



Student Information Book

CPP30207 - Certificate III in Property Services (Agency)

CPP40307 - Certificate IV in Property Services (Real Estate)

**CPP50307 - Diploma in Property Services (Agency
Management)**



Introduction

Welcome to the course you have chosen to undertake with the Real Estate Training College

We are delighted that you have chosen to invest your time and energy in one or more of our training programs. Together, we aim to further develop your skills and help you secure the future that you have planned.

We are committed to providing quality training, developed and provided by people who are experts in their industry area and who will make every effort to assist you.

Level 5, 31 Franklin St, Adelaide SA 5000
Ph. 8410 4990 Fax. 8410 4790
Email: info@retc.com.au Web: www.retc.com.au

Your expectations of us

- To have a duty of care for you, which includes your safety and comfort in the training room
- To give you support during your study and assistance wherever you need it
- To introduce you to key people in real estate
- To assist and encourage in your endeavours to gain employment in real estate

Our expectations of you

- To attend all the lectures required on the specific day
- To advise us by phone or email if you are unable to attend
- To respect the other students by not being disruptive in class
- To inform us if anything is making you uncomfortable in the training or at any time during your lecturers
- To complete the assessments required for each unit and that it be your own work
- To hand in the assessments required by the due date

Looking for an employer ?

Here is a proven way to approach a prospective employer.

Drive around where you live, a 10 kilometre radius should do it, take note of all the real estate companies.

Go on to the real estate web sites, for example L J Hooker at Brighton. You will find a 'CAREER' tab and 'MEET THE TEAM' tab, now match the 'Principal' (office owner) to the real estate lift out on Saturday. Attend his / her open inspections and start a conversation.

Always mention that you have enrolled in study for the Certificate IV in Property Services (Real Estate). By doing this they will know you are proactive and interested in a serious career in real estate.

They will be open to questions, it is also your opportunity to see the way they conduct their business.

While you are studying with us we encourage you to attend as many auctions and open inspections as you can. This gives you an appreciation of a small part of what you will be doing once you complete the course.

We will have 'Guest Speakers' during your course, some of these will be Principals looking for trainees or sales people, it will be up to you to follow these contacts up. Many of our students have been employed by doing this.

Course Prerequisites and Vocational Outcomes

Certificate III in Property Services (Agency) CPP30207

Vocational Outcomes

Candidates completing the Certificate III in Property Services (Agency) may choose to begin their careers as administrators, receptionists, property managers or personal assistants focusing on the administrative area of sales.

Prerequisites

Satisfactory completion of SACE Stage 1 (or equivalent)

Any Certificate II

Six months full-time equivalent verified work experience in any area

Certificate IV in Property Services (Real Estate) CPP40307

Vocational Outcomes

Candidates completing the Certificate IV in Property Services (Real Estate) generally choose to begin careers as property managers, real estate salespeople or personal assistants. Candidates need to be aware of Office for Consumer and Business Affairs requirements that entitle them to operate as sales representatives.

Prerequisites

Satisfactory completion of SACE Stage 1 (or equivalent)

Any Certificate II

Twelve months full-time equivalent verified work experience in any area

Diploma of Property Services (Agency Management) CPP50307

Vocational Outcomes

Candidates completing this course may choose to operate as Real Estate Agents, Office Principal's or undertake the study for professional development. The Diploma of Property Services is the minimum educational requirement for registration as a Real Estate Agent in South Australia. Candidates must Contact the Office for Consumer and Business Affairs for all licencing matters.

Prerequisites

The satisfactory completion of Certificate IV in Property (Real Estate). (Many candidates will hold other certificates which will be reviewed with you at the time of application.)

Applicable Legislation

Land Agents Regulations 1995, under the Land Agents Act
1994 (South Australia)

This booklet is designed to provide the general information required to gain the best from our training company and ensure that you are aware of your rights and responsibilities with your study. Please read this book carefully and if you have any questions, or would like clarification, please speak to Greg Hansen the Director or Marilyn Sumner the Business Manager.

We know that you will enjoy your study with us and wish the very best with your future endeavours.

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Assessments

Assessment is the process of collecting evidence(s) and making judgments on whether competency has been achieved. The purpose is to confirm the individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

RETC follows the assessment guidelines for the national training package.

