

COURSE INFORMATION

Certificate IV in Property Services (Real Estate)

CPP40307

Diploma of Property Services (Agency Management)

CPP50307

*Training Calendar, Course Fees, Study Modes, Assessment,
Mutual Recognition, Enrolment, Apprenticeships*



National Provider No. 0382

*The REINT is a Registered Training Organisation and
is compliant with the Australian Quality Training Framework.*

Foreword

This Course Information booklet is designed to assist you with making an informed choice on Real Estate courses offered by the Real Estate Institute of Northern Territory Inc. (REINT).

This booklet will also provide you with information on enrolment, study modes, training schedules, applications for prior learning / current competency and assessment.

As an education provider REINT endeavours to offer flexible and comprehensive training courses to equip you with the knowledge and skill for entry into the Real Estate Industry or to further your career in Real Estate. REINT will assist you where possible to ensure your study goals are achieved and that you meet the education requirements to apply for your Agents Representative Registration or Agents Licence with the Property Agents Licensing.

REINT is a Registered Training Organisation and compliant with the Australian Quality Training Framework (AQTF). Courses offered are nationally recognised.

If you have any further queries or need clarification on any point in this booklet then please contact REINT as your feedback is important to us so we can formulate more effective policy.

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

- ◇ client selection, enrolment and induction/orientation procedures
- ◇ course information including content and vocational outcomes
- ◇ fees and charges, including refund policy and exemptions (where applicable)
- ◇ provision for language, literacy and numeracy assessment
- ◇ client support, including any external support the RTO has arranged for clients
- ◇ flexible learning and assessment procedures
- ◇ welfare and guidance services
- ◇ appeals, complaints and grievance procedures
- ◇ disciplinary procedures
- ◇ staff responsibilities for access and equity
- ◇ Recognition Prior Learning (RPL) arrangements

Further details of any of the above services may be obtained by:

- ◇ visiting our website at www.reint.com.au
- ◇ attending a pre-course introduction session;
- ◇ reading our detailed flyers located at our enrolment counter; or
- ◇ contact our staff through the front enrolment counter for a friendly chat

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INTRODUCTION

Under the National Training Package REINT offer two levels of Real Estate training and assessment:

Certificate IV in Property Services (Real Estate) - CPP40307

Completion of the Certificate IV course will give you the educational qualification to apply to the Agents Licensing Board for your Agents Representative Registration. An Agents Representative Registration allows you to work for a Licensed Agent (Firm) as a Representative. All applications to the Agents Licensing Board are subject to due process and regulations.

Diploma of Property Services (Agency Management - CPP50307

Completion of the Diploma course will give you the educational qualification to apply to the Agents Licensing Board for your Agents Licence. A Full Agents Licence entitles you to operate your own Real Estate business. All applications to the Agents Licensing Board are subject to due process and regulations.

These courses are competency based and the opportunity exists for your training needs to be met by distance education for those living in regional areas. All students will receive all relevant learning and assessment material required to complete each unit.

Employability Skills

These are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

Employability skills for the Certificate IV and Diploma courses can be downloaded at

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

(Simply type in the qualification code in the box on the website ie for Certificate IV type in CPP40307 for Diploma CPP50307)

A CAREER IN REAL ESTATE

A career in Real Estate can be very rewarding and versatile. The Real Estate Industry offers a range of dynamic career options for nearly everyone, incorporating:

- ◇ Real Estate Agency Office Support
- ◇ Residential Sales
- ◇ Auctioneer
- ◇ Residential Property Management (rental)
- ◇ Body Corporate Management
- ◇ Commercial / Industrial Sales
- ◇ Commercial / Industrial Property Management (leasing)

To be a licensed agent or registered as an agent's representative within the Northern Territory you must have employment with a Real Estate Agency. REINT cannot guarantee employment within the Industry but generally prospects of employment are very good as there are always Agencies looking for the 'super' Salesperson or Property Manager. REINT recommends that anyone looking for employment in the Industry contact some of the Real Estate Agencies and express their interest. However, you are still able to complete the educational requirements without employment within the Industry.

For agent's representatives looking at furthering their career in Real Estate, REINT can help you unlock your potential through the Diploma level course. Agent's representatives are encouraged to continue their education towards completing the requirements to apply for an Agents Licence to enhance their understanding of the Industry and widen career opportunities.

If you are uncertain of a career in Real Estate then REINT urge you to contact some Agents currently working within the Industry to obtain a front line perspective on working in Real Estate.

