



REAL ESTATE INSTITUTE OF NORTHERN TERRITORY INC.

COURSE INFORMATION

Agents Representative Introductory Course

CPP40307 - Certificate IV in Property Services
(Real Estate)

CPP50307 - Diploma of Property Services
(Agency Management)



National Provider No. 0382

OUR MISSION STATEMENT

To develop and deliver cost effective education and training that exceeds industry standards and expectations.

REINT QUALITY STATEMENT

REINT is committed to the principles and practices of the Australian Quality Training Framework. The staff, systems and services of the REINT are constantly monitored and improved in accordance with our quality control obligations. The REINT undertakes to conduct its operations in a way that exceeds these obligations in all areas of operations and in its dealings with the public.

Forward

This Course Information is designed to assist you with making an informed choice regarding Real Estate courses offered by REINT.

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
- Meet the education requirements in order for you to apply for your Interim Registration, Agents Representative Registration or Agents Licence.

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

As part of our ongoing commitment to provide advice and support services, we provide to all our clients the following services:

- Enrolment and induction/orientation procedures
- Course information including content and vocational outcomes
- Advice regarding fees and charges, including refund policy and exemptions (where applicable)
- Any external support the RTO may be able arrange to assist clients
- Flexible learning and assessment procedures
- Appeals, complaints and grievance procedures
- Disciplinary procedures
- Advice regarding access and equity; and
- Recognition Prior Learning (RPL).

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

- Visiting our website at www.reint.com.au
- Contacting our staff by telephone – (08) 8981 8905
- Emailing our office – reception@reint.com.au
- Visiting our office and collecting a copy of the Client Handbook.

Introduction

About the REINT

The Real Estate Institute of Northern Territory Inc. (REINT) was incorporated under the Incorporation Ordinance on 23 July 1974 to represent the interests of real estate agents and their staff. Its major objective is to promote professional service, and ideals of the industry to its members and the community, through the provision of:

- Real estate forms for members
- Lease and sales agreement forms to the public
- Advice to members relating to their real estate activities
- Retailing resource materials and other products
- Forums for real estate special interest groups through specialised chapters
- Information to the public regarding real estate practices through media releases and seminars
- Representing the interests of the profession to government, both territory and local
- Member forums for the purpose of networking and discussing their business operations; and
- Education and training courses for existing and potential real estate agents and staff.

Training

REINT delivers competencies and qualifications from CPP07 – Property Services Training Package which is nationally recognised. There are two nationally recognised programs delivered by REINT. These being:

- CPP40307 – Certificate IV in Property Services (Real Estate)
- CPP50307 – Diploma of Property Services (Agency Management)

These courses are competency based and the opportunity exists for your training needs to be met by face to face delivery in Darwin and through distance education for those living outside the Darwin area.

Please Note, the diploma units of the diploma course are only offered as an external course.

REINT strongly supports the principles of Recognition of Prior Learning (RPL) and credit transfer. For more information refer to RPL and credit transfer in the Student Information Handbook

Employability Skills

These are skills that apply across a variety of jobs and life contexts. 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: These are:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning; and
- Technology.

Further information regarding employability skills can be located on the web site:

<https://training.gov.au/Home/Tga> (or click on the link)

Choose National Register of VET, then type in the qualification code in the search box titled Nationally Recognised Training i.e. for CPP40307-Certificate IV Property Services (Real Estate); type in CPP40307. For CPP50307–Diploma of Property Services (Agency Management); type in CPP50307. Then scroll down and the employability skills will be further explained)

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 opportunities; incorporating:

- Real Estate Agency Office Support
- Residential Sales
- Auctioneer
- Residential Property Management (rental)
- Body Corporate Management
- Commercial / Industrial Sales; and
- 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. The 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. The REINT recommends that anyone looking for employment in the Industry contact some of the Real Estate Agencies and express their interest.