Typical evidence gathering methods are as follows:

Role play

Written tests

Demonstration

Workplace performance or performance in simulated environments

Oral presentation

Graphic presentation

Projects / assignments

Skills portfolio

Questioning

Audio / visual display

Third party feedback

RETC will work with any student to discuss training plans that provide forms of evidence that best meet the student's needs.

You will take responsibility for your assessments.

Keeping track of those assessments you have handed in and those that have been returned to you marked – see the back pages of this book.

You will be notified (emailed) of uncollected assessments; and any not collected within a week will be disposed of.

Orientation

Orientation is the time during which students become familiar with their course, procedures and policies, trainers and fellow students.

Orientation will usually occur during the period following enrolment and during your first sets of lectures. During this period, students are encouraged to seek counselling or advice from Marilyn Sumner on any matters relating to your training program. We are here to support and assist you to ensure that you get the best available training, but it is up to you to take responsibility for your learning and make sure you are fully informed.

If you are worried about any matter, seek advice and information so that you enjoy this opportunity to create your future.

Language Literacy & Numeracy Support

English Language Centre 8226 6555

TAFE, Adelaide 8207 8202

Services for People of Non-English Speaking Background

Ethnic Link Services 8241 0201

Translating and Interpreting Service 13 1450

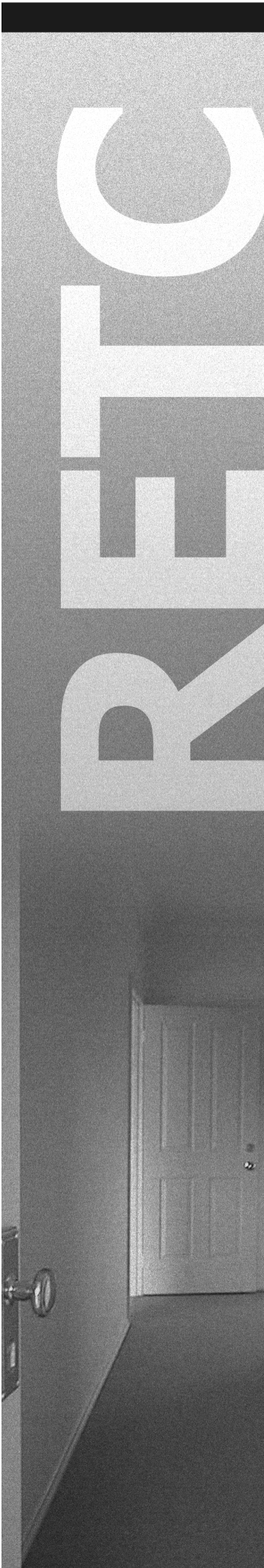
READING WRITING HOTLINE:

(8am – 8pm) 1300 655 506

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Recognition of Prior Learning

Recognition of Prior Learning (RPL) recognises an individual's current knowledge and skills learned from other courses, life experience and/or workplace training, and measures it against the course they wish to do. If what has been learnt is relevant to the course, some parts of the course may not have to be completed.

Credit Transfer

Credit transfer refers to the agreed value of the achievement or partial achievement of one qualification when related to another qualification. This value translates to the learner as equivalent to an exemption from undertaking a component or components of the destination qualification based on the acceptance that these components have already been successfully completed through previous formal study. This exemption reduces the amount of time and learning required in achieving the second qualification.

If you believe that RPL and / or Credit Transfer may apply to you, please contact Marilyn Sumner for an information guide and RPL Application assessment.

Withdrawal from Study

If you are thinking of withdrawing from study you should inform Marilyn Sumner or Greg Hansen of your intention as soon as possible. Marilyn or Greg are available to discuss and help resolve difficulties that might be influencing your decision to withdraw. If you do withdraw you must notify the College in writing.

If the College is not properly notified, your withdrawal may be regarded as a failure to complete. Please make yourself familiar with our policy concerning refunds or seek advice from Marilyn Sumner.

Refunds

If you are paying tuition fees you must be aware that refunds are not automatic. Refer to the College Refund Policy sheet in this book.

Students with Disabilities

Students with disabilities may require special requirements in order to undertake their courses of study. We will make every effort to meet special requirements in order to allow students to undertake their study program.

If you require assistance contact or inquire from Marilyn Sumner in the first instance.

Equal Opportunities

RETC is committed to Equal Opportunity

Our policies are designed to promote equality of opportunity for entry into and participation in the course and to prevent discrimination based on race, disability, gender, sexuality, marital status and pregnancy.