Please note: You are no longer able to obtain a Restricted (restricted to Sales or Property Management) Registration. The Northern Territory licensing authority and the Industry decided that students should complete all facets of the course as it is important to understand every aspect as an Agent, whether a Property Manager, Body Corporate Manager or Salesperson.

HOW DO I GET STARTED IN REAL ESTATE?

There are two ways to start work within the Real Estate Industry as soon as possible:

- ◇ Enrol in the Introductory Course, study the notes for a minimum of 7 days, sit an exam, achieve competency and apply to the Agents Licensing Board for an Interim Registration. It is a condition of the issuing of the Interim Registration that you provide evidence of your enrolment to complete the Certificate IV in Property Services. You will then be required to enrol in the Certificate IV course and then have two years to complete the course.

OR

- ◇ Enrol and successfully complete the Certificate IV in Property Services (Real Estate). Once you have met the educational requirements you may then apply to the Agents Licensing Board for your Registration. The Agents Licensing Board also has a couple of requirements that you must meet, such as advertising in the NT News on a Saturday (notice of intent) that you wish to apply for your registration (standard layout available at REINT) and a criminal history records check. You should attempt to meet these requirements while studying.
- ◇ The course is available in the following manner:
 - internally 23 days (9am-5pm Mon-Fri)
 - externally
 - combination

REINT have a standard training schedule to assist you to complete the Certificate IV course in this timeframe. All applications to the Agents Licensing Board are subject to the due process and regulations.

UNITS OF COMPETENCY

A unit is a topic within the Certificate IV or Diploma courses that contains specific competencies, e.g. Minimise Agency and Consumer Risk is a unit containing the competency CPPDSM4015A.

All units are competency based and a judgement of competency is made by the gathering of evidence by written assessments, case studies, direct observation, portfolio, role-plays etc.

The REINT will then validate the process to ensure that the evidence is:

- Relevant
- Valid
- Current
- Authentic

AGENTS REPRESENTATIVE INTRODUCTORY COURSE

The Agents Representative Introductory to Real Estate Course is based two units from CPP40307 Certificate IV in Property Services (Real Estate) course.(CPPDSSM4009A – Interpret Legislation to Complete Work and CPPDSM4080A Work in The Real Estate Industry) This is a short (minimum 7 days study) open learning course designed to get you started working in Real Estate as soon as possible. This course does not provide you with in-depth knowledge of the industry, but introduces you to the legislative requirements and type of work in the real estate industry. A student who successfully completes this course may be eligible for credit transfer for up to two (2) units of competency from the Certificate IV course. The cost to enrol in the Introductory Course is \$300.00 (price subject to change without notice) and this fee is non-refundable.

Once you enrol in the Introductory Course you will receive two learning guides which you must study for a minimum of 7 days. When you feel confident (after a minimum 7 day study period) you may then arrange with the Certificate IV course manager (CFCM) to sit a three hour closed book (access to legislation permitted) exam. Be advised that the exam is extensive and may cover either all or part of all study notes issued. If a student fails this exam they can attempt a retest after a further fee of \$150.00 and study period of not less than 7 days.

Please Note: Access to legislation is via internet. Alice Springs and remote students will need to ensure that the exam supervisor provides them with internet access.

If you successfully pass the Introductory Course exam you may then apply to the Agents Licensing Board for an Interim Registration. An Interim Registration will only be granted if you have employment with a licensed agency and have enrolled to complete the Certificate IV in Property Services (Real Estate) course, and paid all fees, plus meet the other requirements of the Licensing Board.

Once granted an Interim Registration, you will be required to complete the Certificate IV course within 2 years. Failure to do so will result in the Licensing Board revoking your interim registration.

The other requirements of the Agents Licensing Board are; an advertisement placed in the NT News on a Saturday stating your notice of intent, (standard layout available at REINT) and a criminal history records check. Both of these you would get under way while studying the notes.