For career pathways for agent's representatives looking at furthering their career in Real Estate, the REINT can assist you to unlock your potential through the Diploma of Property Services (Agency Management). 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.

HOW DO I GET STARTED IN REAL ESTATE?

First things first - you need an Enrolment Form!

Please ensure you have read this Course Information Handbook as well as the Student Information Handbook before submitting your Enrolment form.

To obtain an Enrolment Form the choices are:

- Visiting our website at www.reint.com.au – download and complete the Enrolment Form
- Contacting our staff by telephone – (08) 8981 8905 – they can post an Enrolment Form to you
- Visit our office – pick up an Enrolment Form
- Email our office – reception@reint.com.au - request an Enrolment Form by email
- Once you have decided which course is applicable to you:
- Fill in the Applicants' details then follow the instructions in this enrolment form to create your USI (Unique Student Identifier) number. Failure to do so will affect the processing of your enrolment form.
- Provide photographic ID (if enrolling externally this must be a certified copy)
- Choose your delivery mode, please be advised, the Introductory Course can be completed in the classroom environment or externally and the Diploma units are only offered as open learning. The Introductory Course is only available to those applicants who have employment with Real Estate Agency.
- Complete the Statistical Data
- Determine your Language Literacy and Numeracy (LLN) Standards; see the student information handbook
- Ensure you let us know if you have a disability that may affect your learning
- Complete and sign the student declaration
- If under 18 years of age, have a parent or guardian also complete or sign the parent/guardian declaration

- Complete the payment details
- If applying for RPL contact the REINT training manager for more details, further information on RPL is located in the student information handbook
- Return the completed form to the REINT office for processing. If additional information is required, REINT will contact you.

Are you entitled to Credit Transfer?

REINT applies the principles of credit transfer in accordance with the Australian Quality Framework. That is you may have undertaken some study elsewhere relating to competencies from the CPP07 – Property Services Training Package (or its predecessor) and may have received a Statement of Attainment for the competencies you completed successfully.

If the competencies are from the CPP07 – Property Services Training Package and are a requirement of your current study, plus you are holding a Statement of Attainment for these competencies, you will receive credit transfer.

If you are holding a Statement of Attainment from a previous Training Package (Statement of Attainment is less than 5 years old), REINT may be able to map the competency listed and advise whether credit transfer will be applicable.

Licensing and Registration Requirements

Licensing Requirements

To operate a Real Estate office in the NT you must be a licensed Real Estate agent. This license will be granted when you meet the requirements of the government's licensing and registration department, which are:

- Attained the age of 18 years old
- Meets the requirements of a fit and proper person within the meaning of section 20 of the Agents Licensing Act (ALA)
- Has completed a course of competency-based training that is approved by the Board under section 22A of the ALA for the class of licence that is the subject of the application (currently the Diploma of Property Services (Agency management)).

Registration Requirements

To work in the Real Estate profession in the NT you must be a registered agent's representative as an employee of a licensed agent. Registration will be granted when you meet the requirements of the government's licensing and registration department, which are:

- Attained the age of 18 years
- Is a fit and proper person
- Holds the prescribed educational qualifications (currently Certificate IV in Property Services (Real Estate))
- Will be employed by, or in the service of, a licensed agent as an agent's representative within the Territory

Introductory Course

This is an introductory course comprising of two units of competency from the Certificate IV package and **is only available to those applicants who are employed or about to commence employment with a Licensed Real Estate agency and intend to apply for their interim registration.**

CPPDSM4009B	Interpret legislation to complete agency work
CPPDSM4080A	Work in the real estate industry

Successful completion of this course and meeting the other requirements placed on applicants by the Agent's Licensing Board (ALB) allows an applicant to apply for their interim registration, which, once received, allows an applicant to commence working in the profession whilst they complete the remainder of their qualification.

Students are issued the learning guides for these two units and Part C (Practical Activities) of the assessment. Students must study these learning guides for a minimum of seven days and have 30 days from enrolment, to attempt the open book assessment which is facilitated at the REINT. Students who do not attempt the assessment within 30 days, and want to continue, will have to pay a further cost of \$150.00.

