


# Course Outline

## CPP51122 Diploma of Property (Agency Management)



<b>Qualification</b>	<b>CPP51122 Diploma of Property (Agency Management)</b>		
<b>Qualification Description</b>	<p>This qualification reflects the role of property services principals who apply knowledge of property agency and compliance requirements, ethical standards and consumer preferences to establish and control property services functions.</p> <p>This qualification applies to residential or commercial practice in real estate sales, real estate property management, strata management, business broking, stock and station, or auctioneering.</p>		
<b>Purpose</b>	The program is designed for individuals seeking to meet the qualification prescribed by the Victorian <u>Business Licensing Authority</u> as the educational requirement to apply for an Estate Agent's licence in Victoria.		
<b>Course Provider</b>	<p>The Real Estate Institute of Victoria Ltd.  <b>RTO ID:</b> 4042 <b>Phone:</b> 03 9205 6666  <b>email:</b> <a href="mailto:training@reiv.com.au">training@reiv.com.au</a>  <b>Address:</b> 335 Camberwell Road, Camberwell VIC 3124</p>		
<b>Delivery Mode</b>	<p>Online</p> <ul style="list-style-type: none"> <li>• Independent learning through online learning materials and completing structured learning activities.</li> <li>• Access to learning materials by online platform</li> <li>• Assessment completed in online platform</li> <li>• Trainer facilitated 2 hours online Zoom meeting sessions, fortnightly for 10 months.</li> <li>• Plus, approximately 14 hours per week of online independent learning and assessment preparation</li> <li>• Assessments should be completed within 12 months if student keeps up to date with assessments</li> </ul>		
<b>Course Duration</b>	<b>12 months</b>	<b>Course Delivery</b>	<b>10 months</b>
<b>Career Outcomes</b>	<p>Upon meeting all the licensing requirements of the industry regulator, graduates can become a licensed real estate agent based on BLA licensing requirements. Visit the Business Licensing Authority page on the Consumer Affairs Victoria website <a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a> for more information.</p> <p><b>Own and operate</b></p> <p>Graduates can specialise in a variety of different streams of Real Estate such as:</p> <ul style="list-style-type: none"> <li>• property sales,</li> <li>• property management,</li> <li>• commercial,</li> <li>• business broking</li> <li>• buyer's advocacy</li> <li>• Real Estate Agency Principal</li> <li>• Strata Management Principal</li> <li>• Agency Manager</li> <li>• Agency Director</li> </ul>		
<b>Education Pathways</b>	<p>The further study pathways available to students who undertake this course include:</p> <ul style="list-style-type: none"> <li>• BSB50420- Diploma of Leadership and Management</li> </ul>		

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<b>Units of Competency</b>	<p>CPP51122 Diploma of Property (Agency Management) requires the completion of the following units, delivered over 8 months of 10 months of course duration. The proposed delivery schedule is outlined below.</p> <p><i>Note: the schedule may change due to trainer scheduling and availability</i></p>			
	As per Timetable	Unit Code & Title	Core/ Elective	Topics Covered
	<p>Zoom Session 5:30pm - 7:30pm &amp; Independent student learning</p>	<p>CPPREP5001 Manage compliance in the property industry</p>	Core	<ul style="list-style-type: none"> <li>Determine compliance management requirements</li> <li>Identify, analyse and conduct risk mitigation strategies through development of policies and procedures, work instructions and management and supervisory structures</li> <li>Develop risk control strategies that manage compliance</li> <li>Develop strategies and associated policies, procedures and structures to support agency compliance</li> <li>Manage compliance systems</li> <li>Communicate to staff the best practice requirements for the agency</li> <li>Facilitate continuous monitoring, reviewing and adjustment of agency compliance practices.</li> <li>Evaluate compliance systems</li> <li>Analyse and review periodic compliance reports to best practice</li> <li>Use evaluation data to determine, document and implement improvements to improve compliance systems.</li> </ul>
	<p>Zoom Session 5:30pm - 7:30pm &amp; Independent student learning</p>	<p>CPPREP5002 Establish and monitor property industry trust account management practices</p>	Core	<ul style="list-style-type: none"> <li>Interpret regulations for property agency trust accounts</li> <li>Identify property industry operations for which trust accounts are required</li> <li>Interpret relevant legislation regulating property agency trust accounts</li> <li>Identify and analyse suitable systems and outline legislative requirements for opening and closing trust accounts</li> <li>Develop risk management plans</li> </ul>