All our staff have a responsibility to ensure that discrimination does not occur in any form in the provision of our training services. Any problems or queries should be directed to the Director Greg Hansen or Marilyn Sumner.

Evacuation Procedures

On occasion you may be required to participate in a fire drill which will require you to proceed as follows:

- On hearing the evacuation alarm, leave the building by the rear exit stairwell door, unless otherwise directed.
- DO NOT USE THE LIFT.
- Assemble in training group in the designated assembly area.
- Remain in the assembly area until a roll call check has been made. No one may re-enter the building under any circumstances until the officer in charge gives the all-clear signal.

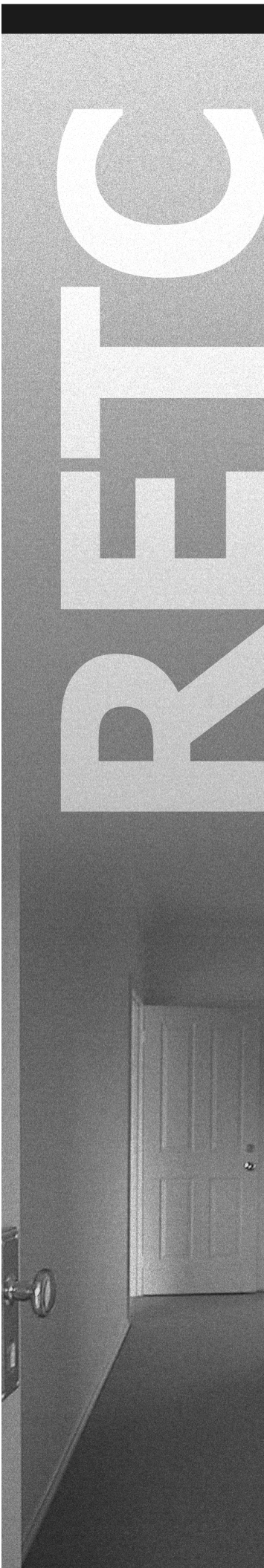
Training Room

The ATTENDANCE SHEET must be signed every morning on entering the training room.

Staff and students must not smoke in training rooms, Public Health and Fire regulations stipulate this and staff are asked to enforce these regulations.

Please observe the following:

- Training record attendance must be signed by Marilyn or Greg
- Ensure that chairs are pushed in after use
- Consider others and please do your own dishes
- All personal effects must be removed every night, unless permission given by Marilyn Sumner or Greg Hansen
- White boards must be cleaned after use
- Audio visual equipment must be returned or at least put away safely
- All machines are to be isolated (power off)
- Rubbish must be placed in bins or disposed of
- Power points must be switched off and the plugs removed from urns, kettles, heaters, and other appliances
- Training room lights should be switched off
- Doors must be secured
- The air conditioner temperature must not be changed by students
- At the end of the day air conditioners must be switched off
- Students are not permitted to enter unauthorised areas
- Report any problems with rooms and or equipment
- At the end of the course dishes, plastic containers and food must be removed from the fridge



Complaints & Appeals Procedures

Your learning is your responsibility. However, the College takes responsibility for the learning environment. We are committed to providing complaints and appeal procedures which will enable all students (and staff) to confidently pursue a complaint concerning the College, should it arise. This includes any problem that causes you a concern while studying, and can include complaints arising from:

- policies and procedures
- training processes
- outcomes of the assessment process or the assessment process itself

In fact any aspect of the service and or delivery of training and assessment at the College; this can also include any issues concerning the conduct of any staff member or other students.

Staff is aware of the Complaints & Appeals Process and can provide information and assistance, however you should always talk to someone at the College before the situation becomes critical or you feel the need to take some extra form of action such as withdrawal from the subject or course.

Principles of the Complaints and Appeals Process

The focus for resolution of all complaints and appeals will be on issues rather than individuals.

All Students or any person involved in the complaints and appeals process will be protected from victimisation, all parties have the right to confidentiality and privacy subject to the necessary legal responsibilities.

Resolution of a complaint or appeal through conciliation is encouraged to achieved an outcome as quickly as possible to the satisfaction of all concerned.

Complaints & Appeals Procedures (cont)

1. Action to address complaints and appeals will be commenced within two weeks of a formal complaint being made, and in most cases, resolution will be finalised within a further two weeks.
2. All actions and responses will be documented in written form by the RTO. A written response will be given to the affected Student as to the outcome of the complaint or appeal as to what action was / will be taken.

