

LICENCE **COURSE** Real estate agent

Property Services Training Package CPP07



The 19 competencies in this course are derived from the Property Services Training Package and are fully accredited. This program provides participants with the prescribed educational requirements for obtaining a Queensland real estate licence under the *Property Occupations Act 2014 (POA)*.

There are no entry requirements for doing this course. It is specifically designed for people working, or wishing to work in the real estate industry and who wish to manage or operate a real estate agency. It is also suitable for property managers, developers, resident unit managers, business brokers or others who want to sell property on behalf of a third party or operate independently in the industry.

Duration

Registration BLOCK:
4 days

Property Management
BLOCK: 3 days

Finance BLOCK: 2 days

Sales BLOCK: 3 days

Technology & marketing
BLOCK: 1 days

The Real estate agent licence course has been designed to provide maximum flexibility for students. The 5 blocks of units (13 days in class) that make up the Real estate agent licence course are run regularly throughout the year throughout Queensland or you might choose to undertake the competencies through our online program or by attending the 5 day fast tutorials (pre requisites apply). You can complete the course in as short a time as possible, or study the course in the 12 months allocated. The REIQ Professional Development team will be happy to provide you with advice and assistance in designing a study timetable to suit your work and lifestyle requirements.

Learning Outcome

The Real estate agent licence course fulfils the educational requirements of the *Property Occupations Act 2014* for real estate licence holders.

A Queensland real estate licence will entitle you to own or manage a real estate agency in Queensland. In addition, this program will enhance and progress career development for all real estate professionals.

Course Delivery Mode

If you elect to attend classes your manuals will be supplied in class and you will be issued with your login and password to the student portal to complete your assessments online. If you don't have access to a computer contact your REIQ office to discuss alternative options (07) 32497347.

Fast 5 day tutorials students will be issued with login details once their enrolment has been processed. All of the learning materials will be available online and students are encouraged to read through the manuals prior to attending the tutorials. Hard copies of the manuals will be provided to students each day of the tutorials. Assessments are to be completed online. If you prefer you can purchase the hard copies of the manuals for an additional cost of \$150.

Online students are assigned a trainer who specialises in your subject area and receive the same resource materials and assessments as classroom based students.

Trainers

All REIQ trainers are fully qualified and selected for their industry experience and expertise. Regular assessments are conducted on all trainers to ensure that the REIQ's high standard of delivery is maintained.

Pay by the month

Pay by the Month is available to REIQ students who enrol in the Licence course. For more information and Terms and Conditions contact the Professional Development team on (07) 3249 7347 or email courses@reiq.com.au.

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Australian Student Tuition Assurance Scheme (ASTAS)

The primary focus of the ASTAS is to provide assurance to domestic students that they will receive the training for which they have paid. Where a RTO is unable to provide the training for which it has received payment, the student will be placed with a suitable alternative training provider or in the case an alternative cannot be arranged the student will receive a refund of fees for training not provided.

ASTAS ensures that any Australian student displaced from a course, due to a member's inability to continue the course, is relocated efficiently and with minimal disruption to a comparable course with another ASTAS member or approved provider.

The ACPET ASTAS that REIQ is a member of has been approved by ASQA as an alternative fee protection measure under the Standards for Registered Training Organisations 2015. Confirmation of ASQA's approval is available on their website.

Students covered by the Scheme and their responsibilities

The scheme covers a student if he or she:

- is a citizen or permanent resident of Australia, and
- is enrolled as a full or part-time student in approved programs leading to an accredited award, and
- has paid tuition fees in advance, and
- is not a student as defined in the Educational Services for Overseas Students Act 2000.

In relation to students defined within the meaning of the Education Services for Overseas Student Act 2000, i.e. international students, their student fees are protected by the Commonwealth Tuition Protection Service. The student will normally be responsible for the purchase of any texts or materials required by the receiving member.

