

CERTIFICATE III
in Real Estate Practice - CPP31519

CERTIFICATE IV
in Real Estate Practice – CPP41419

DIPLOMA
of Property Services (Agency Management) - CPP51119

Learner Handbook

REIT Training



LEARNER 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. The REIT will be responsible for the training and assessment and for issuing the qualification or statement of attainment.

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

Training Manager: Patricia Donnelly
Email: patricia.donnelly@reit.com.au
Office Address: 33 Melville Street
HOBART TAS 7000
Postal Address: GPO Box 868
HOBART TAS 7000
Phone: (03) 6223 4769
Fax: (03) 6223 7748

Table of Contents

Learner Handbook	2
Introduction	4
What Is the REIT?	4
What is the Certificate III?	5
What is the Certificate IV?	5
What is the Diploma?	6
language, literacy and numeracy (Iln)	6
How will you complete your training?	6
How will you be assessed?	8
Assignment process	11
unique student identifier (USI)	14
Where to go for help?	14
Training Records	14
Certificates	15
Information for learners attending Training	15
Training Venues	15
How do I know if training is going to go ahead?	15
Course Timing	15
Student class cancellation/no show	15
Where to from here	16
Course cost?	16
How to enrol?	16
who will be delivering and assessing the training?	16
Pathways to further education	16
REIT Closing Statement	18

INTRODUCTION

Welcome to The Real Estate Institute of Tasmania. This handbook contains important information about us, our approach to training, our responsibilities to our learners, your responsibilities as a learner 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 <https://reit.com.au/Training/Student-Information-Policies> , or alternatively contact us and we will send you a copy.

- **Training and Assessment Strategies**
- **Fees and Refunds Policy**
- **Client Service Standards**
- **Code of Practice (Training)**
- **Privacy Policy**

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

- Certificate III in Real Estate Practice CPP31519
- Certificate IV in Real Estate Practice CPP41419
- Diploma of Property Services (Agency Management) CPP51119
- Property Representatives Course the entry level training for persons commencing in the industry
- Continuing professional development (CPD) 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.

REIT (The Real Estate Institute of Tasmania) is a Registered Training Organisation (RTO), with the national provider code of 0412. No third-party arrangements exist, meaning all enrolments are directly with REIT, and no other RTO's are contracted to provide training on REIT's behalf.

The REIT adheres to all relevant State and Federal legislation.

The REIT does not offer VET-Fee Help and does not offer courses of study to students on overseas study visas for the purposes of visa applications.

For further details on our registration, you can find us on the National Register website www.training.gov.au.

WHAT IS THE CERTIFICATE III?

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

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 CPP Training Package can be found here:

Training Package:

<https://training.gov.au/Training/Details/CPP>

Certificate III in Real Estate Practice:

<https://training.gov.au/Training/Details/CPP31519>

WHAT IS THE CERTIFICATE IV?

The Certificate IV in Real Estate Practice is a nationally recognised qualification drawn from the Property Services Training Package (CPP). The qualification consists of 18 units (5 core and 13 electives). Typical duration of the qualification for most learners is 24 months.

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

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

Training Package:

<https://training.gov.au/Training/Details/CPP>

Certificate IV in Real Estate Practice:

<https://training.gov.au/Training/Details/CPP41419>

WHAT IS THE DIPLOMA?

The Diploma of Property (Agency Management) is a nationally recognised qualification drawn from the Property Services Training Package (CPP). The qualification consists of 12 units (7 cores and 5 electives). The typical duration of the qualification for most learners is 24 months.

The Diploma of Property 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 Representative 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 CPP Training Package can be found here:

Training Package:

<https://training.gov.au/Training/Details/CPP>

Diploma of Property:

<https://training.gov.au/Training/Details/CPP51119>

LANGUAGE, LITERACY AND NUMERACY (LLN)

All learners are required to complete the REIT LLN quiz as part of the enrolment process. The LLN quiz assess candidates at Level 2/3 for the Certificate III and Level 3/4 for the Certificate IV and Diploma qualifications.

HOW WILL YOU COMPLETE YOUR TRAINING?

Units of competency are delivered holistically in clusters that align like concepts and skills into a logical and sequential format. For each cluster resources will be available online via the Training Hub that include:

- Learner Guide
- Support materials, including forms and agreements, PowerPoint, videos, webpage links and handouts.

Classroom

Some clusters are delivered in a classroom using a combination of face-to-face group sessions with a trainer and a practical simulated workplace activity.

