

Property Development and Management

Training Package

Implementation Kit

**Western Australian
Department of Training and Employment**

February 2002

FOREWARD/ACKNOWLEDGEMENTS.....
INTRODUCTION.....
EXISTING COURSES TO BE REPLACED BY TRAINING PACKAGES	
QUALIFICATIONS.....
ASSIGNMENT OF NOMINAL HOURS TO UNITS OF COMPETENCY.....
NOMINAL HOURS AQF LEVEL 3.....
NOMINAL HOURS AQF LEVEL 4.....
NOMINAL HOURS AQF LEVEL 5.....
MAPPING OF EXISTING MODULES TO UNITS OF COMPETENCY.....
CERTIFICATE 111 IN PROPERTY SERVICES.....
CERTIFICATE IV IN PROPERTY SERVICES.....
DIPLOMA IN PROPERTY SERVICES.....
MODEL TRAINING PROGRAMMES.....
CERTIFICATE III IN PROPERTY (REAL ESTATE) FOR PROPERTY MANAGERS.....
DIPLOMA IN PROPERTY(REAL ESTATE) FO REAL ESTATE AGENTS.....
TRANSITIONAL ARRANGEMENTS.....
CONVERSION/TRANSFER OF CREDITS.....
TRAINEESHIPS.....
ASSESMENT IMPLICATIONS	
STATEMENT OF ATTAINMENT	
INDUSTRY REGULATON REQUIREMENTS	
LEARNING RESOURCES	

FOREWARD

This implementation kit has been generated to enable stakeholders in the Industry sector in Western Australia to participate in the managed implementation of the Property Development and Management Training Package.

This Kit provides information in a planned manner in order to gain maximum advantage from the package.

ACKNOWLEDGEMENTS.

The Property Development and Management Training Package, Western Australian Implementation Guide was produced by the Western Australian Department of Training and Employment.

It was developed under contract by John Jasiak, with assistance from John Seddon, lecturers in the Centre for Real Estate together with Paul Waddell, Graeme Sullivan, Kathy Greenow, Ron Sofield from within the Western Australian School of Management and Business, Central Metropolitan College of TAFE, Perth Campus.

Consultations were held with Roma Sharp from the Property and Business Services Industry Training Council and a wide range of industry representatives and training providers from Western Australia and Interstate.

INTRODUCTION

This guide is designed to use in conjunction with the endorsed Property Development and Management Training Package-PRD01

The purpose of this guide is to facilitate the use of the Property Development and Management Training Package in Western Australia.

The guide provides details of:

- Existing courses that will/may be replaced by the new courses contained in the Training Package.
- Allocation of Nominal hours to Units of Competency.
- Total hours for each qualification.
- Mapping of existing modules to units of competency, where possible.

- Model Training programmes including
 - Conversion tables
 - Assessments
 - Traineeship proposals.
 - Assessment
 - Statement of attainment.
 - Industry regulation requirements

Learning resources.

The Property Development and Management Training Package can be purchased from

National Finance Industry Training Advisory Body Ltd.
Suite 103, level 1, 83 York Street
SYDNEY NSW 2000

Telephone: (02) 9299 6799

Fax: (02) 9299 7702

Email: admin@nfitab.com.au Internet: <http://www.nfitab.com.au>

Some information about the training package can be obtained through the National **Training Information Service on the Internet**, by using the following address: <http://www.anta.gov.au/ntis/>

EXISTING COURSES TO BE REPLACED BY TRAINING PACKAGE QUALIFICATIONS AND COURSES THAT CANNOT BE REPLACED UNDER THE CURRENT TRAINING PACKAGE

This should be read in conjunction with Transitional arrangement and Traineeships.

<i>Existing Courses</i>		<i>New Qualifications</i>	<i>Nominal Hours</i>
5140	Certificate III in Property Management	Certificate III in Property (Real Estate)-PRD30101	250
5138	Certificate III in Property Services	Units of Competency only See Statement of Attainment	179
5141	Certificate IV in Property Management	Certificate IV in Property (Real Estate)	422
8169	Diploma of Business Management (Real Estate)	Diploma of Property (Real Estate)	776

Course 0963 Property Managers Registration Course does not map to any qualification in the Current Training Package and requires States' regulatory Authorities to agree on a National Standard and a subsequent amended training package to be developed.

Course 5140 and 5141 were essentially provided for participants to undertake higher skills development within the Property management area of Real Estate.

The aligned Training package qualifications present opportunities for large and small firms to develop further skills in the residential, industrial, commercial and retails areas of Property Management. There are also opportunities for private individuals, government and quasi -Authorities to manager their own property portfolios by undertaking training at these levels.

Course 8169 and its equivalent qualification represent the current Statutory Licensing qualification for participants to become Real Estate Agents and operate their own Practice.

Course 5138/ Certificate III in Property Services has no aligned qualification in the Current Training Package and will again require a more closely aligned Training Package to be developed. (See Statement of Attainment on page 27 for further detail).

ASSIGNMENT OF NOMINAL HOURS TO UNITS OF COMPETENCY.

The information in the following tables was compiled after consultation with other RTO'S throughout Australia and by adopting hours where units of competency have already been endorsed within other Training Packages.

The nominal hours identified are based on experience gained in the delivery of existing courses where nominal hours were set at a national level under competency bases learning outcomes. Where no existing referencing was available we primarily referred to the Victorian model.

The nominal hours assigned to each Unit of Competency includes time for assessment and are related to the delivery of th Unit in the traditional classroom environment and/or workplace practice and simulation.

It should be noted that some of the units of competency (with the prefix BSA...) appearing in the training package were redundant at the time of writing. We have adopted the replacements Units with the prefixes BSB.....

