

Qualification	CPP41419 Certificate IV in Real Estate Practices (Release 3)						
Qualification	Known as the ""Agents Representative Course"						
Purpose	- '						
Purpose	The program is designed for individuals seeking to meet the educational requirements to obtain an estate agent's registration in Victoria.						
	The course is intense (6 months) and requires attendance at online						
	NATIONALLY RECOGNISED						
Course Provider	The Real Estate Institute of Victoria Ltd.						
Course Provider	RTO ID: 4042 Phone: 03 9205 6666						
	email: training@reiv.com.au						
	Address: 335 Camberwell Road, Camberwell VIC 3124						
Delivery Mode	Elearning -via Zoom Meetings and Online Portal						
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	Trainer lasmates 2 from Crimite 20011 from ground, for a fine internet						
	Access to learning materials by online platform						
	Assessment completed in online platform						
	 Independent learning through online learning materials & completing structured learning activities. 						
	Clusters conducted over one month approximately						
	Assessments should be completed by the due date and within 8 months of commencement as long as the student keeps up to date with the delivery and assessment schedule.						
	 Course extensions to be applied and paid for before expiration of course end date. 						
Delivery							
Site/Location	Elearning						
	In your own environment (at home or in the workplace) within the state of Victoria**						
	You must undertake training and live in the State of Victoria*						
	**The REIV is not permitted to deliver to students who reside in other States or Territories.						
Course delivery	6 months						
Course duration	8 months						
Conditions of	Please note the following conditions of enrolment into this 'Blended' mode of delivery :						
Enrolment							
	Self-paced learning means you can learn in your own time and schedule, as long as you adhere to the units commencement and unit end date as per the Timetable and Training						
	Plan.						
	If you are not awarded the qualification testamur (e.g., due to outstanding units of competency/s) after the expiry of 8 months and you wish to enrol in the specified units of competency/s, fees and charges apply.						
	The units will be released for all students at the same date, as per the Training Plan and						
	 Timetable Units will be released to your elearning portal as per your timetable. Please note if you do 						
	not attend both the classes for any respective units, access for that unit will not be released.						
	REIV will not release all 18 units at the same time, as per its policy and procedures.						



Career Outcomes	Upon meeting all the requirements of the industry regulator, graduates can become an Agents Representative. Completion of CPP41419 is the first step toward becoming a licensed real estate agent based on BLA licensing requirements. Visit the Business Licensing Authority page on the Consumer Affairs Victoria website www.consumer.vic.gov.au for more information. Graduates can specialise in a variety of different streams of Real Estate such as: • property sales, • property management, • commercia sales and leasing, • business broking • buyer's agent				
Education Pathways		hways available to stude Diploma of Property (Ag		ndertake this course include:	
Intakes and Timetable	(CPP41419 Certifica	• •	ctice) via the	Agent's Representative page e Training tab at www.reiv.com.au or	
Competency		Unit Code & Title CPPREP4001 Prepare for professional practice in real estate. Nominal hours: 30	•	Topics Covered Explain real estate agency functions and business structure Identify parties to RE transactions, explain services offered by RE agents, explain the agency-principal relationship, Identify different types of RE business ownership and organisational structures Interpret professional practice guidelines Analyse key legislation and the relevance to the role Interpret and explain equal opportunity & antidiscrimination principles and laws Identify the codes of conduct and practice relevant to RE Identify the industry bodies and licensing eligibility requirements.	