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				<ul style="list-style-type: none"> <li>Implement systems to control agency trust accounts</li> <li>Authorise and verify trust accounts</li> <li>Maintain records for convenience and proper auditing</li> <li>Verify periodic compliance with legislative requirements</li> </ul>
	Zoom Session 5:30pm - 7:30pm & Independent student learning	CPPREP5003 Manage ethical practice in the property industry	Core	<ul style="list-style-type: none"> <li>Determine ethical practice management requirements</li> <li>Identify legislation, codes and principles relating to ethical practice in a property agency and their impact</li> <li>Conduct risk analysis of ethical practice requirements to determine risk ratings</li> <li>Implement risk control strategies</li> <li>Implement processes to address breaches of ethical practice</li> <li>Monitor ethical practice</li> <li>Communicate clearly to staff, ethical best practice and consequences of unethical practice</li> <li>Evaluate ethical practice</li> </ul>
	Zoom Session 5:30pm - 7:30pm & Independent student learning	CPPREP5004 Manage a safe workplace in the property industry	Core	<ul style="list-style-type: none"> <li>Maintain WHS system</li> <li>Implement relevant WHS legislation in the workplace</li> <li>Define roles and responsibilities for workplace personnel in WHS policies, procedures and programs</li> <li>Implement WHS participative arrangements</li> <li>Resolve issues arising from participation and consultation according to workplace processes</li> <li>Explain the WHS management system, its operational procedures and responsibilities to all staff members</li> <li>Implement risk control processes</li> <li>Implement procedures for the identification and assessment of hazards and risks and of risk controls</li> <li>Review WHS management system</li> <li>Access compliance of the organisational WHS management system with</li> </ul>

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				WHS legislative framework and make adjustments as required.
	Zoom Session 5:30pm - 7:30pm & Independent student learning	CPPREP5005 Manage teams in the property industry	Core	<ul style="list-style-type: none"> <li>Determine team requirements</li> <li>Develop and record key performance indicators (KPIs) for teams which incorporate agency objectives, targets and are consistent with business strategies</li> <li>Allocate resources to support attainment of team and agency KPIs</li> <li>Implement strategies to manage teams</li> <li>Communicate agency team targets and roles to agency staff</li> <li>Negotiate work roles of team members to balance team goals, job requirements and team members individual difference</li> <li>Manage team performance – strategies to provide training, coaching and mentoring for team members</li> <li>Implement conflict resolution processes to support team effectiveness</li> <li>Evaluate team performance</li> <li>Collect, record and use qualitative and quantitative data to evaluate achievement of KPIs.</li> </ul>
	Zoom Session 5:30pm - 7:30pm & Independent student learning	CPPREP5006 Manage operational finances in the property industry	Core	<ul style="list-style-type: none"> <li>Determine financial management requirements</li> <li>Develop and implement strategies to manage operational finances</li> <li>Manage operational finance systems</li> <li>Evaluate operational finance systems</li> </ul>

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	Zoom Session 5:30pm - 7:30pm & Independent student learning	CPPREP5007 Develop a strategic business plan in the property industry	Core	<ul style="list-style-type: none"> <li>Analyse business opportunities in the property market</li> <li>Prepare for potential demand for agency services</li> <li>Establish business goals and objectives</li> <li>Review business strategies</li> </ul>
	Zoom Session 5:30pm - 7:30pm & Independent student learning	BSBHRM612 Contribute to the development of employee and industrial relations strategies	Elective	<ul style="list-style-type: none"> <li>Contribute to employee relations (ER) and industrial relations (IR) strategy development and policies</li> <li>Contribute to a productive culture</li> <li>Resolve ER and IR problems</li> <li>Contribute to diversity policies</li> </ul>
	Zoom Session 5:30pm - 7:30pm & Independent student learning	BSBOPS502 Manage business operational plans	Elective	<ul style="list-style-type: none"> <li>Establish operational plan</li> <li>Manage resource acquisition</li> <li>Monitor and review operational performance</li> </ul>
	Zoom Session 5:30pm - 7:30pm & Independent student learning	CPPREP5009 Develop a marketing and service strategy in real estate	Elective	<ul style="list-style-type: none"> <li>Analyse information for marketing and service strategy</li> <li>Determine marketing and service aims and objectives</li> <li>Create marketing and service strategy</li> <li>Obtain staff and resources for marketing and service strategy</li> <li>Report on marketing and service activities</li> <li>Analyse marketing and service activity outcomes against strategy aims and objectives</li> </ul>
	Independent student learning	Break – Catch up		
	Zoom Session 5:30pm - 7:30pm & Independent student learning	BSBLDR602 Provide leadership across the organisation	Elective	<ul style="list-style-type: none"> <li>Communicate organisational mission and goals</li> <li>Influence groups and individuals</li> <li>Build and support teams</li> <li>Demonstrate personal and professional competence</li> </ul>
	Zoom Session 5:30pm - 7:30pm & Independent student learning	CPPREP5010 Manage customer service activities in the property industry	Elective	<ul style="list-style-type: none"> <li>Determine requirements for customer service systems</li> <li>Conduct risk analyses according to legislative requirements</li> </ul>