NOMINAL HOURS-ACQ LEVEL 3

Certificate III in Property (Real Estate)

CORE UNITS

Units of Competency code	Units of Competency Title	Nominal hours
PRDRE23A	Maintain agency: client relationship	20
PRDRE25A	Respond to property enquiry	10
PRDRE33A	Coordinate property inspection	10
PRDRE34A	Maintain key register	5
PRDRE35A	Communicate effectively and accurately with clients	20
PRDRE36A	Process marketing material	15
BSBCMN205A	Use information technology	30

ELECTIVE UNITS

PRDRE12A	Establish and expand client base	20
PRDRE14A	Market property	15
PRDRE16A	Monitor sales process	10
PRDRE26A	Conduct property sale by auction	30
PRDRE29A	Use and maintain a property information database	20
PRDRE30A	Implement personal marketing plan	10
PRDRE37A	Perform and record property management activities and transactions	20
PRDRE38A	Maintain equipment and facilities	10
PRSAS15A	Plan and schedule routine maintenance.....	10
BSBADN307A	Organise schedules	20
BSBADM304A	Design and develop text documents.	50
BSAFIN301B	Maintain daily financial records	20
BSAFIN302B	Monitor cash control for accounting	20
BSAORG301B	Co-ordinate own work schedule...	10

NOMINAL HOURS-AQF-LEVEL 4
Certificate IV in Property(Real Estate)
CORE UNITS

PRDRE10A	Manage Agency risk	20
PRDRE11A	Provide property appraisal	30
PRDRE12A	Establish and expand client base	20
PRDRE13A	Obtain property listings	30
PRDRE14A	Market property	15
PRDRE22A	present and explain property reports	20
PRDRE30A	Implement personal marketing plan	20
PRDRE37A	perform and record property management activities and transactions	30
BRDPOD62A	Clarify and confirm property information requirements	20

ELECTIVES

PRDRE07A	Implement staff skill development and training	30
PRDRE15A	Undertake property sale by private treaty	30
PRDRE16A	Monitor sales process	10
PRDRE17A	Effectively manage property and account to landlord	30
PRDRE18A	Lease property	30
PRDRE19A	Provide property management services	30
PRDRE20A	Provide strata management services	30
PRDRE21A	Provide property development and marketing services	40
PRDRE24A	Prepare asset refurbishment plan	20
PRDRE26A	Conduct property sale by auction	30
PRDRE28A	Maintain trust account	40
PRDRE31A	Negotiate effectively with landlord and tenants	17
PRDRE32A	Maintain and protect conditions of rented properties	20
PRDRE39A	Prepare and execute documentation	20
BSAFIN301B	Maintain daily financial records	20
BSAFIN401B	Supervise an established record system....	20
BSAORG402B	Plan meetings...	15
BSXFM1404A	Participate in, lead and facilitate work teams (at level4)	36

NOMINAL HOURS-AQF-LEVEL 5
Diploma in Property(Real Estate)

CORE UNITS

PRDRE01A	Develop a Business Plan	30
PRDRE02A	Manage agency performance	20
PRDRE03A	Develop and implement client service strategies	20
PRDRE04A	Manage and monitor effective client service	30
PRDRE05A	Market Agency	20
PRDRE06A	Manage human resources	30
PRDRE08A	Manage efficient financial systems	30
PRDRE09A	Implement and monitor financial management systems	30
PRDRE19A	Provide property management services	20
PRDRE28A	Maintain trust account	40
BSAFIN501B	Manage payroll records.	10
BSAFIN502B	Monitor and control disbursements within a given budget	50
BSBFLM504A	Facilitate work teams	36
BSBFLM551A	Develop a workplace learning environment	20

PLUS 9 CORE UNITS FROM Certificate IV

PRDRE10A	Manage Agency risk	20
PRDRE11A	Provide property appraisal	30
PRDRE12A	Establish and expand client base	20

PRDRE13A	Obtain property listings	30
PRDRE14A	Market property	15
PRDRE22A	Present and explain property reports	20
PRDRE30A	Implement personal marketing plan	20
PRDRE37A	Perform and record property management activities and transactions	30
BRDPOD62A	Clarify and confirm property information requirements	20

ELECTIVES SELECT 1

PRDRE17A	Effectively manage property and account to landlord	30
PRDRE21A	Provide property development and marketing services	40
BSAORG501B	Manage meetings....	60

MAPPING OF EXISTING MODULES TO UNITS OF COMPETENCY

The mapping is designed to indicate which modules are relevant in whole or in part. The mapping is presented in a form that can be directly matched against the qualifications shown in the Property Development and Management Training Package at pages 47-49

PRD30101 Certificate III in Property(Real Estate)

PRDRE23A	Maintain agency :client relationship	20	15883 workplace planning 65003 client interaction 15808 real estate consumer protection
PRDRE25A	Respond to property enquiry	10	65003 client interaction 65007 negotiation skills 15803-introduction to property management 15802-introduction to sales
PRDRE33A	Coordinate property inspection	10	15885 renting residential property
PRDRE34A	Maintain key register	5	15814 servicing managed properties
PRDRE35A	Communicate effectively and accurately with clients	20	65003 client interaction 65012 dealing with conflict 65007-negotiation skills
PRDRE36A	Process marketing material	15	15809 property advertising and promotion
BSBCM205A	Use information technology	20	23043 database fundamental