complaint resolution processes Examine strategies to resolve concerns Research and record sources of specialist advice about ethical practice in RE Strategies to respond to concerns about discrepancies between personal or agency practice and RE ethical practice			Explain employment opportunities in the real estate industry Analyse NES and employer and employee responsibilities in regard to conditions of employment Examine communication skills and strategies used to build client relationships and communication strategies to address client complaints Identify professional development pathways within real estate Regulatory requirements for CPD in real estate Identify opportunities for CPD
Assessment due date: As per Training Plan	Zoom Meet 5:30pm - 7:30pm & Independer student lea Monday & Wednesday	ting Access and interpret ethical practice in real estate Nominal hours: 40	Analyse ethical practice in real estate. Interpret consumer protection requirements in real estate Risks to consumer Risk to agency Risk to industry Personal risk Source and review ethical practices in real estate — privacy, confidentiality and security of customer information, disclosure of material facts, conflict of interest and referrals, price guide recommendations. Communication strategies for clear representation and complaint resolution processes Examine strategies to resolve concerns Research and record sources of specialist advice about ethical practice in RE Strategies to respond to concerns about discrepancies between personal or agency practice and RE ethical practice standards.



	CPPREP4003	Core	Interpret logislation
Zoom Meeting 5:30pm - 7:30pm & Independent student learning	Access and interpret legislation in real estate	Core	 Interpret legislation Common problems with interpreting legislation and consequences for misinterpreting law Analyse legislation relevant
Monday & Wednesday	Nominal hours: 50		to RE activities Explain the role of the regulators in relation to legislation Maintain knowledge of current legislation Identify own responsibility to access, read, interpret and apply legislation to RE operations Apply techniques to access current and point-in-time versions of legislation, techniques for tracking changes and amendments to legislation Identify processes to resolve concerns Processes to investigate discrepancies in application of legislation Processes to respond to discrepancies between personal or agency practice
Assessment Due: A	As per Training Plan	1	and current legislation
Zoom Meeting 5:30pm - 7:30pm & Independent student learning	CPPREP4005 Prepare to work with real estate trust accounts		 Examine trust accounts Analyse legislation relating to the operation of trust accounts in real estate Purpose of trust accounts in real estate



Monday & Wednesday	Nominal hours: 50		 Identify established controls applicable to real estate trust account transactions Explain roles and responsibilities of real estate personnel for trust account activities Scope and limitations of own role for trust account activities Licensee-in-charge responsibilities for trust account transactions including audits Explain common inaccuracies in trust account transactions Explain standard transactions that occur in real estate trust accounts Common sources of inaccuracies in trust account transactions and the processes to address these Outline monthly trust account processes required by legislation
Assessment due: A	s per Training Plan		
Zoom Meeting 5:30pm - 7:30pm & Independent student learning Monday & Wednesday	CPPREP4004 Establish marketing and communication profiles in real estate Nominal hours: 20	Core	 Interpret marketing and communication channels Develop a personal profile Examine client engagement practices for marketing property Examine marketing and communication channels for community engagement
Assessment due: A	s per Training Plan		
Zoom Meeting 5:30pm - 7:30pm & Independent student learning Monday & Wednesday	CPPREP4101 Appraise property for sale or lease Nominal hours: 40	Elective	 Prepare for property appraisal Apply regulatory and legislative requirements of the property appraisal process Document client requirements and expectations for property appraisal and agreement to proceed Confirm ownership of property



			 Research and analyse property market conditions and property attributes Select appraisal methods suitable for the property type and location Document market conditions and indicators for sale or lease price Identify sources of specialist advice to assist appraisal Prepare and present appraisal report Maintain documented evidence from appraisal activities including confidentiality of information
Zoom Meeting 5:30pm - 7:30pm & Independent student learning Monday & Wednesday	CPPREP4103 Establish vendor relationships Nominal hours: 30	Elective	 Plan and review prospecting methods suitable for property sales Identify methods appropriate to target market to create a prospecting plan Apply prospecting plan to create opportunities and interest in establishing vendor-agency relationships Confirm vendor requirements Provide information to potential vendor about scope of agency services Present property listing by providing a property appraisal report Collate resources to support listing presentation plan Complete listing documentation in accordance with legislative requirements Establish communication plan with vendor including sections for instructions and feedback on sales process Document communication plan
Assessment due: A	s per Training Plan		