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	<table><tr><td></td><td></td><td></td><td><ul style="list-style-type: none"><li>• Manage customer service and complaints resolution systems</li><li>• Develop and maintain effective customer service strategies</li><li>• Manage customer service performance</li><li>• Encourage staff to provide feedback on customer service</li><li>• Manage evaluation of customer service systems.</li></ul></td></tr><tr><td colspan="4">Refer to Timetable: CONTINUE ASSESSMENT SUBMISSIONS<ul style="list-style-type: none"><li>• Final submission date – All outstanding*</li><li>• *Applies to students who have commenced the program after the original start date of the program.</li></ul></td></tr></table>				<ul style="list-style-type: none"><li>• Manage customer service and complaints resolution systems</li><li>• Develop and maintain effective customer service strategies</li><li>• Manage customer service performance</li><li>• Encourage staff to provide feedback on customer service</li><li>• Manage evaluation of customer service systems.</li></ul>	Refer to Timetable: CONTINUE ASSESSMENT SUBMISSIONS <ul style="list-style-type: none"><li>• Final submission date – All outstanding*</li><li>• *Applies to students who have commenced the program after the original start date of the program.</li></ul>			
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Pre-requisites	There are no pre-requisites for this course.								
Entry Requirements	<p>This course does not have specific entry requirements. However, the REIV, expects participants in this course to meet the following:</p> <ul style="list-style-type: none"><li>• Age requirement (over 18 years of age)</li><li>• Must be live and undertake training in the state of Victoria</li><li>• Australian citizen, holder of permanent residence, have a valid green Medicare card or be on a visa that allows study in Australia</li><li>• **The REIV is not CRICOS approved and is not permitted to deliver to international students.</li><li>• Computing requirements below:<ul style="list-style-type: none"><li>– Computer equipment</li><li>– Reliable internet connectivity</li><li>– Access to printer and scan facilities</li></ul></li></ul> <p><b>PC users</b></p> <ul style="list-style-type: none"><li>– Operating system: Windows 7 or later</li><li>– Browser: Chrome</li><li>– Word: Word 2007 or later</li><li>– PDF reader: Adobe Acrobat Reader DC</li><li>– <a href="https://get.adobe.com/reader/">https://get.adobe.com/reader/</a></li></ul> <p><b>Mac users</b></p> <ul style="list-style-type: none"><li>– Operating system: Mac OS10.8 or later</li><li>– Browser: Chrome</li><li>– Word: Word 2008 or later</li><li>– PDF reader: Adobe Acrobat Reader DC</li><li>– <a href="https://get.adobe.com/reader/">https://get.adobe.com/reader/</a></li></ul>								
Suitability	<p><b>eLearning (Online)-</b> all interested individuals will undertake a pre-training review. This process allows the REIV to confirm the course meets the student’s needs and aspirations as well as identifying any learning support requirements and a student’s digital literacy capabilities. Undertaking this process also ensures the student fully understands the program and to address eligibility requirements if a student is accessing government funding. As part of the pre-training review applicants will need to undertake an online literacy, language and numeracy assessment, which also assists REIV in assessing a student’s suitability.</p>								

