

CERTIFICATE III in Real Estate Practice - CPP31519

CERTIFICATE IV in Real Estate Practice – CPP41419

DIPLOMA of Property (Agency Management) - CPP51122

Learner Handbook

REIT Training



NATIONALLY RECOGNISED
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:

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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 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**
- **Policy 3 Supervision under a training contract**

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 (Agency Management) CPP51122
- 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/CPP51122>

TRAINEESHIPS WITH THE REIT

Traineeships allow the learner to learn a set of skills on the job whilst receiving an income. Traineeships combine practical experience at work with structured on-the-job and off-the-job training and include

A signed training agreement between the employer and the trainee through an Apprenticeship Centre which is registered with Skills Tasmania.

Enrolment eligibility

Some conditions do apply. Contact an Australian Apprenticeship for information.

Roles and responsibilities with the traineeship

REIT issues Nationally Recognised Qualifications and Statements of Attainment and is responsible for ensuring that the trainee is trained and assessed in a manner consistent with National Standards of Competency and Performance.

The trainee

- To ensure the terms of the Training Agreement are maintained
- To advise REIT of any employment changes i.e. the trainee leaves the program or the employment

- To follow the agreed training plan and complete the tasks related to the qualification
- To meet regularly with the workplace supervisor to:
 - Review progress
 - Seek Feedback
 - Show evidence of competence
 - Set goals
- To inform REIT as soon as practicable of any changes to personal details such as contact number, email address or name change.

The employer

- Ultimately responsible for compliance with policy 3 (please see information above in introduction) as a signatory to the training contract.

The workplace supervisor

- Supports a safe and supportive workplace
- Integrates learning tasks into work activities based on the Training Plan
- Manages safety and production risks while training
- Acts as a role model
- Meets with the Registered Training Organisation (RTO) regularly (a minimum of twice per year) to ensure effective training delivery and assessment practices, and to review progress through the Training Plan
- Promotes independence and self-direction in learning
- Manages the apprentice or trainee's training needs and motivation
- Provides regular feedback and encouragement
- Maintains records of progress, for example regular reporting of progress against the Training Plan; and
- Helps the apprentice or trainee develop problem solving and general employability skills.

Traineeship training plan

A training plan is a requirement under Skills Tasmania. It is a contract between the trainee, the employer and REIT which describes the training to be undertaken, the provider of the training and the assessment process and how, when and where this will occur. It identifies the qualification, units of competency and the proposed training and assessment strategies, the employer and REIT, will undertake to achieve a successful outcome for the trainee. REIT has established a strong reputation for the high quality of its education and training for the property industry and its individuals within.

The Training Plan will include both learning and assessment strategies as well as details of support services for those identified trainees.

All trainees and employers will have input into the development of the training plan and will be provided with a copy.

Trainee workplace learning environment

Trainees must be provided with 'hands on work', appropriate facilities and training at work to acquire the knowledge and skills they need to complete the traineeship.

Trainees must be allowed a minimum of 3 hours per week of paid work time to undertake their formal training with the partnered training organisation.

This may involve zoom attendance, formal training in the workplace and self-paced learning.

Trainee assessment due date

Assessment due dates are generally set a unit/cluster at a time, normally in line with the training schedule. This is done through contact with a representative from REIT, the trainee and employer and/or the workplace supervisor. We understand that each trainee's situation is different, we work with all parties to set goals to aim to ensure the qualification is completed within the required timeframe. It is imperative that the trainee commits to the set dates. If the trainee falls behind with just one unit, they may find it difficult to catch up.

Please note if you prefer commencement and completion dates sets for all units upon enrolment, you may request this by contacting the REIT Training Department.

School based trainees will have set commencement and completion dates for each unit/cluster.

Trainee progress checkups

Trainees will receive a minimum of three (3) progress checkups annually to provide support and monitor the progress of the trainee.

One (1) progress check will be done by the Training Manager with the trainee in the trainee's workplace; the other two (2) will be conducted through Zoom with a representative from REIT, the trainee and the

trainee's workplace supervisor. The trainee, supervisor and/or employer can request office visits for all progress checks.

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.

Zoom Training Sessions

Cluster are delivered through optional interactive Zoom training session with a group of learners and qualified REIT Trainer. Learners will be notified of upcoming zoom session upon enrolment.

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

Classroom Training

Occasionally classroom training sessions may be offered for Certificate IV and Diploma clusters. The sessions are delivered in a classroom training session with a qualified trainer.