Zoom Meeting 5:30pm - 7:30pm & Independent student learning Monday & Wednesday	CPPREP4102 Market property Nominal hours: 30	Elective	 Establish marketing plan Establish target market for potential buyer or tenant Develop marketing plan for property Explain agency marketing service options and costs to client and marketing strategies Establish and access marketing resources Modify marketing resources as required to meet marketing plan and budget Implement marketing plan Brief persons responsible about roles and activities Monitor marketing activity responses and document data generated to build agency records Review marketing activities Identify opportunities for changes or enhancements to marketing plan Report on effectiveness of marketing activities against marketing plan and budget
Assessment due: As	s per Training Pian		



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Zoom Meeting 5:30pm - 7:30pm & Independent student learning Monday and Wednesday	CPPREP4104 Establish buyer relationships Nominal hours: 25	Elective	 Establish relationship with buyer Explain ethical and conduct standards and legislative requirements to market properties to buyers Promote personal and agency brand in communication with buyers Respond to and document buyer enquiry to develop agency database Clarify buyer preferences relative to property and match buyer preferences and expectations to properties for sale Maintain buyer relationship Present opportunities for buyer to inspect property for sale Interpret buyer feedback and report to vendor Develop a communication strategy to address buyer needs and expectations Maintain standards for ethical practice, client service and confidentiality applicable to buyer relationship Identify potential conflicts, plan responses and resolve conflicts within the scope of responsibility
Assessment due: A	<u> </u>		
Zoom Meeting 5:30pm - 7:30pm & Independent student learning Monday & Wednesday	CPPREP4105 Sell property Nominal hours: 60	Elective	 Prepare property for sale and apply legislative requirements and ethical standards Provide recommendations to vendor about property presentation to maximise buyer interest Verify contract and supporting documents are available for potential buyers



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	CPPREP4105	Elective	Identify potential risks to vendor, prospective buyers and agent associated with property inspection and put in place control measures Plan and facilitate property inspection, record inspection details and discuss buyer feedback Complete property sale by negotiation including terms and conditions in line with legislative requirements and seek specialist advice as required Confirm deposit requirements, facilitate completion of sale and documentation as required Complete sale of
Zoom Meeting 5:30pm - 7:30pm & Independent student learning Wednesday & Monday	Sell property	Elective	 Complete sale of property by auction, plan auction processes including day of auction Collate documentation for auction day Assist bidders in bidding process Negotiate with buyer and vendor when property is passed in Communicate with under-bidders and complete documentation Complete follow-up procedures after auction according to ethical standards and legislative requirements Conclude sale of property, Facilitate pre-settlement processes Plan for contingencies that may affect the completion of sale Complete settlement day processes and post-settlement processes



			Record sale in
			database
			Evaluate sales
			process and identify
			opportunities for future
			business
			Evaluate vendor and
			buyer satisfaction
			Update records and
			databases to inform
			future prospecting
			activities
Assessment due: A	s per Training Plan		
	As pe 5:30pm 7:30pn	r Timetable nCATCH U	
	As per Timetak		
Students of			id assessment submission.
	Recommence		
	CPPREP4161	Elective	Review contract details,
Zoom Meeting			read and interpret contract
5:30pm -7:30pm	Undertake pre-		documentation
& Independent	auction processes		Determine currency of
student learning			contract to identify any
Monday 9			changes to contract
Monday & Wednesday			Confirm external party roles
vveuriesuay	Nominal hours: 20		and interpret terms of
	Nominal nours. 20		contract and matters that
			affect the title
			Identify key features of
			property from property
			report, marketing plan and materials
			Identify matters impacting
			on property for disclosure
			purposes
			Confirm vendor price expectations and liaise with
			agents or vendor to confirm
			auction process
			Analyse market indicator
			data to identify interest and
			expected price range;
			compare to vendor
			expectations.
			Identify and evaluate
			details of expressions of
			interest or offers made pre-
			auction.
			Prepare auction day
			strategy
			Plan information for
			opening the auction
			adhering to legislative
			requirements and collate
			property information
			 Prepare script to explain
			features and role of
			external agencies