CERTIFICATE IV IN PROPERTY SERVICES (REAL ESTATE) CPP40307**Pre Requisite Nil****Nominal Hours: 590**

CPPDSM4009A Interpret legislation to complete agency work	Pack 1
CPPDSM4080A Work in the real estate industry	
CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work	
CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work	
CPPDSM3017A Work in the strata/community management sector	Pack 2
CPPDSM4015A Minimise agency and consumer risk	
CPPDSM4005A Establish and build client–agency relationships	
CPPDSM4017A Negotiate effectively in property transactions	
CPPDSM4003A Appraise property	Pack 3
CPPDSM4011A List property for lease	
CPPDSM4012A List property for sale	
CPPDSM4010A Lease property	
CPPDSM4050A Lease industrial, commercial and retail property	Pack 4
CPPDSM4013A Market property for lease	
CPPDSM4014A Market property for sale	
CPPDSM4049A Implement maintenance plan for managed properties	
CPPDSM4022A Sell and finalise the sale of property by private treaty	Pack 5
CPPDSM3008A Maintain and protect condition of managed properties	
CPPDSM4016A Monitor and manage lease or tenancy agreement	
CPPDSM4056A Manage conflict and disputes in the property industry	
CPPDSM4046A Manage tenancy disputes	Pack 6
CPPDSM4020A Present at tribunals	
CPPDSM4060A Negotiate sale and manage sale to completion or settlement	
CPPDSM4019A Prepare for auction and complete sale	

DIPLOMA OF PROPERTY

DIPLOMA OF PROPERTY SERVICES (AGENCY MANAGEMENT) CPP50307	
Pre-requisite: Certificate IV in Property (Real Estate)	Nominal Hours: 230
CPPDSM4006A Establish and manage agency trust accounts	
CPPDSM5012A Develop a strategic business plan in the real estate industry	
BSBMGT503A Prepare budgets and financial plans	
BSBMGT506A Recruit, select and induct staff	

Note: Mapping is permitted for CPPDSM5012A (from PRDRE01) the elements and performance criteria for the other three subjects is similar to the elements and performance criteria for most subjects taught in PRD50101 most preparation for training and assessment will be completed by minor amendments

The Diploma of Property Services (Agency Management) course allows an Agent's representative to further their career in Real Estate. Completion of the Diploma will satisfy the educational qualification to apply to the Agents Licensing Board for your Agents Licence. A Full Agents Licence entitles you to operate your own Real Estate business.

To be eligible to apply for a full licence it will be necessary for you to have met the educational requirements of the Certificate IV in Property Services (Real Estate) and Diploma of Property Services (Agency Management) courses. You will have up to two years to complete the Diploma of Property.

The Diploma level course is more business related than the Certificate IV and involves extensive research. A working knowledge of the NT Real Estate Industry and Agency practice is an advantage.

At this stage this course is only offered as open learning.

STUDY MODE

Training through REINT is designed to be flexible and comprehensive as possible. Training can be undertaken internally (classroom environment) or externally (Open Learning / Correspondence):

Internal

Study can be undertaken in a classroom environment at REINT, 3/6 Lindsay Street, Darwin. All lecturers are fully qualified and a full set of notes are provided. Assessments are carried out by way of assignments, portfolio, documented observation, case study, written assessments, role-plays etc.

External (Open Learning / Correspondence)

REINT offers study via Open Learning (correspondence). Students will receive a full set of notes and be assessed as above.

ASSESSMENT

All assessments are conducted by qualified Trainers and Assessors organised by REINT. REINT aims to ensure all assessments are fair and equitable. The Certificate IV and Diploma are competency based and assessment of a student's understanding of any given unit is done by judgement of evidence gathered. REINT will endeavour to supply competency results as quickly as possible. To facilitate the judgement of competency it is up to the student to ensure all evidence is clearly marked and linked to the unit of competency. If a student has any special requirements or has difficulty in understanding the assessment process then they should contact REINT on (08) 8981 8905 for assistance.

If a student is formally assessed as not yet competent in any unit the student may resit the written component of the assessment twice more only. If the student is still not yet competent after the resits, then a period of not less than three (3) months must lapse before the student may resit, or enrol in the next available internal lecture.

- Most assessments will be in the form of assignment involving a combination of multiple choice questions, short answer questions and/or case studies, however, assessments may also include verbal questions, observation, role play, third party reports or any other appropriate method that meets the requirements of: relevance, validity, currency and authenticity.

Students may also choose to provide a portfolio of evidence for assessment that addresses the elements and performance criteria. If choosing this form of assessment students should be prepared to answer verbal questions, or provide further documentation for clarification and/or third party reports.

Open Book Exams

Reference to open book **does not** include workbooks issued for each unit of competency but refers to legislation documentation a student may require for the purpose of referencing.

Open Learning Students

If assessments are to be conducted by closed or open book exam these will be emailed to your principals along with a declaration stating how the exam is to be supervised (including reference material allowed). This declaration is to be signed by the principal and returned with the exam. Students should contact The Course Manager at the REINT to book in for exams.