When students feel they are ready to complete the open book assessment, they are to contact the REINT to arrange for the assessment (24 hrs min notice).

If requires students are encouraged to contact the REINT for guidance and assistance during the study period.

Assessment Introductory Course

Greater Darwin Area

When ready for assessment, students are to contact the REINT (24 hrs notice) and make an appointment to complete the assessment. Appointments are accepted Monday to Friday with the last appointment being 2.00pm.

Students are to bring the completed Part C of their assessments with them which are to be submitted with Parts A and B for marking. The assessment is an open book assessment and you will be given 1^{1/2} hrs to complete each Unit of Competency with a 15 min break between each one and will have a total of 3 hrs and 15minutes to complete.

Open book means that you will be permitted to bring your Learning Guide with you and you will have access to a computer to research relevant databases and websites.

Remote Areas

When ready for assessment, students are to contact the REINT (24 hrs notice) and make an appointment to complete the assessment. Your employer will then be sent instructions as to the requirements and will have to sign a declaration, that the assessment was conducted in line with the REINT instructions.

Assessment Standards and Expectations

All questions and activities must be answered correctly.

All questions and activities must be attempted. If any question or activity is left blank in any part of the assessment, that part shall not be marked and shall be returned

Your assessments must be legible and all activities must be prepared and presented in a professional manner.

Students Assessed as Not Yet Competent

If you are deemed as Not Yet Competent you will be given feedback by an REINT trainer/assessor and granted a further minimum 7 days of study but must attempt a resit within 10 business days.

ALB Requirements for Interim Registration

Once you have successfully completed these Units of Competencies you are required to:

- Enrol in the remainder of the Certificate IV course
- Complete a criminal history check
- Submit a notice of intent (NT NEWS - Darwin/Katherine area) (Centralian Advocate - Central Australia)
- Complete a testimonial
- Complete Employers' declaration of employment

Once you have completed these requirements, you may apply to the ALB for your interim registration

Required paperwork and explanations will be given to you at enrolment.

Full Registration Course

This is the full Certificate IV course CPPDSM40307 Certificate IV in Property Services (Real Estate).

Successful completion of this course permits a person to apply for full registration as an agent's representative which permits them to conduct all real estate activities permitted under the Licence of their employer. It comprises of 24 units.

Core units – Five	
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
CPPDSM4009B	Interpret legislation to complete agency work
CPPDSM4015B	Minimise agency and consumer risk
CPPDSM4080A	Work in the real estate industry
Elective units - Nineteen	
CPPDSM3008A	Maintain and protect condition of managed properties
CPPDSM4003A	Appraise property
CPPDSM4005A	Establish and build client–agency relationships

CPPDSM4010A	Lease property
CPPDSM4011A	List property for lease
CPPDSM4012A	List property for sale
CPPDSM4013A	Market property for lease
CPPDSM4014A	Market property for sale
CPPDSM4016A	Monitor and manage lease or tenancy agreement
CPPDSM4017A	Negotiate effectively in property transactions
CPPDSM4019A	Prepare for auction and complete sale
CPPDSM4020A	Present at tribunals
CPPDSM4022A	Sell and finalise the sale of property by private treaty
CPPDSM4046A	Manage tenancy disputes
CPPDSM4049A	Implement maintenance plan for managed properties
CPPDSM3017A	Work in the strata/community management sector
CPPDSM4050A	Lease industrial, commercial and retail property
CPPDSM4060A	Negotiate sale and manage sale to completion or settlement
CPPDSM4056A	Manage conflict and disputes in the property industry

Candidate must complete the course in either of the following ways:

- Internally – 9am-5pm, Monday - Friday over a four week period, all assessments must be submitted within 6 months of the end date of the course.
- Externally or combined mode is to be completed over a one year period using the external Training Schedule (See table 1).