The help offered may include:

- Discussion of an issue to help clarify your main concerns and the most appropriate avenues for resolving them
- Provision of information and guidance on the resolution process
- Help in developing the confidence and skills necessary to deal effectively with an issue
- Mediation on your behalf

Every effort is made to by RETC to resolve your complaints "in house" if possible, so that the focus is then on the reestablishment of good working relationships and positive outcomes for you and RETC.

If you have any difficulties or concerns you are invited to contact Marilyn Sumner.

Complaints & Appeals Procedures (cont)

At any time, if you feel the need, you can choose to utilise resources outside of RETC should you require it to resolve any issues.

Office of the Training Advocate: ☎ 1800 006 488

Department of Further Education, Employment, Science and Technology: ☎ 8226 3035

Australian Council for Private Education and Training:

ACPET (South Australia) ☎ 8351 4844

456-63 Cross Rd

Glandore SA 5037

Adelaide SA 5000

Office of Consumer and Business Affairs: ☎ 08 8204 9686

Chester House, 91-97 Grenfell Street, Adelaide.

Website: www.ocba.sa.gov.au

South Australian Equal Opportunity Commission: ☎ 08 207 1977

Freecall: 1800 188 163

GPO Box 464, Adelaide SA 5001

Website: www.eoc.sa.gov.au

Traineeship & Apprenticeship Services

Telephone: 1800 673 097 (New Apprenticeship complaints)

Telephone: 8226 3165 (User Choice Funding)

Level 12, 100 Waymouth Street,

Adelaide SA 5000

Smoking

Students are reminded that the College does not allow smoking on its premises and such smoking is BANNED in ALL OUR FACILITIES.

Student Behaviour

Students are expected to conduct them selves in a mature manner and to behave responsibly and with consideration for others at all times.

“Students who do not comply with these requirements may be suspended from attendance.”

The College may suspend a student where the conduct of the student is such that other students are hindered in satisfactorily pursuing their studies.

Misconduct includes, but is not limited to:

- > Any conduct which impairs the reasonable freedom of others to pursue their studies
- > Wilful disobedience of a reasonable direction of any trainer or Marilyn Sumner when the disobedience hinders the instruction provided to any student
- > Disruption of any teaching activity or assessment process
- > Impairment of any student’s study program by assault, attempted assault or threat to any person on the company premises

Any persons adversely affected by the conduct of others are encouraged to exercise their right to report the matter to an appropriate member of staff and the College will act with vigour to redress any such grievances as and if they occur.

Student Rights & Responsibilities

You have the right to:

- > Confidentiality
- > To be assessed fairly
- > Be free from discrimination
- > Free from harassment of any nature
- > A safe and comfortable training environment
- > Appeal against assessment decisions
- > High quality training and instruction
- > Be treated with respect and courtesy by your fellow students and by all staff

Notice Boards

Employers advertise on our notice boards when looking for staff, personal assistants, property managers and sales people.

Flexible Learning and Assessment

The College offers flexible learning and assessment procedures to cater for different students needs.

Please approach the college with any specific requirement you may have.

Employability Skills

Employability Skills including Communication, Teamwork, Problem solving, Initiative & Enterprise, Planning & Organisation, Self Management, Technology and Learning are embedded in training and assessment.

For more information on Employability Skills visit:

<http://www.employabilityskills.training.com.au>

Health & Safety

The College has Occupational Health and Safety Policies, which directs management on all aspects of health and safety. Students interested in these policies are welcome to receive copies and to contribute suggestions at any time. This is best done in writing addressed to Marilyn Sumner.

As a matter of continuing practice students should carefully note the following:

- Students are required by law and by the College to conduct themselves in a safe and careful manner at all times so as to minimise risk to themselves and others.
- All cases of injury or ill-health (severe or minor) must be reported in the first instance to the trainer in charge of your training, or to Marilyn Sumner if you are unable to locate your trainer. Medical assistance will be arranged.
- Instances where a risk factor has nearly caused injury or illness should be reported to Marilyn Sumner so that remedies can be initiated.

Property Damage

Where a student enrolled with the College damages our equipment or property the Director may require the student to meet the cost replacing or repairing that equipment or property. If on request, the cost is not met by the student it may be recovered by action in a court of competent jurisdiction.

Public Telephones

Public telephones are within easy walking distance. Seek directions from Marilyn Sumner.

Parking

Parking is available nearby, ask Marilyn Sumner.