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<b>Intakes and Timetable</b>	<b>eLearning (online)</b> - Commencement dates vary, please visit the Real Estate Licensing page (CPP51122) Diploma of Property (Agency Management) via the Training tab at <a href="http://www.reiv.com.au">www.reiv.com.au</a> or email <a href="mailto:training@reiv.com.au">training@reiv.com.au</a> for further information.
<b>Holiday Periods</b>	There is no training and assessment scheduled during the following holiday periods: <ul style="list-style-type: none"><li>• All Victorian public holidays</li><li>• No training during the Christmas - New Year Break, with training resuming third week of January</li></ul>
<b>Training Arrangements</b>	<p>Training is planned to ensure that students have a mixture of practical and theoretical components to cater for a wide variety of learning styles. Additionally, workplace practices and environments will be regularly simulated and used to conduct role play assessments in accordance with unit requirements.</p> <p>Homework tasks may include research, reading related textbooks, continuing to work on assessment tasks and preparing for role plays.</p> <p>Students are provided with etextbooks in the learning platform to support their learning (these are included in the course fees):</p> <ul style="list-style-type: none"><li>• Unit Learner Guides as etextbooks</li></ul>
<b>Additional Support</b>	<p>All students will complete a language literacy and numeracy assessment during the enrolment process to determine their learning support needs this is conducted via an online assessment tool. All students will be provided with a range of learning support options and resources to help them achieve competency. Where additional support needs have been identified a support plan will be developed which may include:</p> <ul style="list-style-type: none"><li>• Mentoring from trainers</li><li>• Additional classes, tutorials and workshops</li><li>• Online support and exercises for some courses</li><li>• Referral to external support services</li><li>• Reasonable adjustment to assessments</li></ul> <p>Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.</p>
<b>Assessment Arrangements</b>	<p><b>eLearning Online</b>)- students will be required to complete their assessments in their own time. Learning activities and assessments, to be completed in students own time, are expected to not exceed 14 hours per week.</p> <p>Assessment will be conducted individually. Students undertaking elearning will access and complete assessments for each cluster in the online learning platform and includes:</p> <ul style="list-style-type: none"><li>• Assessment instructions</li><li>• Assessment resources for each unit of competency</li></ul> <p>The course outline on the website advises submission dates</p> <ul style="list-style-type: none"><li>• Details about when assessment will occur</li><li>• Details about assessment submission</li></ul> <p>There are a variety of assessment methods used for this qualification including:</p> <ul style="list-style-type: none"><li>• Multiple Choice and True and False Questions</li><li>• Projects</li><li>• Observation</li><li>• Case Studies</li><li>• Role Plays</li><li>• Research Assignments</li></ul> <p>Submission of assessment tasks will be online through the learning platform.</p>