Elective units

PRDRE12A	Establish and expand client base	20	15821 Listings 15813 property management listings 15827 strategic planning 23043 database fundamentals 15820 property appraisal
PRDRE14A	Market property	15	15809 property advertising and promotion 15821-listings
PRDRE16A	Monitor sales process	10	15802 introduction to sales 15805 real estate accounting
PRDRE26A	Conduct property sale by auction	30	15822 selling by auction
PRDRE29A	Use and maintain a property information database	20	23043 database fundamentals 15804 real estate computing
PRDRE30A	Implement personal marketing plan	10	65003 client interaction 15829-real estate office operations 15809 property advertising and promotion
PRDRE37A	Perform and record property management activities and transactions	20	15803 introduction to property management 15884 residential tenancies 15804 real estate computing 15806-real estate computer accounting 15813 property management listings 15884 renting residential property 15814 servicing managed properties 15867strata company management and meetings
PRDRE38A	Maintain equipment and facilities	10	15854 facilities planning for real estate
PRSA15A	Plan and schedule routine maintenance.....	10	15816 commercial and industrial leasing and property management 15814 servicing managed properties
BSATEC301B	Use of advanced functions of a range of office equipment to complete daily tasks	10	15854-facilities planning for real estate
BSBADM304A	Design and develop text documents.	17	65008 presenting reports
BSAFIN301B	Maintain daily financial records	20	15805 real estate accounting 15806 real estate computer accounting
BSAFIN302B	Monitor cash control for accounting	20	No equivalent
BSBADN307A	Organise Schedules	10	15883 workplace planning 15829 real estate office operations

Note

The following modules were replaced in the Business Services training packages in late 2001 so we have adopted the replacement units of competency (at CERTIFICATE III LEVEL)

BSATEC303B-Maintain Computer files replaced by-BSBCMN205A-Use information technology

BSAORG301B-Co-ordinate own work schedule replaced by-BSBADN307A-Organise Schedules

BSATEC302B-Design and develop documents, reports and worksheets-replaced by BSBADM304A- Design and develop text documents.

PRD40401Certificate IV in Property (Real Estate)

PRDRE10A	Manage Agency risk	20	15808-Real estate consumer protection 15814- Servicing managed properties
PRDRE11A	Provide property appraisal	30	15820- Property appraisal 15824- Selling commercial and industrial property
PRDRE12A	Establish and expand client base	20	15821 Listings 15813 property management listings 15827 strategic planning 23043 database fundamentals 15820 property appraisal 65003-client interaction
PRDRE13A	Obtain property listings	30	15821 listings 15820 property appraisal 15813-property management listings 65007 negotiation skills
PRDRE14A	Market property	15	15809 property advertising and promotion 15821-listings
PRDRE22A	present and explain property reports	20	15812 recognising common building styles and faults 15814 servicing managed properties 15816 commercial and industrial leasing and property management 15867-strata company management and meetings 15820- Property appraisal
PRDRE30A	Implement personal marketing plan	20	65003 client interaction 15829-real estate office operations 15809 property advertising and promotion
PRDRE37A	Perform and record property management activities and transactions	30	15803 introduction to property management 15884 residential tenancies 15867-strata company management and meetings 23043 database fundamentals 15885-renting residential property 15804 real estate computing 15813 property management listings 15814 servicing managed properties
BRDPOD62A	Clarify and confirm property information requirements	20	15802 introduction to sales 15821 Listings 15816 commercial and industrial leasing and property management 15824 selling C&I property 15818 methods of sale 15826 rural sales 15885 renting residential property 15813 property management listings

ELECTIVES

PRDRE07A	Implement staff skill development and training	30	No equivalent
PRDRE15A	Undertake property sale by private treaty		15818 methods of sale 15802-introduction to sales 15817 contracts for the sale of land 65007- negotiation skills 65003 client interaction 15821 listings
PRDRE16A	Monitor sales process	10	15802 introduction to sales 15805 real estate accounting
PRDRE17A	Effectively manage property and account to landlord	30	15883 workplace planning 15803 introduction to property management 15813 property management listings 15884 residential tenancies 15814 servicing managed properties 15805-real estate accounting 15804-real estate computing
PRDRE18A	Lease property	30	15883 workplace planning 15803 introduction to property management 15813 property management listings 15884 residential tenancies 15814 servicing managed properties 15805-real estate accounting 15804-real estate computing 15885 renting residential property 15816 commercial and industrial leasing and property management
PRDRE19A	Provide property management services	30	15883 workplace planning 15803 introduction to property management 15813 property management listings 15884 residential tenancies 15814 servicing managed properties 15805-real estate accounting 15804-real estate computing 15885 renting residential property 15816 commercial and industrial leasing and property management 15804 real estate accounting 15815 introduction to specialised property management
PRDRE20A	Provide strata management services	30	15867 strata company management and meetings 15866 strata titles
PRDRE21A	Provide property development and marketing services	40	No equivalent
PRDRE24A	Prepare asset refurbishment plan	20	15816 commercial and industrial leasing and property management 15812-recognising common building styles and faults 15820 property appraisal
PRDRE26A	Conduct property sale by auction	30	15822 selling by auction
PRDRE28A	Maintain trust account	40	15805 real estate accounting 15806 real estate computer accounting
PRDRE31A	Negotiate effectively with landlord and tenants	17	65007 negotiation skills 65003 client interaction
PRDRE32A	Maintain and protect conditions of rented properties	20	15814 servicing managed properties 15803 introduction to property management 15812 recognising common building styles and faults
PRDRE39A	Prepare and execute documentation	20	15817 contracts for the sale of land 15821 Listings 15824 selling C&I property 15813 property management listings

			15885 renting residential property 15815 introduction to specialised property management 15817 contracts for the sale of land
BSAFIN301B	Maintain daily financial records	20	No equivalent
BSAFIN401B	Supervise an established record system...	20	15829 real estate office operations
BSAORG402B	Plan meetings...	15	No equivalent
BSXFMI404A	Participate in, lead and facilitate work teams (at level4)	36	93014 work team communication

Diploma in Property (Real Estate)

CORE UNITS

PRDRE01A	Develop a Business Plan	30	15827- strategic planning for real estate
PRDRE02A	Manage agency performance	20	15827- strategic planning for real estate
PRDRE03A	Develop and implement client service strategies	20	65003-client interaction
PRDRE04A	Manage and monitor effective client service	30	65007-negotiation skills
PRDRE05A	Market Agency	20	15823-Introduction to specialised property sales
PRDRE06A	Manage human resources	30	15829-Real estate office operations
PRDRE08A	Manage efficient financial systems	30	15020-Managing finance-cost and efficiency 15021-managing finance-operating and capital expenditure
PRDRE09A	Implement and monitor financial management systems	30	15019-Managing finance-performance
PRDRE19A	Provide property management services	20	15815-introduction to specialised property management
PRDRE28A	maintain trust account	40	15805-real estate accounting
BSAFIN501B	manage payroll records	10	15806-real estate computer accounting
BSAFIN502B	monitor and control disbursements within a given budget	50	15018-Managing finance -setting and achieving budgets
BSBFLM504A	Facilitate work teams	36	No Equivalent
BSBFLM551A	Develop a workplace learning environment	20	No Equivalent