A range of clusters make up the qualifications with delivery of clusters available through some face-to-face training, interactive Zoom training sessions and structured learning provided outside of the classroom online via the Training Hub.

Classes for each unit of the Certificate IV and Diploma are offered in Hobart, Launceston and Devonport. Learners will be provided with the learning and assessment resources via the Training Hub. The training will cover all required aspects of the unit, at completion of the sessions learners will be required to complete their assessment task online through the learning portal via the following link <https://traininghub.reit.com.au>

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

Learners will be provided personalised class lists upon enrolment.

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

Interactive Zoom Training Sessions

Some Diploma clusters are delivered through an interactive Zoom training session with a group of learners and a qualified REIT Trainer.

A range of clusters make up the qualifications with delivery of clusters available through some face-to-face training, some Zoom training sessions and structured learning provided outside of the classroom online via the Training Hub.

Online (eLearning)

Structured learning done online (eLearning) is delivered through the Training Hub portal. All learners are required to watch a video training session presented by a qualified REIT Trainer. Completing the structured training video is mandatory, even if you attend a classroom or Zoom training session. All resources available for classroom learning is available to learners with the addition of a Study Guide that gives structure to the learning materials and practical simulated workplace activities. Learners are given access to one to two clusters at a time. Learners work through the online material and assessments with the support of Trainers via email or telephone when required.

The Certificates III units/clusters are only offered through online delivery.

Blended

Blended learning is a combination of classroom, zoom and online (eLearning). The combination is structured to allow the learner flexibility to progress through the qualification at their own pace and ability.

Timeframes for each of the qualifications can be found in the training and assessment strategies, (link provided on page 4).

HOW WILL YOU BE ASSESSED?

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

Learners are considered competent when they can 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.

Learners experience difficulties are advised to notify the trainer for class-based session and to contact the Training Department for online units.

REIT provides holistic clustered assessments for this qualification. Assessments are conducted during and post training.

The Principles of Assessment and Rules of Evidence are applied to the judgments for all assessment components of this qualification.

The evidence gathered is formative, summative and supplementary, will use a range of techniques to ensure assessments are valid, reliable, fair, authentic, sufficient and current. Foundation skills are embedded in all assessment events.

Formative Assessment – Learning Activity Workbook

Summative Assessment – Post training assessment that includes multiple choice, short and extended answer questions, workplace skills activities and completion of documents to create a portfolio of evidence.

Supplementary Assessment – Verbal post training assessment done individually or in a group.

Cluster assessments for the Certificate IV qualification (clusters) are made up of the assessment, learning activity workbook and the workplace situation. **All three components must be submitted online in word version (with signature inserted not typed) via the training hub prior to be allocated to an assessor for marking.**

Cluster assessments for the Certificate III qualification (clusters) are made up of the assessment, learning activity workbook and the supervisor report. **All three components must be submitted online in word version (with signature inserted not typed) via the training hub prior to be allocated to an assessor for marking.**

Below is an overview of the assessment components:

Learning Activity Workbook

The learning activity workbook is presented in editable word documents, and learners submit the workbook component via the learning portal. The learning activity workbook has been designed to enable learners to gain an understanding of the application of the learning they are undertaking.

Each activity is linked to the information contained in the Learner Guide and is a foundation for the questions in the assessment.

Some of the activities may be done in class and other activities are a reflection of a learners understanding of the course content and will be done in their own time.

The learning activity workbook forms part of the overall assessment of the unit(s).

Assessment

The assessment is presented in editable word documents, and learners submit the assessment component via the learning portal. Progression through the assessment events are done sequentially and feedback is given on each submission.

Learners who fail to demonstrate satisfactory completion on initial submission will be required to resubmit their assessment after feedback provided by an assessor. Learners have 2 submission attempts before intervention occurs which may result in reasonable adjustment, that may include referral to a learning support trainer or the learner re-attending a component of the course.

Satisfactory completion of all assessments is required before a learner will be deemed Competent in all units of competencies within the cluster.

Workplace Skills Situation

The workplace skills situation is presented in editable word documents, and learners submit the workplace skills situation component via the learning portal. Learners enrolled into the Certificate IV and Diploma clusters are required as part of their assessment to complete the workplace skills situation. The assessment is designed to assess a learner's ability in the workplace. This section requires an REIT assessor

to phone the learner to discuss the answers and to determine if further training is required.