The delivery of clusters are offered through classroom training sessions, structured learning and self-directed learning done outside of the classroom session.

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 Zoom training session. All resources available for zoom learning is available to learners in the training hub. Learners work through the online material and assessments with the support of Trainers via email or telephone when required.

Blended

Blended learning is a combination of zoom training, classroom training (when available) and eLearning. Learners are given flexibility to choose their delivery mode in consultation with their employer, the combination is structured to allow flexibility depending on the learners' circumstances and preferences.

Blended learning is suitable for learners who are currently working in real estate.

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

Diploma Job Trainer Fund, Skills Fund and Building a Skilled Workforce students – Classroom training sessions

Students who receive a Diploma Job Trainer Fund, Skills Fund or Building a Skilled Workforce position are required to attend 6 classroom training session. The sessions are delivered in a classroom using a combination of face-to-face group sessions with a trainer and a practical simulated workplace activity.

Students will be required to access the learning and assessment resources via the Training Hub. The training will cover aspects of the unit/cluster, at completion of the session's learners will be required to complete their assessment task online through the learning portal via the following link <https://traininghub.reit.com.au>

The REIT Training Coordinator will notify students regarding classroom dates.

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 experiencing 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.

Assessment Tools		Purpose
1	Learning Activity Workbook	Checking progress of learning
2	Assessment Short Answer Questions	Task skills and knowledge eg: understanding of practice, research skills
	Extended Answer Questions	Task management skills and knowledge eg: practical application, research and analysis skills, interpretation information
	Workplace Practical Activities	Task Contingency Management Skills eg: decision making, analytical skills, planning and organising, documentation
3	Workplace Skills Assessment	Communication, negotiation, conflict resolution skills

As a result of the three-part process you may find that you will need to answer similar questions more than once.

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.

Cluster assessments for the Certificate IV qualification (clusters) are made up of the learning activity workbook, assessment, and the workplace skills situation.

The learning activity workbook is the first part of the assignment. Once a student received a pass mark for their learning activity workbook, they will be able to access and complete the assessment and workplace skills situation.

All components of the assignment must be marked with a pass to receive a competent result for the cluster.

Cluster assessments for the Certificate III qualification (clusters) are made up of the assessment, learning activity workbook and the workplace supervisor report.

The learning activity workbook is the first part of the assignment. Once a student received a pass mark for their learning activity workbook, they will be able to access and complete the assessment and workplace supervisor report.

All components of the assignment must be marked with a pass to receive a competent result for the cluster.

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.

The 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 or if the learner can be deemed competent.

Please note for the Sustainability Presentation Cluster a recorded Zoom meeting 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.

If you have completed a previous qualification (s) or units of competency, please email your certified statement of attainment to the Training Manager patricia.donnelly@reit.com.au

The Training Manager will be in contact with further information regarding if your able to receive a credit transfer.

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
- Type in a subject line that includes your name, for example, 'Jenny Smith – Assessment' **Please note you must include a subject line for your post to be accepted and for your files to upload successfully.**
- 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

must be uploaded in word version. PDF format will only be accepted for evidence 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)

- workplace situation skills legislation and trust v3 february 2020.docx
- assessment legislation and trust v4 february 2020.docx
- learning activity workbook legislation and trust v4 february 2020.docx
- manual legislation and trust v4 february 2020.pdf