What the Schemes provide

Should a participating member with ASTAS cover be unable to continue operating a course, ACPET will arrange for any eligible student who has not withdrawn from the course and has not completed units of study and courses of study due to:

- the course not commencing on the agreed starting date;
- the course ceasing to be provided after it has started; or
- the full course not being delivered because a sanction has been imposed on the provider

to be offered enrolment in a course leading to the same, or a comparable, qualification with minimum disruption to studies (or a refund of tuition fees for unused portions of a tuition fee as required under the HESA Act 2003 or if an alternative course cannot be found for registered SFRTO's).

When a student is relocated, the member receiving the student will make no additional tuition charge for the portion of the course for which the former member provider, who is no longer able to deliver that course, has received payment. ACPET does not transfer any fees to member colleges to accept students. The member receiving the student is entitled to charge a tuition fee for any portion of a course not previously paid for by the student to the former member provider.

If no member of the Scheme offers a course leading to the same, or a comparable, qualification, the ACPET ASTAS will provide the student with a refund, or at the request of the student, make the necessary financial and administrative arrangements to purchase or obtain access to an appropriate course for the specific purpose of offering these students placement. These courses may be delivered by a member of the Scheme, or may be delivered by another registered/ approved provider commissioned by the ACPET ASTAS for that purpose.

In all cases, whether a student is relocated, or their unused portion of tuition fees reimbursed, the Scheme will assume responsibility for ensuring that the student receives documented full credit for units of study completed at the former member provider.

Regulation of ACPET's ASTAS Schemes

The By-laws of ACPET, which are subject to the ACPET Constitution and are binding on all members, regulate the conditions of the operation of the ASTAS, including recognition of units of previously completed units of study, provision for placement of displaced students (or refund of student tuition fees where relevant), and the circumstances in which a provider's membership may be cancelled.



All funds received from members in the form of ASTAS subscription fees are administered with and by the authority of the ACPET National Board.

The ACPET Constitution, By-Laws and Code of Ethics can be accessed on the ACPET website via <http://acpet.edu.au/members/membership/handy-documents>

<http://www.acpet.edu.au/uploads/files/ACPET%20Membership%20Kit%20V2A%20WEB-3.pdf>

Payment can also be made in instalments. The first payment is due and payable prior to commencement, and the subsequent second payment is due prior to accessing your second set of units (either in contact classes or by DE). The REIQ reserves the right to suspend training or distance education service if payments are not made in accordance with the agreed payment plan.

Recognition of Prior Learning (RPL)

The REIQ has a structured process for providing RPL to students participating in the Real estate agent licence course. An information sheet on RPL is available that describes the process and includes an RPL application form. An application fee of \$100 plus \$50 per competency is required for RPL with any remaining units charged at the individual competency price. However, in some circumstances, it may be cheaper to pay the full discounted full Licence fee rather than the RPL fee plus the balance of competencies on the per competency price list. The REIQ undertakes to charge students the lower of the two fees to ensure that the most you will be required to pay is the full course fee.

Cross Credit

If you have previously completed any of the competencies listed in the Full Licence program through the REIQ or any other registered training organisation, then the REIQ may provide you a cross credit, or credit transfer against these units. In some circumstances, real estate units undertaken in other states will also attract cross credit, depending on legislative content. The Professional Development team will assist you to identify these competencies where applicable. There is no cost associated with obtaining cross credit if the full course is being undertaken. It is the student's responsibility to supply the REIQ with full evidence of any prior qualification or statements of attainment.

Please note that there is no automatic credit transfer between the ABH curriculum and the Property Development and Management Training Package PRD01 competencies and the Property Services Training Package CPP07 competencies.