Darwin: Darwin students may schedule closed or open book exams between Mon-Thu, 9:00am to 2:00pm with at least 2 days notice. REINT will organise a training schedule with you for when you are to sit exams or submit assignments. Students should contact REINT on (08)8981 8905 to book in for exams.

ENROLMENT

REINT endeavour to make the enrolment process as smooth as possible. To enrol in any unit with REINT you can pick up an enrolment form from the REINT or download it from the REINT website at reint.com.au. We recommend that you enrol and make payment at least two weeks prior to the internal course commencing to ensure your placement.

FEES & CHARGES

Please refer to the Enrolment and Application Forms which are available at the REINT or on our website, reint.com.au for current fees and charges. All fees are due and payable prior to a student undertaking any course. If a student is employed with an REINT Member Firm then you can arrange to have the amount owing placed on that Firm's account by supplying a completed Employer Account Payment Authority. All fees paid will be held by REINT in line with the refund policy. Course fees, as outlined in the enrolment forms, are payable upfront when lodging your Enrolment Form.

Payment can be made by way of bank cheque, EFTPOS, direct deposit or cash. REINT will supply all students with a receipt of payment or a tax invoice.

No training material will be issued until all fees have been received by the REINT.

Refund

REINT will issue refunds if a course or unit is cancelled by us, or on review of educational records indicates that the student does not have to undertake the unit, or if a student is unable to attend due to extended hospitalisation / illness, and / or pregnancy / childbirth. Refunds will also be subject to the following conditions, depending on the mode that the student has chosen to undertake the course.

Internal Students

To receive a refund, written notice of cancellation must be received prior to commencement of the course. If cancellation is received after the commencement of a course, as set out in the training schedule, then no refund will be available, unless there is evidence of extenuating circumstances in which cases your written application for a refund will be considered and the available refund amount calculated. If written notice of cancellation is received prior to a course commencing, a refund of the course fees is available, however the Enrolment Processing Fee is non-refundable.

External (Open Learning) Students

To receive a refund, written notice of cancellation must be received within 14-days of commencing and all notes returned in good, reusable condition. A student is deemed to have commenced a group of training when the notes and assessment material has been collected from REINT or sent by REINT to the students nominated address. If cancellation is received after this 14-day period, then no refund will be available unless there is evidence of extenuating circumstances in which cases your written application for a refund will be considered and the available refund amount calculated. If written notice of cancellation is received during this 14-day period then a refund of the course fees is available, however the Enrolment Processing Fee is non-refundable.

Student Fees placed on Member Firms account

If a firm has completed the authority to have a student's fees placed on their account with REINT, then the liability stays with the firm and any arrangement reached, or change in circumstances, between the firm and student will not alter the firm's responsibility to pay the account. To receive a credit, written notice of cancellation must be received within 14-days of commencing and all notes returned in good, reusable condition. A student is deemed to have commenced a group of training when the notes and assessment material has been collected from REINT or sent by REINT to the students nominated address. If cancellation is received after this 14-day period, then no refund will be available unless there is evidence of extenuating circumstances in which cases your written application for a refund will be considered and the available refund amount calculated. If written notice of cancellation is received during this 14-day period then a refund of the course fees is available, however the Enrolment Processing Fee is non-refundable.

A refund will not be issued for:

- ◇ Change in students work hours
- ◇ Inconvenience of travel to class,
- ◇ Moving interstate
- ◇ Job change or retrenchment

A refund will only be considered for units where assessment has not taken place. REINT reserves the right to withhold a maximum of 50% of the available refund amount to cover costs. REINT will issue all refunds in a negotiated form within 30 days should the student be eligible for a refund.

Please Note that no training material will be issued until, payment has been received.

TRAINING CALENDAR

The training calendar can be viewed at reint.com.au. These Training Calendars are subject to change. REINT will endeavour to keep the training calendar on the website up to date and will always try to notify you of changes or cancellations in the Training Calendars, however always contact REINT to check first.

ACCESS TO RECORDS

An individual participant has the right of access to his or her personal records only. The request should be submitted in writing to the Training Manager of REINT, who will then arrange a suitable time and place for the records to be viewed while accompanied by a staff member.

Inquiries by phone as to participation in, and outcomes of courses may be answered by REINT staff providing it is directly to the participant with verification of their ID. You may be asked for your date of birth as proof of identity. An employer may have access to records of enrolment, attendance, assessment and outcomes for participants in their employ. These records will be available to the principal of the agency, and in the case of apprentices, the nominated supervisor of the apprentice.

