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CASE FOR ENDORSEMENT

CPP PROPERTY SERVICES TRAINING PACKAGE RELEASE 8.0

Property Services Real Estate Project

Submitted by Artibus Innovation

on behalf of the

Property Services IRC

February 2019

**Artibus Innovation**

Artibus Innovation is the Skills Service Organisation supporting the Industry Reference Committees (IRCs) for the Construction, Plumbing and Services, and Property Services sectors in Australia. It develops, manages and supports nationally recognised Training Packages.

The IRCs are responsible for providing guidance, direction, and advice in relation to the workforce training and skills development needs of these two industry sectors. Together industry, employees and enterprises contribute significantly to Australia’s infrastructure, underpinning the nation’s economic and social fabric.

#### **Acknowledgement of Support**

Artibus Innovation is funded by the Australian Government Department of Education and Training through the Training Product Development Programme.

**Artibus Innovation**

373 Elizabeth Street, North Hobart

Tasmania 7000

**Phone:** 03 6218 2841 **e** enquiries@artibus.com.au

**webpage:** artibus.com.au

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REAL ESTATE PROJECT

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# A. Administrative details of the Case for Endorsement

## Name of allocated IRC

Property Services Industry Reference Committee (IRC)

## Name of the SSO

Artibus Innovation

## Training package components submitted for approval

This submission puts forward the Case for Endorsement for three qualifications, 71 units of competency and 12 skill sets.

### Qualifications (3)

|  |  |
| --- | --- |
| **Code** | **Title** |
| CPP31519 | Certificate III in Real Estate Practice |
| CPP41419 | Certificate IV in Real Estate Practice |
| CPP51119 | Diploma of Property (Agency Management) |

### Units of competency (71)

| **Code** | **Title** |
| --- | --- |
| CPPREP3001 | Comply with ethical practice in real estate |
| CPPREP3002 | Communicate effectively to support customer service in real estate |
| CPPREP3003 | Access and process property information in real estate |
| CPPREP3101 | Assist in listing and marketing properties for lease |
| CPPREP3102 | Assist in listing and marketing properties for sale |
| CPPREP3103 | Assist with the sale of properties |
| CPPREP3104 | Assist with maintaining and protecting condition of managed properties |
| CPPREP3105 | Assist with property inspection |
| CPPREP4001 | Prepare for professional practice in real estate |
| CPPREP4002 | Access and interpret ethical practice in real estate |
| CPPREP4003 | Access and interpret legislation in real estate |
| CPPREP4004 | Establish marketing and communication profiles in real estate |
| CPPREP4005 | Prepare to work with real estate trust accounts |
| CPPREP4101 | Appraise property for sale or lease |
| CPPREP4102 | Market property |
| CPPREP4103 | Establish vendor relationships |
| CPPREP4104 | Establish buyer relationships |
| CPPREP4105 | Sell property |
| CPPREP4121 | Establish landlord relationships |
| CPPREP4122 | Manage tenant relationships |
| CPPREP4123 | Manage tenancy |
| CPPREP4124 | End tenancy |
| CPPREP4125 | Transact in trust accounts |
| CPPREP4141 | Establish and maintain property management portfolio |
| CPPREP4142 | Promote property management products and services |
| CPPREP4161 | Undertake pre-auction processes |
| CPPREP4162 | Conduct and complete sale by auction |
| CPPREP4163 | Complete post-auction process and contract execution |
| CPPREP4171 | Represent buyer in sales process |
| CPPREP4172 | Develop and promote property industry knowledge – buyers’ agent |
| CPPREP4173 | Complete purchase of property as buyers’ agent |
| CPPREP4181 | Manage onsite residential property |
| CPPREP4201 | Appraise commercial property |
| CPPREP4202 | Establish and maintain vendor and lessor relationships and networks |
| CPPREP4203 | Complete commercial property sale |
| CPPREP4204 | Establish commercial property lease |
| CPPREP4231 | Manage commercial property maintenance |
| CPPREP4232 | Manage commercial property financial reports |
| CPPREP4233 | Manage lessee relationships – commercial |
| CPPREP4234 | Manage lessor relationships – commercial |
| CPPREP4235 | End commercial property lease |
| CPPREP4261 | Appraise business for sale |
| CPPREP4262 | Establish vendor relationships in business broking |
| CPPREP4263 | Manage buyer relationships in business broking |
| CPPREP4264 | Manage the sales process in business broking |
| CPPREP4301 | Confirm and market livestock for sale |
| CPPREP4302 | Prepare livestock for sale |
| CPPREP4303 | Establish vendor and buyer relationships in livestock sale |
| CPPREP4304 | Complete sales process – livestock |
| CPPREP4501 | Prepare to complete the sales process – off the plan properties |
| CPPREP4502 | Support providers of social and community housing |
| CPPREP4503 | Present at hearings in real estate |
| CPPREP4504 | Deliver presentations to clients in real estate |
| CPPREP4505 | Value goods, chattels, plant and equipment |
| CPPREP4506 | Manage offsite and lone worker safety in real estate |
| CPPREP4507 | Provide property sustainability information in real estate |
| CPPREP4508 | Conduct livestock auction |
| CPPREP4509 | Auction goods, chattels or equipment |
| CPPREP4510 | Manage short-term or holiday letting |
| CPPREP5001 | Manage compliance in the property industry |
| CPPREP5002 | Establish and monitor property industry trust account management practices |
| CPPREP5003 | Manage ethical practice in the property industry |
| CPPREP5004 | Manage a safe workplace in the property industry |
| CPPREP5005 | Manage teams in the property industry |
| CPPREP5006 | Manage operational finances in the property industry |
| CPPREP5007 | Develop a strategic business plan in the property industry |
| CPPREP5008 | Market the property agency |
| CPPREP5009 | Develop a marketing and service strategy in real estate |
| CPPREP5010 | Manage customer service activities in the property industry |
| CPPREP5201 | Develop and maintain commercial property market intelligence |
| CPPREP5311 | Develop and maintain rural property market knowledge and intelligence |