Real Estate Training College Rights & Responsibilities

The College has the responsibility to:

- Provide fair assessment
- Provide high quality training
- Provide a safe and non-discriminatory study environment which meets the Occupational Health and Safety and Equal Opportunity legislation
- Provide quick and fair resolution to grievances

The College has the right to:

- Assess students
- Receive and recover fees from students
- Withhold assessment results if fees have not been made
- Expect compliance with all legislation including Occupational Health and Safety and Equal Opportunity policies and procedures
- Suspend students for behaviour which interrupts other students from their studies
- Access student information

Sexual Harassment

All incidents of sexual harassment that may occur within your training are to be treated with seriousness, confidentiality and sensitivity. The emphasis is on resolution of complaints through conciliation and the re-establishment of good working relations. There is both an informal system for dealing with problems through counselling and conciliation and a formal system for hearing complaints.

What is sexual harassment?

Sexual harassment is any uninvited, repeated or unwelcome advances or attention of a sexual nature. It is often a way of asserting or maintaining power over another. It can be a demand for sexual favours with the implied or overt promise of favourable treatment for compliance, or threat that you will be penalised for non-compliance.

Sexual harassment can occur between students and between students and staff.

The vast majority of victims are women, although men can be sexually harassed.

- A person can be harassed by an individual or a group

Mutual attractions, occasional compliments or common courtesies are not sexual harassment.

Sexual harassment creates an atmosphere of discomfort and interferes with the study environment.

Forms of sexual harassment:

Unnecessary familiarity. Such as deliberate touching or brushing up against a person.

Sexual jokes or telephone calls or the display of offensive, sexually explicit photographs, objects or publications.

Sexual propositions or repeated request for dates, suggestive comments about a person's physical appearance or sexual preferences.

Unreasonable invasion of "personal space".

Staring or leering, embracing or kissing people against their will, subtle or overt pressure for sexual activity.

Indecent or sexual assault.

Questions about a person's private life.

Belittling comments based on sex-role stereotypes.

If any of these things:

Offend you, intimidate or frighten you, set up tensions in the learning environment.

THEN THIS IS UNLAWFUL

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Counselling

Counselling can be provided by all training staff to assist you with personal issues or practical difficulties that are causing concern. All counselling is private and confidential.

ABORIGINAL UNIT: (08) 8463 4800

EQUAL OPPORTUNITY COMMISSION (08) 8207 1977

Freecall 1800 188 163

TRAINING ADVOCATE 1800 006 488

General Enquiries

COUNSELLING SERVICES

Mediation Services 8350 0376

Disability Services 8226 6052

Lifeline (24hr service) 13 11 14

Applicable Acts:

Outlined below are applicable acts which have an impact on the provision of training and assessment services delivered and industry in which RETC operates.

Racial Discrimination Act, 1975 (Commonwealth)

Sex Discrimination Act, 1984 (Commonwealth)

Disability Discrimination Act, 1992 (Commonwealth)

Disability Services Act 1986 (Commonwealth)

Age Discrimination Act, 2004 (Commonwealth)

Privacy Act, 1988 (Commonwealth)

Children's Protection Act, 1993 (South Australia)

Racial Vilification Act, 1996 (South Australia)

Occupational Health, Safety and Welfare Act, 1986 (South Australia)

Sect. 55A: (OHSW Act 1986 SA) Inappropriate behaviour towards an employee (bullying)

Equal Opportunity Act, 1984 (South Australia)

Sect. 86: (EO Act 1984 SA) Victimisation

Sect. 87: (EO Act 1984 SA) Sexual Harassment

Training & Skills Development Act 2008 (SA)

Industry Related Acts:

The Land Agent's Regulations 1995 (South Australia)

Land Agent's Act 1994 (South Australia)

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Refund Policy - Entitlement

Refunds are not granted automatically, and RETC is not under any obligation to refund fees, if the reasons for withdrawal are deemed to be inadequate and/or contrary to RETC policy. Students are expected to be aware of their work and personal commitments before they enrol. A Student may be eligible for a full or partial refund of tuition and materials fees, as appropriate, subject to any amounts owed, but only in exceptional circumstances for which the affected student must provide appropriate verifiable proof.

(*please note, a nominal refund charge of \$10.00 will be made to cover administration costs.)