If you are attending the course internally you should bring with you:

- Pens/paper
- Notepads
- Calculator
- Highlighter, Whiteout
- Laptops, if you do not have a Laptop, contact the REINT and book to use one for the duration of the course. Numbers are limited.
- A jumper or cardigan as the air conditioner may be cold from time to time.

Assessment for Full Registration Course

If you have already completed the Introductory Course there are 22 assessments still to complete. After payment has been received, assessments will be issued to you with the training material and may consist of:

- Part A Multiple choice questions
- Part B Short answer Questions
- Part C Practical Activities that may involve:
 - Case studies
 - Portfolio of evidence (work created in your workplace that meets the assessment criteria i.e. contract of sale/property management agreement etc.)

- Role Play
- You may also be asked to submit a third party report to support any evidence you have submitted (third party report is a statement from your supervisor/licensee supporting your evidence).

Internal students are encouraged to submit their assessments electronically to students@reint.com.au where they will be logged into our Student Management System. Every student submitting assessments electronically will receive acknowledgement from the Student Manager, if you do not receive this, please touch base with the REINT to check that we have indeed received your email.

Alternatively, you may submit your assessments personally to the REINT office where it will be signed in as received. ## Please note that you are encouraged to keep a copy of all your work for your records ## If you require the REINT to copy your documents for you there will be a fee of \$15.00 per assessment.

All assessments for external students should be submitted in accordance with the Training Schedule for external student (see table 1).

External students will also have their assessments validated. Validation takes the form of an REINT assessor contacting you after they have marked your assessment. They will confirm that the work you have submitted is your own and provide you with feedback on your results.

Assessment Standards and Expectations

Apart from the two units of the Introductory Course, most other assessments are completed by assignment in your own time. Most of the assessments do not have a pass mark, and you will be deemed either Competent (C) or Not Yet competent (NYC)

All questions and activities must be attempted. If any question or activity is left blank in any part of the assessment that part shall not be marked and shall be returned.

Your assessments must be legible and all activities must be prepared and presented in a professional manner using up to date business technologies.

Assessment Instructions

Notes for completion of assessments and expectations and standards are re-iterated on the assessment.

Students Assessed as Not Yet Competent

If you have been deemed Not Yet Competent you will be given feedback and be allowed to resubmit the assessment as per the details contained in the Student Information Handbook.

ALB Requirements

Once you have successfully completed the full Certificate IV course you may apply to the Agent's Licensing Board (ALB) for full registration as an Agent's Representative. This involves:

- Completing a criminal history check
- Submitting a notice of intent (NT NEWS Darwin/Katherine area) (Centralian Advocate Central Australia)
- Completing a testimonial
- Providing an Employer's Declaration of Employment

Full License Course

As stated earlier the full licence course is the Diploma of Property Services (Agency Management). This course comprises of the Certificate IV course plus four additional units:

CPPDSM4006A	Establish and manage agency trust account
CPPDSM5012A	Develop a strategic business plan in the real estate industry
BSBFIM501	Manage budgets and financial plans
BSBHRM405	Support the Recruitment, Selection and Induction of staff

The Certificate IV units can be delivered internally, externally or combined. The above four diploma units are only delivered externally.

Students have 6 months from enrolment to complete the above four units. If completing the full diploma course (the above four units and the Cert IV) you have a total of 18 months to complete the course.

Assessment

Assessment for CPPDSM4006A is a combination assessment and practical activity. The assessment is to be completed in the student's own time and when completed, it is to be submitted for marking.

All Diploma units are assessed by assignment and practical activities.

Greater Darwin Area & Remote Areas

When you have submitted your assessment for marking and the assessor has completed marking, they will contact you to inform you of your results and any recommendations if required.

ALB Requirements

Once you have successfully completed the full Diploma course you may apply to the ALB for your licence.

You will have to complete a further Notice of Intent but you will need to contact the ALB to determine if they wish a further criminal history check and testimonial.