			Develop contingency plans and prepare order of sale at an in-room auction.
Assessment due: A	As per Training Plan		
Zoom Meeting 5:30pm -7:30pm & Independent student learning Monday & Wednesday	CPPREP4162 Conduct and complete sale by auction Nominal hours: 25	Elective	 Confirm pre-auction terms, conditions and presentation Review auction documentation and examine major points including auction instructions, authorities, contracts, reserve price, bidding rules Read out terms and conditions of sale by auction according to legislative requirements Respond to questions from potential bidders and other parties Submit property for sale by auction and call for opening bids Conduct the auction according to legislative requirements Manage bidding process and maintain auction process to achieve reserve price Seek instructions from vendor to change reserve Signify close of auction using appropriate strategy such as final calls, fall of hammer and closing script Knock down property to successful bidder if reserve reached or if not reached, pass property in Negotiate with highest bidder Obtain feedback from vendors and colleagues
Assessment due :	As per Training Plan		



	CDDDED/121	Elective	Confirm acons of landlard
Zoom Meeting 5:30pm - 7:30pm & Independent student learning Monday & Wednesday	CPPREP4121 Establish landlord relationships Nominal hours: 30	Elective	 Confirm scope of landlord requirements Identify ethical and conduct standards for listing properties for lease or management Confirm landlord experience and expectations for PM services Review rental appraisal to confirm rental price range expectation with landlord Complete property management agreement Document landlord acceptance of fees, charges and services to be provided Complete documentation according to agency practice and legislative requirements Establish framework for
			communication Check landlords preferred communication method Advise landlord about contact people within the PM team Establish communication protocols for repairs and maintenance Determine landlord expectations for tenant selection and ongoing tenancy management
Assessment due: A	s per Training Plan		
Zoom Meeting 5:30pm - 7:30pm Independent student learning Monday & Wednesday	CPPREP4122 Manage tenant relationships Nominal hours: 30	Elective	 Respond to tenant enquiry Create tenant profile Determine suitability of property for tenant to inspect Provide tenant with information about the property including application information Select tenant for the property Review tenant profile and check references Make recommendations to landlord about tenant selection Provide tenancy documentation including agreement. Condition



Assessment due: A	s per Training Plan		report and documentation relevant to the lease Explain conditions of tenancy agreement and cost to tenant for bond and rent in advance Commence tenancy — complete tenancy documentation according to statutory and agency requirements Provide keys and security devices to tenant Advise tenant who the contact people within the PM dept for issues arising during the tenancy
Zoom Meeting 5:30pm - 7:30pm & Independent student learning Monday & Wednesday	CPPREP4123 Manage tenancy Nominal hours: 50	Elective	 Implement routine property inspections and process for notifying tenant Arrange inspection and prepare routine property report Document and respond to issues or discrepancies identified Communicate with tenant and landlord about property condition. Manage repairs and maintenance, consulting with landlord for instructions engage appropriate tradesperson to quote and undertake maintenance and communicate with tenant. Manage additional tenant requests. Communicate tenant request to landlord and document landlords instructions Manage tenant compliance with tenancy agreement Negotiation to resolve breach of tenancy agreement Negotiation to resolve breach of tenancy agreement renewal Advise landlord of advantages and disadvantages of rent increase and/or tenancy renewal