Students withdrawing due to personal circumstances are only entitled to be considered for any kind of refund of fees with written notification, in accordance with the following conditions:

Sickness or accident (Medical Certificate required)

Change of employment hours (verified by employer)

Successful enrolment in Tertiary Studies (verified by receipt)

Other reasons, at the discretion of the RTO Director

In the case of "other reasons" students must first discuss their reasons for their inability to attend classes with the Director) to assess options and potential alternatives to withdrawal. RTO Director who will consider each case on an individual basis

Refund Policy - Calculations

If a student wishes to withdraw from a course, he/she will need to state his/her reasons in writing, before any refund can be considered.

no refund of any kind will be payable, if a student withdraws from a Course (or project), with no acceptable and/or verifiable reason

If a student withdraws before classes have commenced, a full refund shall be made, less any unpaid fees (in cases where fees are paid by installment); the nominal refund charge will apply.

If a student withdraws before 20% of classes have been conducted an 80% refund of Tuition Fees shall be made, less any unpaid fees (in cases where fees are paid by installment); the nominal refund charge will apply, and the cost incurred on materials shall be deducted from the Materials Fee, and the balance refunded.

The costs incurred by the College on materials shall be deducted from the Materials Fee and the balance refunded, less the nominal refund charge, if appropriate

If a student withdraws before 50% of classes have been conducted, a 50% refund of Tuition Fees shall be made.

The costs incurred by the College on materials shall be deducted from the Materials Fee and the balance refunded, less the nominal refund charge, if appropriate.

If a student withdraws after 50% of the class(es) have been conducted, there will be no refund of Tuition Fees paid.

Refund Time Limits

RETC will not pay full or partial refund of fees paid in advance after a period of twelve months from the date of receipt.

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CODE OF PRACTICE

INTRODUCTION

This Code of Practice is designed to provide the basis for good practice for the marketing, operation, financial and administration of education and training services by training providers registered in South Australia by the Training and Skills Commission.

For the purpose of the Code “**trainee**” refers to any person, participating in education or training delivered by Real Estate Training College.

PROVISION OF EDUCATION AND TRAINING SERVICES

Real Estate Training College will adopt policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of trainees.

Real Estate Training College will maintain a learning environment that is conducive to the success of trainees.

Real Estate Training College will have the capacity to deliver the courses for which it has been registered, provide adequate facilities and use methods and materials appropriate to the learning needs of trainees.

Real Estate Training College will monitor and assess the performance of its trainees.

Real Estate Training College will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and will provide training for its staff as required.

MARKETING OF EDUCATION AND TRAINING SERVICES

Real Estate Training College will market its educational services with integrity and accuracy, avoiding vague and ambiguous clauses.

No false or misleading comparisons will be drawn with any other provider or course.

FINANCIAL STANDARDS

Real Estate Training College will put in place measures to ensure that trainees receive a refund of fees for services not provided, including services not provided as the result of the financial failure of Real Estate Training College.

Real Estate Training College will adopt a refund policy that is fair and equitable.

Real Estate Training College will ensure that the contractual and financial relationship between the trainee and Real Estate Training College is fully and properly documented, and those copies of the documentation are made available to the trainee.

Documentation shall include: the rights and responsibilities of trainees, cost of training, payment arrangements, refund conditions and any other matters that place obligations on trainees.

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CODE OF PRACTICE (cont)

PROVISION OF INFORMATION

Real Estate Training College will supply accurate, relevant and up-to-date information to prospective trainees.

Real Estate Training College will supply this information to trainees before it enters into written agreements with trainees and will review regularly all information provided to trainees to ensure its accuracy and relevance.

RECRUITMENT

Recruitment of trainees will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

Real Estate Training College will ensure that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provide for the training of such staff and agents, as appropriate.

SUPPORT SERVICES

Real Estate Training College will provide adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, will include adequate and appropriate support services in terms of academic and personal counselling.

GRIEVANCE MECHANISM

Real Estate Training College will ensure that trainees have access to a fair and equitable process for dealing with grievances and will provide an avenue for trainees to appeal against decisions, which affects the trainees' progress.

Every effort will be made by Real Estate Training College to resolve trainee's grievances. To this end, a member of staff will be identified to trainees as the reference person for such matters. In addition, the grievance mechanism as a whole will be made known to trainees at the time of enrolment.

Where a grievance cannot be resolved internally, Real Estate Training College will advise trainees of the appropriate legal body where they can seek further assistance.

RECORD KEEPING

Real Estate Training College will keep complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to trainees on request.