PLUS 9 CORE UNITS FROM CERTIFICATE IV

PRDRE10A	Manage Agency risk	20	15808-Real estate consumer protection 15814- Servicing managed properties
PRDRE11A	Provide property appraisal	30	15820- Property appraisal 15824- Selling commercial and industrial property

PRDRE12A	Establish and expand client base	20	15821 Listings 15813 property management listings 15827 strategic planning 23043 database fundamentals 15820 property appraisal 65003-client interaction
PRDRE13A	Obtain property listings	30	15821 listings 15820 property appraisal 15813-property management listings 65007 negotiation skills
PRDRE14A	Market property	15	15809 property advertising and promotion 15821-listings
PRDRE22A	present and explain property reports	20	15812 recognising common building styles and faults 15814 servicing managed properties 15816 commercial and industrial leasing and property management 15867-strata company management and meetings 15820- Property appraisal
PRDRE30A	Implement personal marketing plan	20	65003 client interaction 15829-real estate office operations 15809 property advertising and promotion
PRDRE37A	Perform and record property management activities and transactions	30	15803 introduction to property management 15884 residential tenancies 15867-strata company management and meetings 23043 database fundamentals 15885-renting residential property 15804 real estate computing 15813 property management listings 15814 servicing managed properties
BRDPOD62A	Clarify and confirm property information requirements	20	15802 introduction to sales 15821 Listings 15816 commercial and industrial leasing and property management 15824 selling C&I property 15818 methods of sale 15826 rural sales 15885 renting residential property 15813 property management listings

Electives

PRDRE17A	Effectively manage property and account to landlord	30	15803 introduction to property management 15813 property management listings 15884 residential tenancies 15814 servicing managed properties 15805-real estate accounting 15804-real estate computing
PRDRE21A	Provide property development and marketing services	40	No equivalent
BSAORG501B	Manage meetings....	60	No equivalent

NOTE-Replacement units

BSXFMI504A-Participate in, lead and facilitate work team replaced by- BSBFLM504A-Facilitate work teams - taken from the current Business services training package.

BSXFMI511A-Contribute to the development of a workplace learning environment.-replaced by- BSBFLM551A-Develop a workplace learning environment- taken from the current Business Services training package

STOCK AND STATION AGENCY SECTOR

This sector is not required by Training providers within Western Australia. It was designed for operatives in the Eastern States who required it for Licensing purposes.

Nevertheless, Industry in Western Australia may create training programs that fit into their unique Industry environment.

UNIT CODE	Unit title	Nominal Hours	Existing Module/s
PRDSSA11A	Administer agency activities	40	ABH501 Introduction to Sales ABH533 Real Estate Operations NAP750 Commercial Law Principles
PRDSSA17A	Establish and expand client base	20	15821 Listings 15813 property management listings 15827 strategic planning 23043 database fundamentals 15820 property appraisal 65003-client interaction
PRDSSA18A	Apply market knowledge to service business opportunities	20	No relevant module
PRDSSA19A	Respond to enquiry	30	NCS011 Client Interaction
PRDSSA20A	List properties for sale	30	ABH514 Property Management Listings ABH515 Renting Residential Properties ABH524 Property Appraisal ABH525 Listings NCS009 Negotiation Skills NCS011 Client Interaction
PRDSSA21A	Market property for sale	20	ABH507 Property Research and Analysis ABH509 Property Advertising and Promotion ABH525 Listings ABH526 Property Selling
PRDSSA21A	Negotiate sale by private treaty		ABH501 Introduction to Sales ABH510 Contract Law for Real Estate ABH511 Property Law ABH522 Contracts for the Sale of Land ABH523 Methods of Sale ABH525 Listings NCS009 Negotiation Skills NCS011 Client Interaction NOS215.V2 Database Fundamentals
PRDSSA23A	Conduct auction sale	30	ABH527 Selling by Auction
PRDSSA24A	Conduct chattel auction/clearing sale	30	No relevant module
PRDSSA25A	Conduct a sale by tender	20	ABH510 Contract Law for Real Estate ABH523 Methods of Sale
PRDSSA26A	Administer process to completion or abandonment of sale	20	No relevant module
		PRDSSA 27A	Lease rural property

PRDSSA28A	Manage properties for clients	40	ABH504 Real Estate Accounting ABH512 Residential Tenancies ABH513 Recognising Common Buildings Styles and Faults ABH516 Servicing Managed Properties ABH517 Introduction to Specialised Property Management NCS005 Dealing with Conflict NCS009 Negotiation Skills NCS011 Client Interaction NOS215 Database Fundamentals
PRDSSA29A	Advise client on sale and purchase alternatives	25	No relevant module
PRDSSA30A	Select stock for sale	40	No relevant module
PRDSSA31A	Prepare stock for sale	15	No relevant module
PRDSSA32A	Conduct livestock sale by auction	25	No relevant module
PRDSSA33A	Arrange buyer and inspections	15	No relevant module
PRDSSA34A	Provide information on alternative asset uses	20	No relevant module
BSXFMI511A	Contribute to the development of a workplace learning environment	60	No relevant module
PRMPM31A	Process accounts receivable and payable	30	No relevant module
PRMPM32A	Maintain a cash receipting system	15	No relevant module
PRMPM35A	Maintain asset management records and control	20	No relevant module

MODEL TRAINING PROGRAMS

The program below represents a specialised area of real estate, namely, *property management* involving many classes of property. This program takes into account the needs of industry and allows an entry point for new participants into the industry from such diverse groups as School leavers and mature age reskilling, at an AQF level 3 (see page 16 for range in job descriptors).