			 Document communication and negotiations with tenant and landlord regarding renewal of tenancy agreement Manage property condition Recommend and report on improvements to property to maximise rental return Prepare a plan to action landlord instructions including time line and budget Document communication with tenant and landlord regarding maintenance activities.
Assessment due: A		Ter "	
Zoom Meeting 5:30pm - 7:30pm & Independent student learning Monday & Wednesday	CPPREP4124 End tenancy Nominal hours: 30	Elective	 Respond to landlord request to end tenancy Record circumstances for ending tenancy Notify landlord of responsibilities and obligations according to tenancy agreement and legislative requirements Prepare documentation to end tenancy Respond to tenant request to end tenancy Notify tenant of responsibilities and obligations according to tenancy agreement and document communication Communicate request to end tenancy to landlord Prepare documentation to end tenancy as per legislative requirements Terminate tenancy due to breach of conditions Notify tenant of breach, discuss rectification and obligations according to tenancy agreement Collate evidence of breach of tenancy and prepare documentation to take legal possessions of property according to legislative requirements Coordinate end of tenancy Prepare outgoing condition report Negotiate with tenant for rectification of issues with regard to property condition



Assessment due: A	s per Training Plan		 Arrange for bond release according to legislative requirements Implement process to re-let property
Zoom Meeting 5:30pm - 7:30pm Independent student learning Monday & Wednesday	CPPREP4503 Present at hearings in real estate Nominal hours: 20	Elective	 Prepare case for hearing. Access, interpret relevant precedents Prepare evidence and seek advice from appropriate professionals Participate in pre-hearing briefings Complete application Prepare documentation required for hearing Participate in conciliation process Explore opportunities to resolve matter through conciliation, assess offers against likely outcome. Use hearing etiquette Present case at hearing outlining the case clearly and concisely Respond to respondent submissions, questions and directions Complete hearing processes. Request statement of reasons for hearing decision, notify and explain outcome to parties. Store documentation
Assessment due: A	s per Training Plan		



	Zoom Meeting 5:30pm - 7:30pm Independent student learning Wednesday	CPPREP4125 Transact in trust accounts Nominal hours: 50	Elective	 Adhere to legislative requirements for administering real estate trust accounts Outline types and purpose of real estate trust accounts Process deposits in appropriate trust accounting software Provide trust receipts for any payments received Prepare banking documentation to deposit trust moneys Record receipts in trust account cash journal and trust account ledger Process payment, fees and charges Receive and validate requests for payment Check trust account ledger to confirm adequate funds in trust account before processing payment Maintain and protect trust account records Balance and reconcile trust account Apply agency contingency procedures to respond to discrepancies identified within the trust account Explain the process for unclaimed trust money Maintain security of trust account records
	e.g. • If and when	sors will provide current n no online sessions are ssment dates for assess	being offere	in a timely manner, well in advance , ed includes assessment for outstanding
Pre-requisites	There are no pre-req	uisites for this course.		

Course Outline

CPP41419 Certificate IV in Real Estate Practice



Entry Requirements

This course does not have specific entry requirements. However, the REIV, expects participants in this course to meet the following:

- Age requirement (over 18 years of age)
- Must be live and undertake training in the state of Victoria
- Australian citizen, holder of permanent residence, have a valid green Medicare card or be on a visa that allows study in Australia
- **The REIV is not CRICOS approved and is not permitted to deliver to international students.
- Computing requirements
 - Reliable internet connectivity
 - ZOOM program https://ZOOM.us/signin
 - Functioning webcam and microphone
 - Computer equipment

PC users

- Operating system: Windows 10 or later
- Browser: Chrome
- Word: Word 2010 or later
- PDF reader: Adobe Acrobat Reader DC https://get.adobe.com/uk/reader/

Mac users

- Operating system: MacOSX with macOS 10.9 or later
- Browser: Chrome
- Word: Word 2010 or later
- PDF reader: Adobe Acrobat Reader DC https://get.adobe.com/uk/reader/

Suitability

Elearning- 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.

Holiday Periods

There is no training and assessment scheduled during the following holiday periods:

- All Victorian public holidays
- No training during the Christmas New Year Break, with training resuming third week of January

Training Arrangements

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.