RPL / RCC

Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) is your opportunity to use your formal/informal training and education, work experience, life experience and any combination of the above recognised formally through assessment. An informative booklet on the recognition of prior learning process is included with your information kit.

MUTUAL RECOGNITION

The REINT recognises the qualifications of students and apprentices who have accessed training and been issued with qualifications from other Registered Training Organisations within Australia. For industry members wishing to transfer a **currently active** Agents Representative Certification or Full License from another State or Territory, you should contact the Agents Licensing Board on (08) 8999 1377 for more information. If your Registration or Licence is not current then REINT will assess the currency of your qualifications and determine if you need to complete any further units to be recognised as qualified in the NT.

TRAINERS

All REINT Trainers are fully qualified or are considered industry experts Trainers will, where possible, endeavour to assist students with any queries regarding the course.

ACCESS & EQUITY

The REINT has a policy of Access and Equity for all students and apprentices. The REINT is a non-discriminatory workplace and has established principles to protect all workers and clients against discriminatory judgements and actions in the workplace. Further information is documented in the Student Handbook.

APPRENTICESHIPS

All those wishing to undertake an Apprenticeship must first contact the New Apprenticeship Centre. Unfortunately the REINT has no apprentice allotments. Therefore most Apprentices can expect to pay full fee for service as REINT is not subsidised for their training costs. The Employer may still receive the incentives from the New Apprenticeship Centre. The Apprentice will have the opportunity to complete the Introductory Course after which they will have to complete Certificate IV Course (see sections relating to the Introductory Course & Certificate IV further information). A 24 month study schedule for the Apprentice to complete the Certificate IV in Property Services (Real Estate) is worked out between the apprentice and REINT. No Apprenticeships are available at the Diploma level. All applications to the Agents Licensing Board are subject to the due process and regulations.

QUALITY MANAGEMENT FOCUS

REINT has a commitment to continued quality improvement of all its training services and products. Regular reviews of all products occur to ensure that the information being provided to apprentices and students meets industry requirements and reflects current legislation. All Trainers and Assessors are suitably qualified and possess a high level of knowledge and skill in their area of training. Feedback from all training courses is obtained and monitored. REINT is committed to incorporating suggestions and comments received when reviewing existing material or creating new material. As the peak industry association, the REINT is well placed to provide and maintain the highest level of Real Estate instruction in the Territory.

FEEDBACK

Feedback on any courses REINT conducts or any course material, including any handbooks, is very important to REINT. REINT utilise the feedback for future planning and to improve any material resources or courses. At the end of each unit each student is issued with an Evaluation Sheet to complete, this provides REINT with feedback on how the course was conducted, course material and notes and the learning environment. The REINT aim to take positive action on all legitimate issues raised by students.

LICENSING REQUIREMENTS

It is important that students understand that REINT only provide the necessary educational requirements and are not responsible for Agent applications for registration or licence. The Agents Licensing Board is the licensing authority and is responsible for issuing registrations and licenses within the NT. It is up to you to apply to the Agents Licensing Board for the relevant registration or licence. REINT will provide you with any paperwork required for you to apply to the Agents Licensing Board and will explain the process to you if required. There are a few important requirements that you should be aware of when applying for your registration / licence some of those include:

- Applicant is 18 years or older
- Applicant is a fit and proper person
- Applicant has completed the required educational qualifications
- The Applicant has to publish one advertisement, notifying their intention to apply for Registration / Licence, in the Saturday NT News. There is also a 2-week objection period that must pass to allow any legitimate objections to be put to the Agents Licensing Board. This process is best started when the course is undertaken.
- An Applicant will be required to sign an Authority to Release Criminal History.
- Must be employed or about to be employed by a licensed Real Estate Firm.

If you have any queries regarding these requirements or the process involved then please contact the Agents Licensing Board on (08) 8999 1377.

FURTHER INFORMATION

Further information or assistance on courses REINT offer can be obtained on the REINT website at www.reint.com.au or contact:

Certificate IV in Property

Contact: Certificate IV Course Manager (CFCM)

Ph: (08) 8981 8905

Fax: (08) 8981 3683

E-mail: janine@reint.com.au

Diploma of Property

Contact: REINT Training Manager

Ph: (08) 8981 8905

Fax: (08) 8981 3683

E-mail: trainingmanager@reint.com.au