The training program may be reviewed in the future should there be traineeships introduced at lower levels.

Certificate III in Property (Real Estate)-Complete all Core Units and All Elective units

CORE UNITS

Units of Competency code	Units of Competency Title	Nominal hours
PRDRE23A	Maintain agency: client relationship	20
PRDRE25A	Respond to property enquiry	10
PRDRE33A	Coordinate property inspection	10
PRDRE34A	Maintain key register	5
PRDRE35A	Communicate effectively and accurately with clients	20
PRDRE36A	Process marketing material	15
BSBCMN205A	Use information technology	30

ELECTIVE UNITS

PRDRE12A	Establish and expand client base	20
PRDRE29A	Use and maintain a property information database	20
PRDRE37A	Perform and record property management activities and transactions	20
BSBADN307A	Organise schedules	20
BSBADM304A	Design and develop text documents.	50
TOTAL HOURS		250***

DIPLOMA MODEL TRAINING PROGRAM

DIPLOMA IN PROPERTY (REAL ESTATE)-AQF LEVEL-5

This training program represents the required qualification for those participants in the industry who wish to obtain a Real Estate license under the Real Estate and Business Agent's Act 1978.

The program allows multiple entry points.

Participants may enter and exit where they want depending on the skills they wish to achieve.

RTO'S may develop specialised programs that meet a particular industry requirement for skills development and issue Statements of Attainment where the full qualification is not required.

Due recognition will be given to participants who can demonstrate competency through the RPL process.

Diploma in Property (Real Estate)

CORE UNITS

Units of Competency code	Units of Competency Title	Nominal hours
PRDRE01A	Develop a Business Plan	30
PRDRE02A	Manage agency performance	20
PRDRE03A	Develop and implement client service strategies	20
PRDRE04A	Manage and monitor effective client service	30
PRDRE05A	Market Agency	20
PRDRE06A	Manage human resources	30
PRDRE08A	Manage efficient financial systems	30
PRDRE09A	Implement and monitor financial management systems	30
PRDRE19A	Provide property management services	20
PRDRE28A	Maintain trust account	40
BSAFIN501B	Manage payroll records.	10
BSAFIN502B	Monitor and control disbursements within a given budget	50
BSBFLM504A	Facilitate work teams	36
BSBFLM551A	Develop a workplace learning environment	20
	Real Estate Law***	60
	Business Broking***	20
	Hours	566

PLUS 9 CORE UNITS FROM Certificate IV

PRDRE10A	Manage Agency risk	20
PRDRE11A	Provide property appraisal	30
PRDRE12A	Establish and expand client base	20
PRDRE13A	Obtain property listings	30
PRDRE14A	Market property	20
PRDRE22A	Present and explain property reports	20
PRDRE30A	Implement personal marketing plan	20
PRDRE37A	Perform and record property management activities and transactions	30
BRDPOD62A	Clarify and confirm property information requirements	20
	Hours	210
	Final total	776

ELECTIVES- SELECT 1

PRDRE17A	Effectively manage property and account to landlord	30
PRDRE21A	Provide property development and marketing services	40
BSAORG501B	Manage meetings....	60

***Two additional units of Competency are required to satisfy the Statutory Licensing Authority

These are:

REAL ESTATE LAW

BUSINESS BROKING

Both of these units are required to meet the current Statutory requirements for licensing as a Real Estate Agent in Western Australia. No provision for different State's laws was made in the training package.

Both these units can be introduced as core Underpinning Modules into the course without adding further hours to the training package.

Conversion Tables

Conversion of existing modules in the Diploma Of Real Estate to new competencies in the Diploma of Property (Real Estate) PRD50101--					
<i>For licensing as a REAL ESTATE AGENT</i>					
NEW COURSE			OLD COURSE		
New Units	Unit number	Final	EXISTING MODULE NAME	Sin no.	Hours
AT LOWER LEVEL			Real estate industry overview	15801	20
			Introduction to sales	15802	20
			Introduction to property management	15803	15
Maintain trust account	PRDRE28A	40	Real estate accounting	15805	45
Manage payroll records	BSAFIN501B	10	Real estate computer accounting	15806	15
Market property	PRDRE14A	20	Property advertising and promotion	15809	15
Managing risk	PRDRE10A	20	Real estate consumer protection	15808	16
Real Estate Law	New number	60	Commercial law principles	15508	30
			Contract law for real estate	15810	20
			Property law	15811	30
			Contracts for the sale of land	15817	15
NO EQUIVALENT	?	40	Recognising common building styles and faults	15812	40
Implement personal marketing plan	PRDRE30A	20	Methods of sale	15818	20
Perform and record property management activities and transactions	PRDRE37A	30	Servicing managed properties	15814	20
Provide property management services	PRDRE19A	20	Introduction to specialised property management	15815	20
Clarify and confirm property information requirements	PRDPOD62A	20	Commercial and industrial leasing & property management	15816	20
Provide property Appraisal	PRDRE11A	30	Property appraisal	15820	20
			Selling commercial and industrial property	15824	20
Obtain Property listings	PRDRE13A	30	Listings	15821	30