### Deleted units (4)

|  |  |
| --- | --- |
| **Code** | **Title** |
| CPPDSM3013A | Perform and record property management activities and transactions |
| CPPDSM4051A | Lease rural property |
| CPPDSM4052A | List and market rural property for sale or lease |
| CPPDSM4023A | Act as a tenant's agent |

### Skill sets (12)

| **Code** | **Title** |
| --- | --- |
| CPPSS00065 | Residential Property Sales |
| CPPSS00066 | Residential Property Management |
| CPPSS00067 | Property Management Business Development |
| CPPSS00068 | Auctioneering |
| CPPSS00069 | Buyer’s Agent |
| CPPSS00070 | Onsite Property Management |
| CPPSS00071 | Commercial Sales and Leasing |
| CPPSS00072 | Commercial and Property Management |
| CPPSS00073 | Business Broking |
| CPPSS00074 | Stock and Station, Stock |
| CPPSS00075 | Stock and Station, Station |
| CPPSS00076 | Administration Management/Office Support |

For a detailed mapping of the components, please refer to **Section H: Proposed training package components**.

## Case for Change details

The TPD/2016-17/010 Activity Order was signed by the Commonwealth Department of Education and Training on 29 June 2017.

## AISC requirements

The requirements set by the Australian Industry and Skills Committee (AISC) relating to the suite of CPP07 Property Services Training Package real estate qualifications is to:

* update and redesign the qualifications to meet industry needs
* develop components that align with the licensing requirements across jurisdictions
* remove any obsolete, duplicative and superfluous qualifications and units of competency.

# B. Description of work and request for approval

## Description of work undertaken and why

A technical review of the existing suite of the CPP07 Property Services Training Package real estate qualifications was undertaken, which identified:

* duplication and overlap of content across the qualifications and units of competency
* obsolete qualifications, which did not reflect current occupational roles
* a gap between the qualifications and jurisdictional licensing requirements.

The work undertaken with industry, state/territory training authorities (STAs) and the Technical Advisory Group (TAG) focussed on:

* following the AISC requirements and consolidating qualifications and units of competency
* developing streamlined qualifications that reflect current occupational roles
* designing skill sets that align with licensing requirements.