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Further information

A summary of Employability Skills developed through the full Certificate IV in Property Services (Real Estate) qualification as well as a copy of the REIQ Student Handbook containing information on REIQ's policies, procedures and fees can be viewed on the REIQ website at www.reiq.com

All units of competency from CPP40307
Certificate IV in Property Service (Real Estate)

National Provider Code No. 5420



Registration Block

Work in the real estate industry (CPPDSM4080A)

- The concept of agency
- Roles and responsibilities within an agency
- Key operations of agencies
- Legislative limitations on agency practice
- Licensing
- Consumer protection
- Ethical and conduct standards
- Risk management

Interpret legislation to complete agency work (CPPDSM4009B)

- Legal principles
- Legislative resources
- Interpreting legislation
- Working with legislation
- Amendments to legislation

Identify legal and ethical requirements of property sales to complete agency work (CPPDSM4008A)

- Property ownership and certificates of title
- Responsibilities of sales personnel
- The comparative sales analysis
- The process of property sales
- Preparing and delivering residential contracts
- Terms of contract
- REIQ Contract for Houses and Land
- Contracts for Residential Lots
- Circumstances affecting the contract

List property for sale (CPPDSM4012A)

- Obtaining listings
- The listing strategy
- Effective interpersonal communication
- The property sales market
- The listing document

Sell and finalise the sale of property by private treaty (CPPDSM4022A)

- Foundations of selling
- Understanding buyers
- Showing the property and open for inspections
- Negotiation skills
- Contractual information

Lease property (CPPDSM4010A)

- Tenant enquiry
- Property inspections
- Tenant selection
- Residential tenancy documentation
- Client relationship

Minimise agency and consumer risk (CPPDSM4015B)

- The concept of risk management
- Agency risk
- Legislative requirements under the Property Occupations Act 2014, Privacy Act, Work Health and Safety Act and Competition and Consumer Act
- Common law affecting risk
- Strategies to reduce risk
- Understanding the responsibilities of an agent in regard to the holding of deposit monies



Property Management Block

List property for lease (CPPDSM4011A)

- Property listings
- Effective interpersonal communication
- The property rental market
- Listing documentation

Identify legal and ethical requirements of property management to complete agency work (CPPDSM4007A)

- Property management legislation
- Tenancy database listings
- Tenancy agreements and leases
- Managing risk for property management
- Listing and marketing properties for lease
- Tenancy selection process
- Rent and commission
- Record keeping

Monitor and manage lease or tenancy agreement (CPPDSM4016A)

- The property management cycle
- Service of RTA notices
- Routine property inspections
- Maintaining property condition
- Tenancy agreement renewal
- Rent management
- Termination of tenancy agreements
- Retail shop leases

Manage tenancy disputes (CPPDSM4046A)

- Dispute resolution strategies
- Communication techniques
- Documenting the process

Finance Block

Establish and manage agency trust accounts (CPPDSM4006A)

- Trust account legislative requirements
- Source documents
- Reconciliation and reporting
- Security
- Trust account audits

Manage small business finances (BSBSMB406A)

- Maintaining financial records
- Implementing a financial plan
- Monitoring financial performance
- Taxation requirements



Sales Block

Prepare for auction and complete sale (CPPDSM4019A)

- Selling by auction
- Auction documentation
- The marketing campaign
- The auction sale
- Servicing the auction listing

Appraise property (CPPDSM4003A)

- The property market
- Direct comparison methodology
- Property pricing
- The Comparative Market Analysis
- Research and property appraisal
- Determining rental price

Establish and build client-agency relationships (CPPDSM4005A)

- Communicating effectively with clients
- Client agency relationship management strategies
- Personal marketing strategies
- Building ongoing relationships with clients

Prepare and present property reports (CPPDSM4018A)

- Identifying building styles
- Construction materials and methods
- The property inspection
- Inspecting managed property
- Building and maintenance options

Technology and Marketing Block

Market property for lease (CPPDSM4013A)

- Real estate property management marketing
- Preparing marketing materials
- Implementing marketing activities for property management

Market property for sale (CPPDSM4014A)

- Real estate sales marketing
- Target marketing
- Product, price, place and promotion
- Advertising media
- Creating effective advertisements
- Marketing strategies
- Preparing marketing materials
- Implementing marketing activities for property management

Technology and digital media in real estate (NOTE: the Technology & digital media in real estate component is not part of the national recognised CPP40307 Certificate IV in Property Service (Real Estate))

- Social media
- Privacy policies and settings
- Creating a digital footprint
- Effective use of customer relationship management systems
- Online marketing