				15822	30
			Property management listings	15813	Selling by auction 15
Develop a strategic business plan	PRDRE01A	30	Strategic planning for real estate	15827	30
Manage agency performance	PRDRE02A	20			
Develop and implement client service strategies	PRDRE03A	20	Client interaction	65003	17
Manage and monitor effective client service	PRDRE04A	30	Negotiation skills	65007	17
Present and explain property reports	PRDRE22A	20	Presenting reports	65008	17
	total hours	460		total hours	567
Additionally the following modules are required for the diploma of business (real estate)-8169					
Monitor and control disbursements within a given budget	BSAFIN502B	50	Managing finance - setting and achieving budgets	15018	17
Implement and monitor financial management systems	PRDRE09A	30	Managing finance-performance	15019	17
Managing efficient financial systems	PRDRE08A	30	Managing finance-cost and efficiency	15020	17
			Managing finance-operating and capital expenditure	15021	34
Perform and record property management activities and transactions	PRDRE37A	30	Real estate computing	15804	15
			Strata titles	15866	30
Market Agency	PRDRE05A	20	Introduction to specialised property sales	15823	20
Manage human resources	PRDRE06A	30	Real estate office operations	15829	12
Establish and expand client base	PRDRE12A	20	Database fundamentals	23043	20
			Computer operations fundamentals	23075	5
Participate in, lead and facilitate work teams	BSXFMI504A	36	NO EQUIVALENT		
Contribute to the development of a workplace learning environment	BSXFMI511A	20	NO EQUIVALENT		
Business Broking	New number	20	Selling businesses	15825	20
	Sub total	266		Sub-total	207
	Final total	746		Total hours	774
PLUS ONE ELECTIVE					
Effectively manage property and account to landlord	PRDRE17A	30	Workplace planning	15883	10
			Servicing managed properties	15814	20

Provide property development and marketing services	PRDRE21A	40	Property research and analysis		10
			Investment property appraisal		20
Manage meetings to achieve identified team/section goals	BSAORG501B	30	No equivalent		
NO EQUIVALENT			Rural sales	15826	20
<i>BSXFMI504A-Participate in, lead and facilitate work team replaced by- BSBFLM504A-Facilitate work teams - taken from the current Business services training package.</i>					
<i>BSXFMI511A-Contribute to the development of a workplace learning environment.-replaced by- BSBFLM551A-Develop a workplace learning environment- taken from the current Business Services training package</i>					
Business Broking and Real Estate Law were added to meet the strict requirement of licensing under WA LAW					
15803/4/5/ are introductory units and have equivalents at a lower Certificate III level					
Recognising Common Building Styles and Faults have no equivalent					
Rural Sales has no equivalent					

Conversion from Certificate III in Property Management to Certificate III in Property (Real Estate)

Unit of competency reference	NEW COURSE		OLD COURSE		
	Unit of Competency Title	Nominal Hours	Existing module name	Sin no.	Hours
PRDRE23A	Maintain agency: client relationship	20	Introduction to property management	15803	15
PRDRE25A	Respond to property enquiry	10	Real estate industry overview	15801	20
PRDRE35A	Communicate effectively and accurately with clients	20	Dealing with conflict	65012	17
PRDRE36A	Process marketing material	15	Introduction to sales	15802	20
BSBCMN205A	Use information technology	30	Word processing functions	23068	17
PRDRE33A	Coordinate property inspection	10	Residential Tenancies	15884	20
PRDRE34A	Maintain a key register	5	Computer operations fundamentals	23075	5

PLUS 5 ELECTIVES

BSBADN307A	Organise Schedules	20	Workplace Planning	15883	10
PRDRE12A	Establish and expand client base	20	Property management practical Placement**	15889	40
PRDRE29A	Use and maintain a property information data base	20	Database fundamentals	23043	20
BSBADM304A	Design and develop text documents	50	Writing workplace documents	65013	17
PRDRE37A	Perform and record property management activities and transactions	30	Workteam communication	93014	36
	total hours	250		Hours	237

Note-** **Property management practical placement (15889)** covers the whole spectrum of property management activities and is essentially an on-the job component.

The following existing modules have No equivalent in the new training package at Certificate III level, hence the discrepancy in the hours

NO EQUIVALENT	Real estate computing	15804	15
	Real estate accounting	15805	45
	Real estate computer accounting	15806	15
	Property management listings	15813	15
	Servicing managed properties	15814	20
	Renting residential property	15885	10
		HOURS	120

The following Unit of Competency is newly created and should be a basic requirement of registration

	Real Estate Law-	60	Real estate consumer protection	15808	16
			Contract law for real estate	15810	20
			Property law	15811	30
	Hours	60		Hours	66
	TOTAL	310		TOTAL	423

The total hours shown are nominal only, allowing for flexibility in delivery.

The following modules were replaced in the Business Services training packages in late 2001 so we have adopted the replacement units of competency

BSATEC303B-Maintain Computer files *replaced by*-BSBCM205A-Use information technology

BSAORG301B-Co-ordinate own work schedule *replaced by*-BSBADN307A-Organise Schedules

BSATEC302B-Design and develop documents, reports and worksheets-*replaced by* BSBADM304A- Design and develop text documents.

Conversion of Existing Certificate IV in Property Management to the Certificate IV in Property (real estate) PRD40101

NEW COURSE			OLD COURSE		
<i>Unit of competency reference</i>	<i>Unit Title</i>	<i>Nominal hours</i>	<i>Existing Module</i>	<i>Hours</i>	<i>Existing Certificates</i>
PRDRE10A	Manage Agency risk	20	15508 Real Estate Consumer Protection	15	CIII
PRDRE11A	Provide property appraisal	30	15820- Property appraisal	20	CIV
PRDRE12A	Establish and expand client base	20	15889-property management practical placement	20	CIII
PRDRE13A	Obtain property listings	30	15813-property management listings	15	CIII
PRDRE14A	Market property	15	15809 property advertising and promotion	15	CIV
PRDRE22A	Present and explain property reports	20	65008-presentings reports	17	CIV
PRDRE30A	Implement personal marketing plan	20	65003 client interaction	17	CIV
PRDRE37A	Perform and record property management activities and transactions	30	15814 servicing managed properties	20	CIII
BRDPOD62A	Clarify and confirm property information requirements	20	15816 commercial and industrial leasing and property management	20	CIV
PLUS 8 ELECTIVES					
PRDRE17A	Effectively manage property and account to landlord	30	15815-introduction to specialised property management	20	CIV
PRDRE18A	Lease property	30	15885-renting residential property	10	CIII
PRDRE19A	Provide property management services	30	15812-recognising common building styles and faults	40	CIV
PRDRE20A	Provide strata management services	30	15866-strata titles	30	CIV
PRDRE24A	Prepare asset refurbishment plan	20	NO EQUIVALENT		
PRDRE28A	Maintain trust account	40	15805-real estate accounting	45	CIII
			15806-Real estate computer Accounting	15	CIII
PRDRE31A	Negotiate effectively with landlords and tenants	17	65007-negotiation skills	17	CIV