Supervisor Report

The supervisor report is presented in editable word documents, and learners submit the supervisor report component via the learning portal. The objective of the supervisor report is to provide an opportunity for the workplace supervisor/third party to provide feedback and document the students on the job competency. Certificate III learners are required to submit their supervisor report in conjunction with their assessment and learning activity workbook. This process requires an REIT Assessor to contact the supervisor to discuss the report and determine if further training is required.

Recognition of Prior Learning (RPL)

RPL assessment requires the learner to provide evidence that adequately meets the requirement of the unit(s) of competency and the following rules of evidence:

- Sufficiency
- Currency
- Validity
- Authenticity

Learners who believe they already have some of the competencies in the qualification from formal or informal training and/or education or work/life experience may apply for RPL.

An assessor will make a judgement of learner's capability against the units of competency as set out in the qualification using documentary evidence, interviews and practical demonstration. If evidence is insufficient, the learner will be advised of the training needed to fill the gap and a learning plan will be developed.

RPL replaces all other assessment modes, if you believe you may be eligible for RPL in any units, please view the RPL Handbook available on the REIT Website <https://reit.com.au/Training/Student-Information-Policies> and contact the Training Team.

Credit Transfers

REIT accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- authenticated AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

Note that providing credit for previous studies is not recognition of prior learning. RPL is an assessment-only pathway of determining the competence of a person, while providing credit is recognising the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully.

Please contact the Training Department for further information.

ASSIGNMENT PROCESS

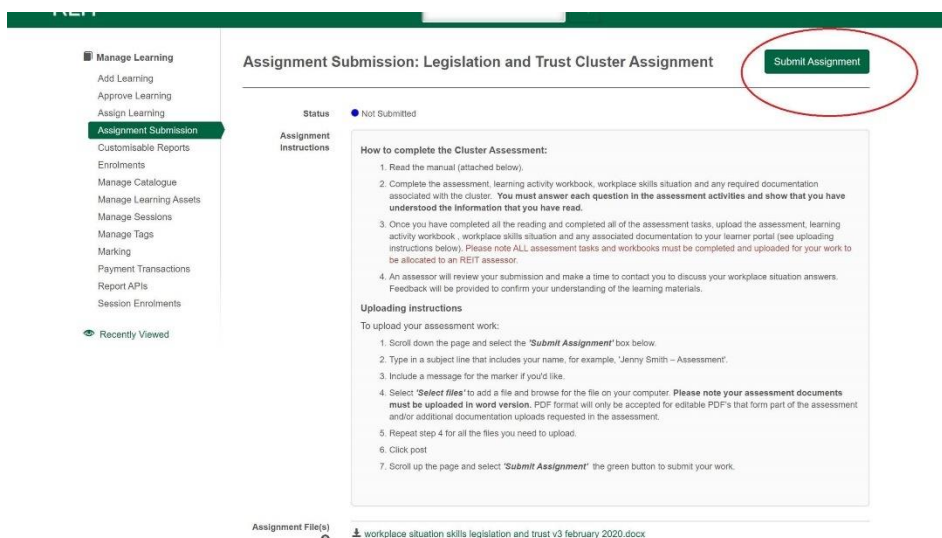
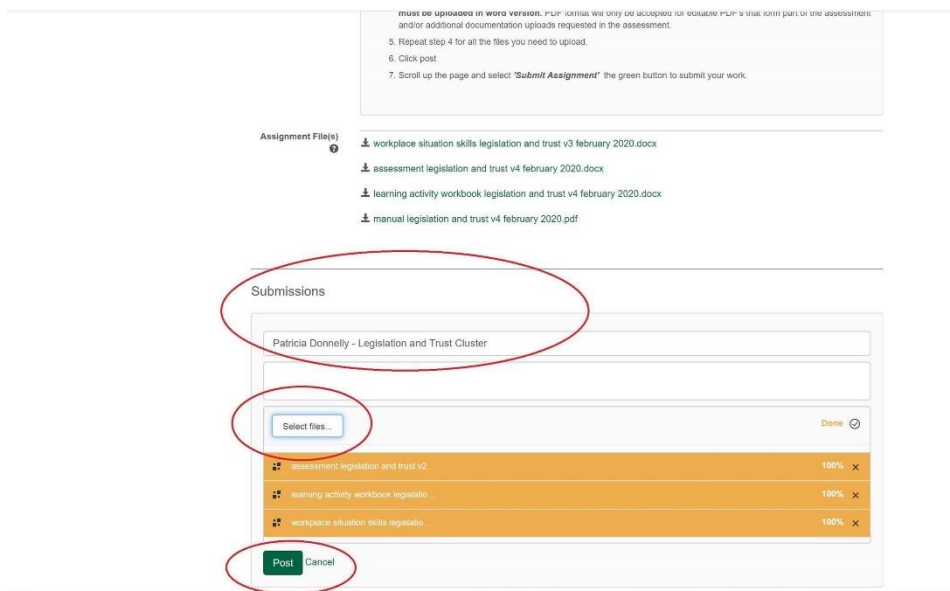
HOW DO I ACCESS AND SUBMIT ASSIGNMENTS?