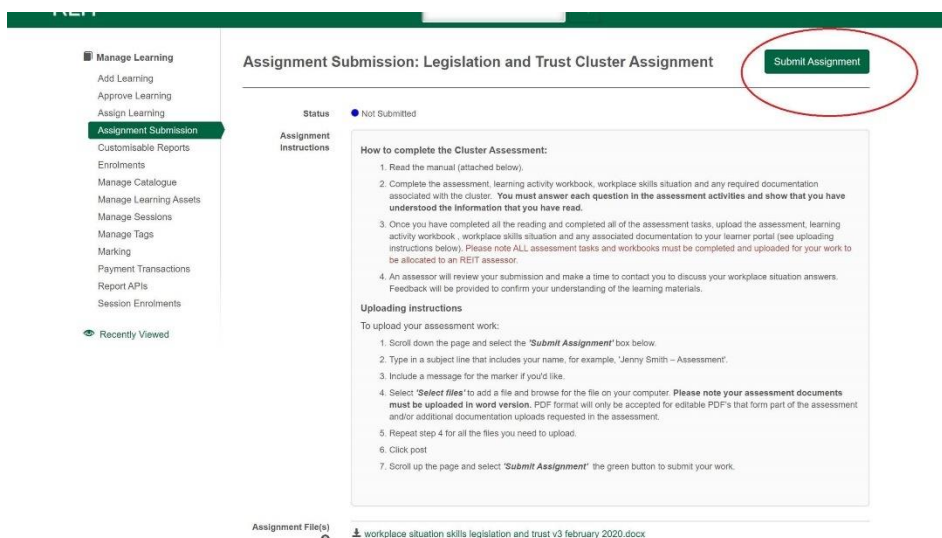
Submissions

Patricia Donnelly - Legislation and Trust Cluster

Select files... Done

assessment legislation and trust v2	100%	x
learning activity workbook legisla...	100%	x
workplace situation skills legisla...	100%	x

Post Cancel



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

Step 1

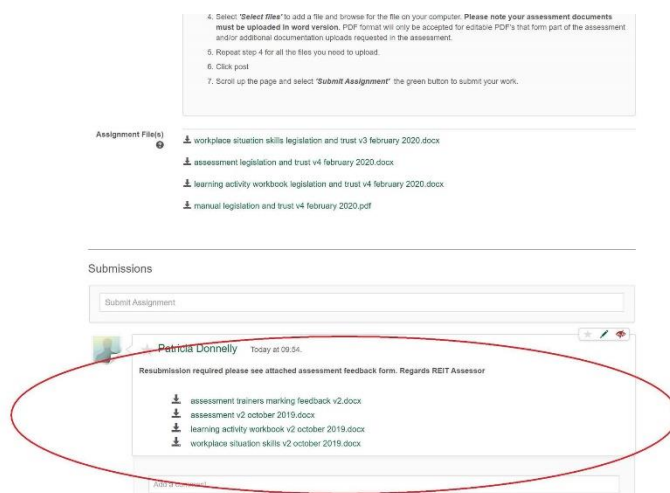
- Login to the REIT website
- Click on the training hub tab

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



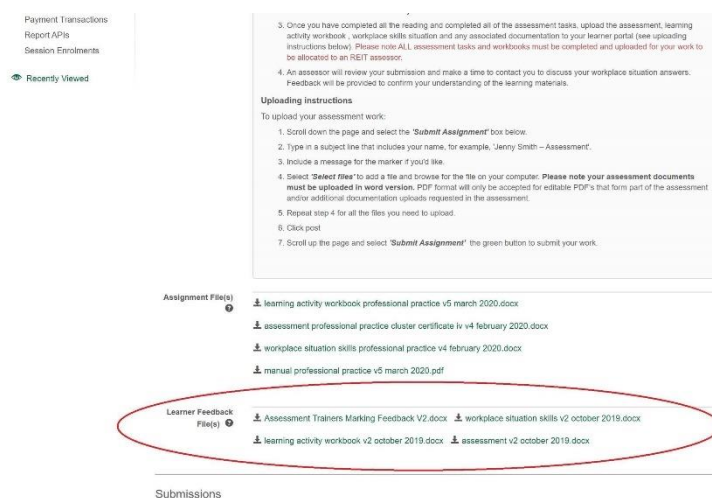
I'VE RECEIVED AN EMAIL NOTIFYING ME THAT MY ASSIGNMENT HAS BEEN MARKED AS PASS, HOW DO I ACCESS THE ASSESSORS FEEDBACK?

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



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?

REIT staff can assist learners that are having difficulty answering questions in the assignment. The staff member will provide the learner with direction to assist the learner with answering the question.

To seek assistance with a question, learners are required to email the following information to paula.nolder@reit.com.au

- The cluster name
- The assignment component (learning activity workbook, assessment or workplace situation skills)
- Why you are unable to answer the question
- Copy and paste the question into the email

Please allow up to 3 business days for a reply.

Tutoring

Tutoring is available for all students; this may take place over email, telephone, Zoom, 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.

Students enrolled into a Certificate III, Certificate IV or Diploma qualification will have access to **one hour** of free tutoring for each online unit/cluster. Additional tutoring costs outside of the hour will be at the learner or employers expense.

NON-TRAINEE PROGRESS REVIEWS

Learners completing a qualification outside a traineeship will receive progress reviews annually to provide support and monitor the progress of the learner.

These progress reviews will be conducted through Zoom.

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).

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 CPP51122 Diploma of Property

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.