enhance the listing presentation. 1.4 Assistance is given to licensee in charge or principal and other members of property management team to prepare promotional material and property management information kit to highlight benefits of agent and agency and address client requirements in line with agency practice, ethical standards and legislative requirements. 1.5 Communication with agency sales department is maintained to identify potential new listings and provide sales staff with information on managed properties.	- Sight copy of management authority - Listing presentation kit and how it was prepared - Explanation of how information on properties are gained

Assessment Methods Used Observation Questions Documentary evidence Workplace project Role Play Case Study

NOTES FROM DISCUSSIONS _____

Element competent not yet competent

REIT Assessor signature _____

APPENDIX 3 ASSESSMENT RESUBMIT COVER SHEET

Real Estate Institute of Tasmania

Assessment Cover Sheet

IMPORTANT: Trainees/Students must retain a copy of their assessments. Should an assessment be lost/misplaced prior to a result being recorded, the assessment will need to be resubmitted by the trainee/student

Candidate Name: _____

Unit Code / Name: _____

Method of Delivery: Attending or Distance Learning (please tick)

Trainer/Assessor: _____ **Date of Training:** _____

Due Date: _____ **Attempt Number:** _____

DECLARATION: I certify the work in this assessment is my own and submitted in accordance to the REIT Assessment Guidelines (see over for details)

Signed

Date

The section below is to be completed by the Assessor

Assessment grading: Competent Not Yet Competent

Re-submit required: Yes No

Comments:

.....

.....

.....

Assessor signature

Date

Return assessment to: REIT Training Department, PO Box 868, Hobart, TAS, 7001

*“To be assessed as **fully competent** trainees will need to have completed the assignment, workplace assessment and the training record book for the unit unless notified. Non trainees need to have completed the assignment and workplace assessment unless notified”.*

Assessment Guidelines

Candidates should be aware of the following guidelines:

Submission

All students are required to submit assignments 3 weeks following training. Submitted assessments should be attached to the assessment cover sheet, which includes a declaration which must be signed to attest to the originality of your work. **No work will be assessed without the signed declaration.**

Trainees/Students must retain a copy of their assessments. Should an assessment be lost/misplaced prior to a result being recorded, the assessment will need to be resubmitted by the trainee/student.

Resubmission

If your work is returned as not yet competent (nyc) you are required to resubmit the assessment within 3 weeks of receiving it back, complete with a fresh resubmit cover page.

Plagiarism

Plagiarism refers to the practice of presenting the words of another author (it may be a text writer or another student) as your own. This is not permitted. At times you will be asked to learn about and discuss the views or theories of others. This should be done with appropriate acknowledgement of source material.

In general:

- (a) Always express your own ideas in your own words. When drawing from the work of other authors cite the source and show the quotation in inverted commas.*
- (b) Do not incorporate the words used by text writers, your trainer or other students in your answer unless you attribute those words to their author.*
- (c) Never hand in an assignment which is the same as, or closely similar to, another student's assignment. When two or more substantially similar assignments are received, the candidates concerned are likely to both be asked to resubmit.*
- (d) Do not provide, as evidence of your own competence, documentation or other work that has been completed by another person.*

All cases plagiarism WILL be brought to the attention of the Training Manager. Any Candidates involved will be asked to show cause as to why they should not be removed from the Training Course.

Students will be;

1. Required at their own expense to have another assignment written by the trainer and re submit that assignment
2. If this is the second such incident, then the student may be removed from the training course at the discretion of the Training Manager or Chief Executive Officer of REIT Training Department.

REIT CLOSING STATEMENT

The Real Estate Institute of Tasmania complies with all standards and conditions of the Australian Skills Quality Authority

The REIT strives to set a new benchmark for quality systems and procedures. If you have identified an opportunity for improvement, or if you feel that REIT does not comply with the Vet Quality Framework, please contact us on (03) 6223-4769 so that we can address the problem.

Students are encouraged to provide feedback at the end of each training session, at the completion of a unit completed by distance learning and at the completion of the qualification. Participating in these surveys will assist the REIT to improve our services.

We hope you enjoy your training experience with the REIT.