Assessment Standards and Expectations

None of the four diploma unit assessments have a pass mark; you will be deemed either Competent or Not Yet competent.

All questions and activities must be attempted. If any question or activity is left blank in any part of the assessment, that part shall not be marked and shall be returned.

Your assessments must be legible and all activities must be prepared and presented in a professional manner, using up to date business technologies.

Assessment Instructions

Notes for completion of assessments and expectations and standards are re-iterated on the assessment.

Students Assessed as Not Yet Competent

If you have been deemed Not Yet Competent, you will be given feedback and be allowed to resubmit your assessments.

Assistance

Regardless of whether you are an internal or external student, all students are encouraged to contact the REINT trainers and assessor for assistance, as required, throughout the period that you are studying with us.

External students will be contacted from time to time to discuss progress.

Issuing Training Materials

REINT staff is required to maintain records of training materials issued to clients. For internal clients, the relevant training material will be available on the first day of training with a document kit given on a USB device. For external clients, the training material will either be emailed to you or made available on line. This will be recorded in our database that the training material has been forwarded to you.

Should you require assistance / guidance during your course, feel free to talk to the following people:

- REINT Training Staff
- Mentor / Sponsor
- Staff of Agency

Any student requesting re-issue electronic or hardcopy of training material will be charged an additional \$50.00.

Internal Training Schedule

An example internal training schedule can be viewed at our web site www.reint.com.au or by contacting our office on 8981 8905 for a copy.

Issuing Statements of Completion

No statements of completion will be issued until:

- All course fees are paid
- REINT staff identify the recipient

Table 1 – External Training Schedule (12 Months to complete)

CPP40307 – Certificate IV in Property Services (Real Estate)			
Competency No:	Competency Name	Activity	Due Date
CPPDSM4009B	Interpret legislation to complete agency work	<ul style="list-style-type: none"> ➤ Assignment/Assessment ➤ Closed Book ➤ Access to internet for legislation 	Due week 02
CPPDSM4080A	Work in the real estate industry	<ul style="list-style-type: none"> ➤ Assignment/Assessment ➤ Closed Book ➤ Access to internet for legislation 	Due week 04
CPPDSM4017A	Negotiate effectively in property transactions	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 06
CPPDSM4056A	Manage conflict and disputes in the property industry	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 08
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 10
CPPDSM4005A	Establish and build client–agency relationships	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week12
CPPDSM4011A CPPDSM4012A	List property for lease List property for sale	<ul style="list-style-type: none"> ➤ Assignment/Assessment ➤ Assignment/Assessment 	Due week 14
CPPDSM4003A	Appraise property	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 16
CPPDSM4013A CPPDSM4014A	Market property for lease Market property for sale	<ul style="list-style-type: none"> ➤ Assignment/Assessment ➤ Assignment/Assessment 	Due week 18
CPPDSM4022A CPPDSM4060A	Sell and finalise the sale of property by private treaty Negotiate sale and manage sale to completion or settlement	<ul style="list-style-type: none"> ➤ Assignment/Assessment ➤ Assignment/Assessment 	Due week 22
CPPDSM4019A	Prepare for auction and complete sale	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 24
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 26
CPPDSM4010A	Lease property	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 28
CPPDSM4050A	Lease industrial, commercial and retail property	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 30
CPPDSM4016A	Monitor and manage lease or tenancy agreement	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 32
CPPDSM3008A CPPDSM4049A	Maintain and protect condition of managed properties Implement maintenance plan for managed properties	<ul style="list-style-type: none"> ➤ Assignment/Assessment ➤ Assignment/Assessment 	Due week 34 Due week 36
CPPDSM4046A	Manage tenancy disputes	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 38
CPPDSM4020A	Present at tribunals	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 40
CPPDSM4015B	Minimise agency and consumer risk	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 42
CPPDSM3017A	Work in the strata/community management sector	<ul style="list-style-type: none"> ➤ Assignment/Assessment 	Due week 44