PRDRE32A	Maintain and protect conditions of rented properties	2015807-property research and analysis	12	CIV
	HOURS	422	HOURS	348
PLEASE NOTE: There are existing modules from Certificate III and Certificate IV in Property Management that map across to the new Certificate IV in Property. This effectively means that students will gain some exemptions if they have complete the Certificate III in Property				
At Certificate IV level the units of competency reflect a higher level of managerial and supervisory tasks. Effectively encompasses a senior property manager across residential, commercial retail, industrial and strata boundaries				

TRAINEESHIP PATHWAYS

There are no existing Traineeships in real estate at the moment.

ESTABLISHMENT OF NEW TRAINEESHIPS

Traineeships will only arise as a result of

- Industry support.
- Endorsement by the Training Accreditation Council.
- Industrial Relations arrangements being in place.

ASSESSMENT IMPLICATIONS

It is the process of gathering evidence and making informed judgements about learner progress and achievement, according to a set of standards outlined in three competency standards set out in a training program.

Competency based assessment involves measuring what a person can do, in addition to what he/she knows.. Ideally it is carried out in the workplace, under actual operational conditions. Alternatively, assessment can be carried out in situations, which simulate workplace conditions as closely as possible, eg. Role-play, presentations, case studies or practical exercises.

A wide range of assessments methods are available and include:

- Written tests, eg. Multi choice, short answer, case studies.
- Practical display
- Oral questioning
- Case study
- Observation
- Role play.
- Assignment
- Recognition of prior learning.

Registered Training providers will find guidelines in the Training package

STATEMENT OF ATTAINMENT

A Statement of attainment is a record of Competencies achieved.

To allow training and assessment of competencies to be portable, RTO's must issue a Statement of Competency for completed Competencies where a qualification is only partially completed.

Specific workplace needs or personal training needs may be met by completing different levels in the same skill area rather than completing a qualification. Training can be continued at a later stage to gain a qualification.

A statement of attainment can be used for recognition of competencies achieved in short courses or customised training where a full qualification is not needed. (This can be clearly be seen in the training

of persons as registered Real Estate Representatives. in accordance with Western Australian Statutory requirements).

INDUSTRY REGULATION REQUIREMENTS.

There are mandatory statutory regulations for operatives within the REAL ESTATE INDUSTRY in Western Australia. The educational component of the regulations are as follows”

- To qualify as a Property Manager a person is required to complete a Property Managers Registration course or complete a Certificate III in Property Services in order to carry out the duties of a **Residential or Commercial Property Manager.**
- To qualify as a Sales Representative a person is required to complete a Certificate III in Property Services to carry out the duties of a **Registered Real Estate and Business Sales Representative**
- To Qualify as a Real Estate Agent a person is required to complete a Diploma of Business Management(real estate) in order to carry out the duties of a **Licensed Real Estate and Business Agent.**

The Real Estate and Business Agent’s Supervisory Board is currently reviewing the Licensing provisions of the Real Estate and Business Agents Act 1978

When the review is completed the changes will be GAZETTED In the Government Gazette with accompanying transitional provisions.

PROFESSIONAL DEVELOPMENT

An ongoing Professional Development Program will be required for all Trainers and Assessors.

LEARNING RESOURCES

LEARNING RESOURCES

Much of the current available resources are aimed at the existing modules and development is required to produce competency based material.

A tender has been called for the development of accounting learning, training and assessment resources. A Victorian group was successful and is currently preparing assessment materials for the Diploma in Accounting with a specified completion date of June 30 2000.

TAFE Queensland has won a tender to prepare a “Tool Box” for resource materials for the Accounting units of competency and a specified completion date has been set at December 2000.

As the implementation of the Financial Services Training Package continues many publishers will review and update their publications to align with the Financial Services Competency Standards

A list of publishers (copyright holders) of resources currently available follows:

COMPANY DETAIL	RESOURCES AVAILABLE
Training Publications of Western Australia Prospect Place WEST PERTH WA 6005 Telephone (08) 9227 3360 Facsimile (08) 9227 3298	Clerical-Administrative Tasks (CAT) A hands-On Approach Student Learning Guides Tapes Videos
Australian Training Products (formerly ACTRAC Products) 321 Exhibition Street GPO Box 5347 BB MELBOURNE VIC 3001 Telephone (03) 9630 9836 Facsimile (03) 9639 4684	National Clerical –Administrative – Competency Standards (Private Sector) NOS Module Learning Guides NOS Assessment Exemplars Study Guides Workplace Training Resources Professional Development Packages
Eastern House 12 –50 Norton Road CROYDON VIC 3136 Telephone (03) 9213 6605 Facsimile (03) 9213 6806	Self Paced Flexible Delivery Test Banks
McGraw-Hill Australia 4 Barcoo Street PO Box 239 ROSEVILLE NSW 2069 Telephone (02) 9417 4288 Facsimile (02) 9417 3428	Competency-Based Training Text and Workbooks Clerical Procedures Videos
National Resource Centre Barton Institute of TAFE Private Bag 19 MOORABBIN VIC 3189 Telephone (03) 9209 5685 Facsimile (03) 9209 5850	Self-Paced Competency-Based Training Flexible Delivery Test Banks Assignment Material Overhead Transparency Masters
Nelson ITP 102 Dodds Street SOUTH MELBOURNE VIC 3205 Telephone (03) 9685 4111 Facsimile (03) 9685 4199	Text Books
Nene Valley Press PO Box 377 WILLETTON WA 6955 Telephone (08) 9310 7849 Facsimile (08) 9310 6041	Microsoft software Self-Paced Guides