Course Costs

PROPERTY MANAGEMENT

3 day course -	\$ 850.00
Traineeship (Certificate III)	\$ 830.00
Non-Traineeship	\$ 2,000.00

(This course is partial completion of Cert IV in Property Services (RE))

ADMINISTRATION

Certificate III in Property Services (Agency)

Non-Traineeship	\$ 2,000.00
Traineeship	\$ 830.00

SALESPEOPLE / PERSONAL ASSISTANTS

Certificate IV in Property Services (Real Estate)

Statement of Attainment - 17 units	\$ 3,500.00
Certificate IV - 24 units	\$ 4,100.00
Certificate IV (Traineeship) - 24 units	\$ 1,500.00

Diploma of Property Services (Agency Management)

Diploma (Cert IV in Prop Services (RE) done)	\$ 2,700.00
Cert IV in Prop Serv & Diploma	\$ 6,800.00
Diploma (approximately)	\$ 3,960.00 *

* (depends on Cert IV units undertaken, prior to January 2009)

Assessments to be handed in for marking - Certificate III in Property Services (Agency)

Administration focus

All other assessments are completed in class and handed in on completion.

Sell and finalize sale of property by private treaty

Date HANDED IN for marking RETURNED.....

Maintain workplace safety in the property industry

Date HANDED IN for marking RETURNED.....

Meet customer needs and expectations in the property industry

Date HANDED IN for marking..... RETURNED.....

Use and maintain property and client information databases

Date HANDED IN for marking..... RETURNED.....

Develop work priorities

Date HANDED IN for marking..... RETURNED.....

Assessments to be handed in for marking - Certificate III in Property Services (Agency)

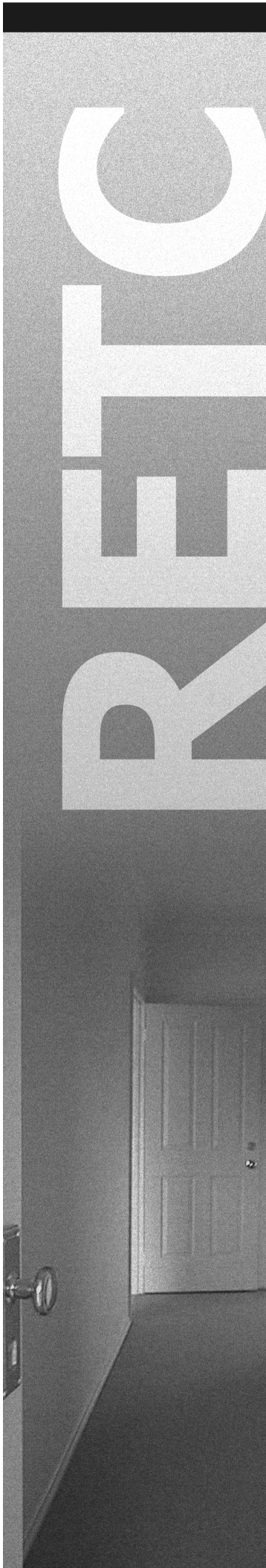
Property Management focus

All other assessments are completed in class and handed in on completion.

Property Management Workbook – containing these units

1. **Assisting in Listing Properties for Lease**
2. **Assist in Marketing Properties for Lease**
3. **Maintain workplace safety in the property industry**
4. **Meet customer needs and expectations in the property industry**
5. **Develop work priorities**

Date HANDED IN for marking..... RETURNED.....



Assessments to be handed in for marking - Certificate IV in Property Services (RE)

All other assessments are completed in class and handed in on completion.

Appraise Property

Date HANDED IN for marking RETURNED.....

Establish & build client-agency relationships

Date HANDED IN for marking RETURNED.....

List Property for Sale

Date HANDED IN for marking RETURNED.....

Market Property for Sale

Date HANDED IN for marking RETURNED.....

Negotiate effectively in property transactions

Date HANDED IN for marking RETURNED.....

Prepare for auction and complete sale

Date HANDED IN for marking RETURNED.....

Sell & finalise the sale of property by private treaty

Date HANDED IN for marking RETURNED.....

Develop a strategic business plan in the real estate industry

Date HANDED IN for marking RETURNED.....

Develop Work Priorities

Date HANDED IN for marking RETURNED.....

Implement Customer Service Strategies in the property industry

Date HANDED IN for marking RETURNED.....

Market the agency

Date HANDED IN for marking RETURNED.....