Step 1

- Login to the REIT website
- Click on the training hub tab
- Select the cluster
- Click "launch" button for assignment section

Step 2

- Scroll down to submissions
- Enter your name and the cluster name in the subject field
- Select files – upload assignments and documentation. Please note they must be in word version and with your signature inserted into the document not typed
- Click post
- Scroll to the top of the screen and click **submit assignment**
- Process complete



I'VE RECEIVED AN EMAIL THAT MY ASSIGNMENT NEEDS TO BE RESUBMITTED, HOW DO I ACCESS THE ASSESSORS FEEDBACK?

Step 1

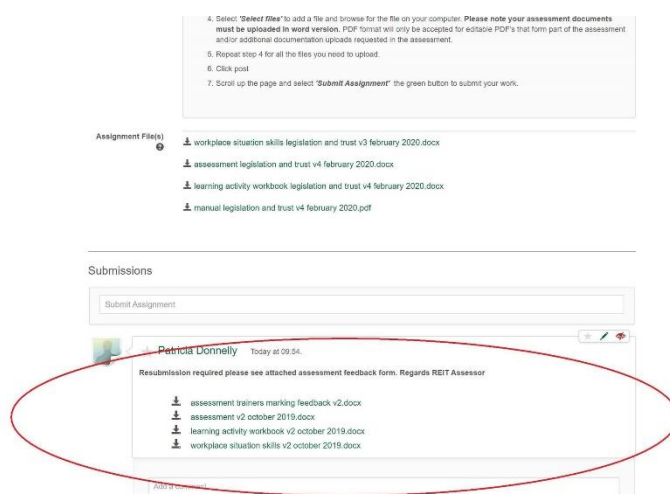
- Login to the REIT website
- Click on the training hub tab

Step 2

- Click on the cluster icon that includes the cluster to be resubmitted
- Click "launch" button for assignment section
- You will see the status has changed to **resubmission required**
- Scroll down, download the feedback and marked up assignment that the assessor has loaded into the system

Step 3

- Update the assignment as per the assessors feedback
- Reload the updated assignment by following the above **submit assignment** instructions



I'VE RECEIVED AN EMAIL NOTIFYING ME THAT MY ASSIGNMENT HAS BEEN MARKED AS PASS, HOW DO I ACCESS THE ASSESSORS FEEDBACK?

Step 1

- Login to the REIT website
- Click on the training hub tab

Step 2

- Click on the relevant icon that includes the cluster marked pass
- Click "launch" button for assignment section
- You will see the status has changed to **pass**
- Scroll down, download the files under learner feedback files to view the marked up assignments that the assessor has loaded into the system
- The unit/cluster is complete

Payment Transactions
Report APIs
Session Enrolments
Recently Viewed

3. Once you have completed all the reading and completed all of the assessment tasks, upload the assessment, learning activity workbook, workplace skills situation and any associated documentation to your learner portal (see uploading instructions below). Please note ALL assessment tasks and workbooks must be completed and uploaded for your work to be allocated to an REIT assessor.

4. An assessor will review your submission and make a time to contact you to discuss your workplace situation answers. Feedback will be provided to confirm your understanding of the learning materials.

Uploading instructions
To upload your assessment work:

1. Scroll down the page and select the 'Submit Assignment' box below.
2. Type in a subject line that includes your name, for example, 'Jenny Smith - Assessment'.
3. Include a message for the marker if you'd like.
4. Select 'Select files' to add a file and browse for the file on your computer. Please note your assessment documents must be uploaded in word versions. PDF format will only be accepted for editable PDF's that form part of the assessment and/or additional documentation uploads requested in the assessment.
5. Repeat step 4 for all the files you need to upload.
6. Click post.
7. Scroll up the page and select 'Submit Assignment' the green button to submit your work.