<p>OTEN Open Training & Education Network 51 Wentworth Road STRATHFIELD NSW 2135 Telephone (02) 9715 8000 Facsimile (02) 9715 8111</p>	<p>Text and Workbooks Videos</p>
<p>Prentice Hall Australia Unit 4 Level 2 14 Aquatic Drive Locked Bag 507 FRENCHS FOREST NSW 2086 Telephone (02) 9454 2200 Facsimile (02) 9453 0089</p>	<p>Text Books Self-Paced Support Material Instructor's Manuals Books & Websites Powerpoint CD ROM Annotated Instructors Manuals</p>
<p>Watsonia Software 71 Silverdale Road EAGLEMONT VIC 3084 Telephone (03) 9497 4444 Facsimile (03) 9497 4147</p>	<p>Self-Paced Resource Material</p>
<p>Pearson Education Australia Locked Bag 507 FRENCHES FOREST NSW 1640 Telephone (02) 9454 2215 Facsimile (02) 9453 0117</p>	<p>Competency-Based Training Text and Workbooks Videos</p>
<p>Butterworths Academic Publishing Locked bag 2222 CHATSWOOD NSW 2067 Telephone (02) 9422 2189 Facsimile (02) 9422 2406</p>	<p>Competency-Based Training Text and Workbooks Videos</p>
<p>CCH Australia Limited GPO Box 4072 SYDNEY NSW 2001 Telephone 1300 300 224 Facsimile 1300 306 224</p>	<p>Text and Workbooks Statutes</p>
<p>John Wiley and Sons Australia Ltd P. O. Box 1226 MILTON QLD 4064 Telephone (07) 3859 9755 Facsimile (07) 3859 9715</p>	<p>Text and Workbooks Assessment Exemplars & Solutions</p>
<p>Publications By Wirripang PO Box 50 CULBURRA BEACH NSW 2540 Telephone (02) 4447 2366 Facsimile (02) 4447 3200</p>	<p>Open Learning Self-Paced Flexible Delivery Text & Workbooks Learning Guides Assessment Exemplars & Solutions</p>

GLOSSARY OF TERMS

Accreditation	Processes for the formal recognition of training courses used by State Training Authorities which complements national endorsements by training packages. In Western Australia, Registered Training Organisations (RTOs) may be authorised to conduct accreditation.
ANTA	Australian National Training Authority
ARF	Australian Recognition Framework, a new approach to national recognition of vocational education and training. Includes mutual recognition, processes for registering training organisations and quality assurance. It replaces the National Framework for the Recognition of Training (NFROT) and is part of the National Training Framework (NTF)
AQF	Australian Qualifications Framework. Set of descriptors that determine the level of the qualification. Level depends on the depth and complexity of the work and the degree of autonomy involved.
Assessment guidelines	Requirements of the assessment system in an industry's training package. This part of the package is compulsory and should be read in conjunction with the assessment requirements of each competency standard. Training packages also include assessment materials (logbooks, checklists, etc) useful for organising assessments.
Codes	For record-keeping, ANTA will issue uniform national codes for all qualifications and competency standards in training packages.
Competency Standards	Description of the skills, knowledge and attitudes units of competence required to perform particular kinds of work. They include performance criteria (the required level of performance), the range of variables (the context and conditions required of the work) and the evidence guide (requirements for assessment).
Customisation	Rules governing changes to qualifications within training packages to meet customer needs. Usually involves adding options to a qualification's packaging rules. The term also refers to the limits of flexibility within a training package. Sometimes misused to refer to the re-packaging of units of competence from different training packages to form new accredited courses outside the training package.
Endorsed components	Parts of a training package that are endorsed and compulsory: the components are qualification rules, competency standards and the assessment guidelines.
Endorsement	Process of official national approval of training packages.
Model training programs	Optional pathways for achieving a qualification. Can include a range of options within the package rules. Programs are non-compulsory course outlines, and may be expressed in units or competence.
Mutual recognition	Agreement between the state and territory authorities which means that training organisations registered in one jurisdiction are deemed to

be registered in all, and their qualifications issued are also recognised nationally.

Nominal duration	Not in training packages, as they do not specify pathways to the achievement of competency. Hours are attributed to qualifications and units of competence by Western Australia as a basis for purchasing training.
Non-endorsed	Parts of the training package that are not compulsory.
Components	They are support resources for the achievement of competence and qualifications. May include curriculum modules, other learning materials, assessment materials and professional development kits.
NTF	National Training Framework. Industry-based, flexible regulatory arrangements. Includes training packages and the Australian recognition framework and new apprenticeships
NTFC	National Training Framework Committee of the Australian National Training Authority. Responsible for endorsing training packages and approving the conditions under which they are developed.
Qualification rules	Explain which qualifications are included in the training package, their levels, how they are packaged, and the competency standards required to issue the qualification.
Registered Training Organisation	All providers approved by the Western Australian Department of Training and Employment. Includes TAFE institutes, private providers, community providers and any other registered providers.
Scope of registration	The range of accredited courses and/or training package qualifications that a registered training organisation is approved to deliver and issue the qualification for.
Training package	Skills framework determined by an industry for an industry sector. Contains sets of qualifications at different levels expressed as competency standards. Includes optional support resources.
Training Products	All the components of training packages.

APPENDIX 1

PARTICIPANTS IN THE CONSULTATION PROCESS

**Real Estate and Business Agents Supervisory Board
Central Metropolitan College of TAFE
West Coast College of TAFE (Joondalup Campus)
South East Metropolitan College (Thornlie Campus)
REIWA
Finance, Property & Business Services ITC
TAFE-Victoria
TAFE-NSW**