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Course Credit	<p>The REIV complies with National Recognition under the Australian Quality Training Framework, however we would always recommend that the student enquires with the Business Licensing Authority as to the acceptance of credit transfers for licensing purposes, this is of importance to students who have trained interstate.</p> <p>Real Estate Institute of Victoria can grant students credit towards their course for units of competency that they have already completed with another RTO or authorised issuing organisation. We can also grant credit for subjects or units that have been completed where equivalence can be established between the unit in the course and the subject or unit that has been completed.</p> <p>There is no charge to apply for credit transfer.</p> <p>To apply, fill in the Credit Application Form and submit it as part of the enrolment.</p> <p>*Please refer to the Student Handbook for more information on Credit Transfer.</p>																													
Recognition of Prior Learning (RPL)	<p>Recognition of Prior Learning (RPL) is a process where skills and knowledge that a student has gained through work and life experience and other unrecognised training can be formally recognised.</p> <p>The Real Estate Institute of Victoria has a process that has been structured to minimise the time applicants take to complete their course and provides a supportive approach to students wishing to take up this option. Students should ideally apply for RPL at the time of enrolment.</p> <p>During the entry process and interview stage the Real Estate Institute of Victoria will discuss with students the process and options for RPL. Suitability is often determined on how much experience students have in a certain area, their work history and previous training. If RPL is determined as a possibility, students will be provided with a kit that will guide them in working through each unit to determine relevant skills and experience and identify whether they would be able to provide the required evidence.</p> <p>A trainer/assessor will be available to assist the student throughout this process.</p> <p>*Please refer to the Student Handbook for more information on RPL.</p>																													
Fees and Charges	<p><b>Enrolment Fees</b></p> <table><tr><th>CPP51122 Diploma of Property (Agency Management)</th><th>Skills First Funded</th><th>Skills First Concession</th><th>Not Funded : Fee-for -Service</th></tr><tr><td>Blended (fortnightly training session)</td><td>\$3,750.00</td><td>Not Applicable</td><td>\$4,750.00</td></tr></table> <p><b>Recognition of Prior Learning (RPL) Enrolment Fees</b></p> <p>The REIV is a provider of funded Recognition of Prior Learning (RPL) programs for eligible individuals under the Skills First Programs. You may wish to complete some or all of your course through RPL. The fees for RPL are as follows.</p> <table><tr><th>Category</th><th>Nominal Hours</th><th>No of Units applying for RPL</th><th>Total No. of nominal hours for RPL units</th><th>RPL Fees per Unit</th><th>Total RPL unit Fees for Student</th><th>**Approx Government contribution (only for Skills First Student)- \$1.62 per hour</th></tr><tr><td>Example</td><td>595</td><td>12</td><td>595</td><td>\$350</td><td>\$4,200</td><td>\$963.90</td></tr><tr><td>Student</td><td>595</td><td></td><td></td><td>\$350</td><td></td><td></td></tr></table> <p><b>Other fee information</b></p> <p><b>Deposit \$1,000.00</b></p> <p><b>Non – refundable \$500 Administration fee</b></p> <p>Nationally Recognised Training does not incur GST.</p> <p>Students will only be eligible to receive their qualification if fees have been paid in full and all course requirements have been met.</p> <p>Please refer to the Training tab at <a href="http://www.reiv.com.au">www.reiv.com.au</a> for our Fees and Charges Policy.</p>	CPP51122 Diploma of Property (Agency Management)	Skills First Funded	Skills First Concession	Not Funded : Fee-for -Service	Blended (fortnightly training session)	\$3,750.00	Not Applicable	\$4,750.00	Category	Nominal Hours	No of Units applying for RPL	Total No. of nominal hours for RPL units	RPL Fees per Unit	Total RPL unit Fees for Student	**Approx Government contribution (only for Skills First Student)- \$1.62 per hour	Example	595	12	595	\$350	\$4,200	\$963.90	Student	595			\$350		
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<b>Additional Fees and inclusions</b>	<p>Unless otherwise specified, tuition fees include all training and assessment as well as required resources for students to achieve the qualification or course in which they are enrolling.</p> <p><b>ADDITIONAL FEES</b></p> <p>Additional feels will be charged for the following:</p> <ul style="list-style-type: none"><li>• Re-Issue of Certificate or Statement of Attainment \$60,00</li><li>• Re-Issue of Statement of Attainment \$30,00</li><li>• Express marking (7 working days) \$80,00</li><li>• Subject re-enrolment fee \$300.00 (where the student has exhausted 3 attempts per unit).</li><li>• Course extension fees (outlined below)</li></ul> <p><b>FEES FOR EXTENSIONS TO ENROLMENTS</b></p> <p>Students are provided certain enrolment end date as per their training plan and course outline and students are expected to finish the course by the end date. If you are not able to complete the course by end of the course, you may apply to extend the course. The following fees will apply:</p> <ul style="list-style-type: none"><li>• 1 week extension from the course end date - \$100,00</li><li>• 1 month extension from the course end date - \$500,00</li></ul> <p>Extensions must be applied for and paid at least 2 weeks before course expiry.</p> <p>The Miscellaneous fees form must be completed. Other costs (not included) to be aware of:</p> <ul style="list-style-type: none"><li>• Administration fees apply for course cancellation. Refer to <a href="#">Fees and Refunds Policy</a> on REIV website</li></ul>
<b>How to apply</b>	<p>To apply to enroll into the License Course for:</p> <p><b>Elearning –</b></p> <ul style="list-style-type: none"><li>• Complete the enrolment application form available online via the Training tab on the REIV website <a href="http://www.reiv.com.au">www.reiv.com.au</a> and email our office as detailed below, Upload your colour photo identification and if you are accessing government funding a colour copy of your Medicare card or passport photo page.</li><li>• The administration team will then contact you to arrange the literacy, language and numeracy assessment as well as to discuss a suitable time for the pre-training review and to discuss further documentation required for eligibility to access government funding.</li><li>• If after the pre-training review the student wishes to enrol and the REIV believes the training is suitable for the student, on the payment of fees the student is enrolled.</li></ul> <p><b>Phone: 03 9205 6666</b></p> <p><b>Email:</b> <a href="mailto:qualifications@reiv.com.au">qualifications@reiv.com.au</a></p> <p>Please fill out all sections in the Enrolment Application Form and return to:</p> <p><b>Mail:</b> 335 Camberwell Road, Camberwell VIC 3124</p>

**If you would like to discuss this course in more detail, please call us for a confidential discussion on 03 9205 6666. This course outline should be read in conjunction with Real Estate Institute of Victoria's Student Information Handbook.**