Assignment File(s)

- learning activity workbook professional practice v5 march 2020.docx
- assessment professional practice cluster certificate lv v4 february 2020.docx
- workplace situation skills professional practice v4 february 2020.docx
- manual professional practice v5 march 2020.pdf

Learner Feedback File(s)

- Assessment Trainers Marking Feedback V2.docx
- workplace situation skills v2 october 2019.docx
- learning activity workbook v2 october 2019.docx
- assessment v2 october 2019.docx

Submissions

UNIQUE STUDENT IDENTIFIER (USI)

All learners studying nationally recognised training in Australia from 1 January 2015 will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow students online access to their training records and results through their online USI account. No student will be issued a statement of attainment, certificate or refund without a USI.

Visit the Australian Government website for further information
<https://www.usi.gov.au/>

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 an assessor 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 online the REIT will provide **one hour** of tutoring for each online unit, additional tutoring costs will need to be covered by the learner.

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.

CERTIFICATES

Upon successful completion of all units of competency in the enrolled course, students are issued with a Statement of Attainment, Record of Results or Certificate (depending on which course of study is undertaken). Certificates and Record of Results are issued for the completion of a Certificate III, Certificate IV or Diploma. A Statement of Attainment is issued for partial completion of units (including the Property Representatives Course if all assessments are completed).

INFORMATION FOR LEARNERS ATTENDING TRAINING

TRAINING VENUES

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

Hobart:

Real Estate House, 33 Melville Street Hobart

Launceston:

Launceston Conference Centre, 50 Glen Dhu Street, Launceston

Devonport:

Devonport Corporate Centre, 1st Floor 1 Bass House, Cnr Edward & Best Streets Devonport

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

Learners will receive email notifications from the Training Hub. Learners can login to their account at any stages to view upcoming classes.

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.

STUDENT CLASS CANCELLATION/NO SHOW

Students that confirm their attendance for classes need to notify the REIT no later than 5 working days prior to the session start date if they wish to cancel their class enrolment, except in extenuating circumstances

accompanied by appropriate documentation (medical certificate etc.) A \$150 administration fee (per class) will be charged for late cancellations and no shows unless the appropriate notification has been given.

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:

<https://www.australianapprenticeships.gov.au/>

There are non-refundable administration fees for all courses at REIT. Please ensure you read the Fee and Refund Policy for information on the fees that apply to the course you are enrolling in. (Link provided on page 4).

Under the Standards for Registered Training Organisations 2015, REIT does not collect student fees in excess of \$1500.

HOW TO ENROL?

Visit the REIT website to enrol in the Certificate III, IV or Diploma qualifications <https://reit.com.au/Training/Qualifications>

WHO WILL BE DELIVERING AND ASSESSING THE TRAINING?

Qualified trainers and assessors are drawn from the industry, with current industry skills and knowledge.

PATHWAYS TO FURTHER EDUCATION

Certificate III in Real Estate Practice

Successful completion of the qualification will allow learners to:

- Perform administrative duties within a real estate agency
- Perform the function of an assistant to a real estate agent or a property representative
- Progress to the CPP41419 Certificate IV in Real Estate Practice

Certificate IV in Real Estate Practice

Successful completion of the qualification will allow learners to:

- Perform the functions of a Property Representative
- Progress to the CPP51119 Diploma of Property Services

Diploma

Successful completion of the qualification will allow learners to:

- Apply for a Real Estate Agent licence with the industry regulator
- Apply for a Property Manager licence with the industry regulator
- Perform the function of a real estate agency licensee in charge

The tertiary pathway available to learners 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 some credit towards their degree. Further details available at: <http://creditassessor.unisa.edu.au/public/creditassessor/>

REIT CLOSING STATEMENT

The Real Estate Institute of Tasmania is responsible for complying with all components of the Vocational Education and Training (VET) Quality Framework and the issuance of the AQF certification documentation. Please refer to the Code of Practice for more details and for information on REIT's complaints and appeals process.

Should any changes occur to the agreed services provided by the REIT, we will advise you as soon as practicable by email.

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 online and at the completion of the qualification. Participating in these surveys will assist the REIT to improve our services.

At all times REIT is here to assist learners in achieving competence, and we encourage you to make contact with any of the REIT Training team as you work your way through your course if we can assist in any way.

We hope you enjoy your training experience with the REIT.