## Drivers of change

This project is a result of robust industry consultation to address the following areas of industry need:

* eliminate ambiguity around qualification outcomes
* clearly define skills, roles, and career progression
* ensure qualifications reflect real industry roles
* future proof qualifications by considering technology, industry and social changes.

## Changes undertaken

The table below outlines the key project changes.

|  |  |
| --- | --- |
| **Framework** | **Qualifications** |
| **Existing framework** | * CPP30211 Certificate III in Property Services (Agency) * CPP30311 Certificate III in Property Services (Operations) * CPP40307 Certificate IV in Property Services (Real Estate) * CPP40407 Certificate IV in Property Services (Stock and Station Agency) * CPP40507 Certificate IV in Property Services (Business Broking) * CPP40611 Certificate IV in Property Services (Operations) * CPP50307 Diploma of Property Services (Agency Management) * CPP50409 Diploma of Property Services (Business Broking) |
| **Proposed framework** | * CPP31519 Certificate III in Real Estate Practice * CPP41419 Certificate IV in Real Estate Practice * CPP51119 Diploma of Property (Agency Management) |

|  |  |
| --- | --- |
| **Key Change (KC)** | **Description** |
| **KC 1** | CPP30211 Certificate III in Property Services (Agency) and CPP30311 Certificate III in Property Services (Operations) were merged to reduce duplication. Both qualifications are superseded and are equivalent to CPP31519 Certificate III in Real Estate Practice. |
| **KC 2** | CPP40307 Certificate IV in Property Services (Real Estate), CPP40407 Certificate IV in Property Services (Stock and Station Agency), CPP40507 Certificate IV in Property Services (Business Broking) and CPP40611 Certificate IV in Property Services (Operations) were merged to reduce duplication. The qualifications are superseded and are not equivalent to CPP41419 Certificate IV in Real Estate Practice. |
| **KC 3** | CPP50307 Diploma of Property Services (Agency Management) and  CPP50409 Diploma of Property Services (Business Broking) were merged to reduce duplication. Both qualifications are superseded and are not equivalent to CPP51119 Diploma of Property (Agency Management). |
| **KC 4** | 44 units of competency updated. |
| **KC 5** | Development of 27 new units of competency. |
| **KC 6** | 4 units of competency will be deleted from the National Register. |
| **KC 7** | The development of 12 new skill sets: 11 of the 12 skill sets are aligned to licensing requirements. CPPSS00076 Administration Management/Office Support is not associated with licensing requirements. |

## Summary of mapping information

|  |  |
| --- | --- |
| **Training Package Components** | **Amount** |
| Updated qualifications | 3 |
| Updated units | 44 |
| New units | 27 |
| Number of units to be deleted | 4 |
| New skill sets | 12 |

## Decision being sought from the AISC

To note and approve the training package components being put forward in this Case for Endorsement.

# C. Evidence of industry support

## Support by Industry Reference Committee (IRC)

The members of the Property Services IRC have discussed and endorsed this submission as identified in the Minutes of the IRC meetings detailed below.

* April 2016 (IRC 4-Year-Work-Plan)
* April 2017 (Skills Forecast 2017)
* April 2018 (Skills Forecast 2018).

The project was formally signed off at all three IRC meetings.

Refer to **Appendix B: IRC Support** for written evidence of support.

## Industry consultation and validation

During the development and review of the training package components, a range of communication strategies were used to conduct consultation, provide information and seek feedback from stakeholders.

### Project page

At the commencement of the project, a project page was set up on the Artibus Innovation website and kept updated throughout the duration of the project.

It provided industry stakeholders with information about national forums, workshops, the status of the project and opportunities to provide input on the components.

<http://www.artibus.com.au/project/?project_id=21>

### Technical Advisory Group (TAG)

Nominations for the formation of a TAG were published on the project page. The TAG was formed and validated by the Property Services IRC to provide technical input on the draft components.

### Working groups

A working group comprising of experts in the real estate industry was established. The working group focussed on discussing the development of units of competency and the structure of the suite of real estate qualifications.