Self-paced learning and activities may include research, reading related textbooks, continuing to work on assessment tasks and preparing for role plays.

Students are provided with etextbooks in the learning platform to support their learning (these are included in the course fees):

· Unit Learner Guides as etextbooks

Course Outline

CPP41419 Certificate IV in Real Estate Practice



Additional Support

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:

- · Mentoring from trainers
- Additional classes, tutorials and workshops
- · Online support and exercises for some courses
- Referral to external support services
- Reasonable adjustment to assessments

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.

Assessment Arrangements

Elearning - students will be required to complete some assessments during their ZOOM meetings with the majority of assessments completed in student's own time. Learning activities and assessments, to be completed in students own time.

Assessment will be conducted individually. Students undertaking elearning will access and complete assessments for each cluster in the online learning platform and includes:

- Assessment instructions
- Assessment resources for each unit of competency
- · Details about when assessment will occur
- · Details about assessment submission

There are a variety of assessment methods used for this qualification including amongst others but not limited to:

- Multiple choice and True and False Questions
- Projects
- · Case Studies
- Observation
- Role Plays
- Case Studies
- · Research Assignments

Submission of assessment tasks will be online through the learning platform and due dates for assessment must be adhered to.

Course Credit

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.

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.

There is no charge to apply for credit transfer.

*Please refer to the Student Information Handbook for more information on Credit Transfer.

Course Outline

CPP41419 Certificate IV in Real Estate Practice



Recognition of Prior Learning (RPL)

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.

The Real Estate Institute of Victoria has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. Students should ideally apply for RPL at the time of enrolment. RPL is suitable for those who have direct experience in the real estate sector.

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.

A trainer/assessor will be available to assist the student throughout this process.

*Please refer to the Student Handbook for more information on RPL.

Fees and Charges

Total Tuition Fee:

Elearning or Workplace based

\$4,250.00 - Full fee for service

\$2,500.00 - Government funded (Skills First Program)*

\$500.00 - Government funded with concession (Skills First Program)*.

- *This training is delivered with Victorian and Commonwealth Government funding.
- The student tuition fees as published are subject to change given individual circumstances at enrolment.
- For more information, refer to the website <u>REIV Fees and Charges</u>

RPL Costs:

\$350 per unit

Nationally Recognised Training does not incur GST.

Students must submit a valid USI, all fees must be paid in full and all course requirements successfully met to receive their Qualification Award certificate.

Students must submit a valid USI, all fees must be up to date and unit requirements successfully met to receive a Statement of Attainment in the case of cancellation

Please refer to the Training tab at www.reiv.com.au for our Fees and Charges Policy.

*Visit https://www.skills.vic.gov.au/s/how-to-check-your-eligibility to check eligibility. Criteria applies which will be evaluated during the pretraining review.



Inclusions	Unless otherwise specified, tuition fees include all training and assessment as well as required resources and textbooks (etextbooks for Elearning) for students to achieve the qualification or course in which they are enrolling.			
	 Additional charge: Re-Issue of Certificate or Statement of Attainment \$60 Re-Issue of Statement of Attainment \$30 Express marking (7 working days) \$80 Subject re-enrolment fee \$300.00 (where the student has exhausted 3 attempts per unit). Administration fees (outlined below) 1 week extension from the course end date - \$100 1 month extension from the course end date - \$500 Administration fees apply for course cancellation. Refer to Fees and Refunds Policy on REIV website 			
How to apply	To apply to enroll into the Agent Representative Course for: Elearning – Complete the enrolment application form available online via the Training tab on the REIV website REIV enrol now and upload you your colour photo identification, a colour			
	 copy of your Medicare card, or passport photo page. The administration team will then contact the student 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. 			
	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.			
	Note, this course is intense and requires attendance every training session			
	Phone: 03 9205 6666			

Phone: 03 9205 6666

Email: training@reiv.com.au or

Mail: 335 Camberwell Road, Camberwell VIC 3124

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.