Members of the working group participated in the consultation process by attending national workshops, facilitating face-to-face broad industry engagement and participating in online video workshops.

### Subject Matter Experts (SMEs)

Subject matter experts also engaged with the project where additional expert knowledge was sought, particularly for areas that were outside the scope of knowledge of the working group. Experts attended workshops or video/phone conferences to discuss and review industry skills, qualifications frameworks and units of competency, relevant to their areas of expertise.

### Other consultation methods

Additionally, forums, webinars, newsletter and email updates were sent to stakeholders to provide details on the draft materials and ensure opportunity for feedback.

Updates were provided to the state and territory chapters of the Real Estate Institute (REI) and relevant stakeholder network.

## Consultation overview

Ongoing consultation and involvement of industry via working group workshops and videoconferences occurred from December 2017 to July 2018.

Industry feedback and consultation was sought during the months of March through April 2018. The draft materials were made available online on the Artibus Innovation website. The initial feedback period was extended to allow further consultation with Regulators and STAs until end of May 2018.

The purpose of requesting the feedback during this period was to ensure that the content of the qualifications and units of competency met industry requirements. Following this extensive feedback period, updates to the draft materials were considered by the TAG for actioning. This was followed by another round of consultation.

Consultation was broad and covered a variety of methods including mailouts, newsletters, surveys, a forums, workshops, webinars and one-on-one meetings.

Please refer to the Project Register for names and organisational details of individual, state-by-state stakeholder lists.

## State/Territory Training Authorities (STAs)

STAs were informed via newsletters, emails and face-to-face about the development of draft components and of any outstanding issues relating to licensing requirements, skill sets and packaging rules.

STAs were notified and kept updated throughout the duration of the project. Consideration was given to specific STA feedback and individual STA members were contacted directly via phone and email to address concerns and requests in the development of training package components.

## Alternative approaches explored

A concern was raised by the Victorian Regulator that a skill sets approach and the packaging of the CPP41419 Certificate IV in Real Estate Practice, which included streams that align with licensing outcomes would impact licensing in Victoria.

Meetings were held in February 2018 to openly discuss regulatory expectations, and at the Victorian Regulator’s request, a Regulators meeting was arranged in Melbourne for the 16th of March 2018. An additional meeting, at the request of the Queensland Regulator, was held in Sydney on the 16th May 2018 to discuss the rationale of the training package as well as seek endorsement and implementation of the training package.

Other jurisdictional regulators were informed of the Victorian Regulator’s concerns and were supportive of the skill set approach and packaging of the CPP41419 Certificate IV in Real Estate Practice.

## Report by exception

# D. Industry expectations about training delivery

## Advice about industry’s expectations of training delivery

This project followed the AISC requirements and supported the COAG Industry and Skills Council reforms to training packages by:

* streamlining qualifications
* developing:
  + qualifications that better reflect occupational standards
  + units of competency that provide a clear intended outcome
* creating 11 skill sets that align with licensing requirements. Note, CPPSS00076 Administration Management/Office Support is not associated with licensing requirements.

The units of competency have also been transitioned to align with the *Standards for Training Packages 2012*.

The impact of the changes of the proposed endorsed components are as follows:

* RTOs will be notified through training.gov.au about the updated qualifications and units of competency and their assessment requirements
* RTOs will be required to adapt all aspects of training and assessment against the updated units of competency and their assessment requirements.

RTOs will be required to:

* implement and assess the mandatory delivery and assessment requirements
* adjust training and assessment strategies
* review delivery and assessment resources
* update and enhance supporting material and resources to address assessment requirements.

## Quality Principles: Flexibility, Recognition, Access and Equity

### Flexibility

The proposed qualifications are packaged to meet the demands of a regulated real estate industry.

The real estate qualifications were developed to facilitate and foster quality training outcomes.

### Recognition

Industry can expect an upskilled workforce that meets industry demands. The skills and knowledge embedded in the units of competency will support national training and assessment consistency. Industry can, therefore, expect consistent learner outcomes.

Refer to the *CPP Property Services Training Package Release 8.0 Companion Volume Implementation Guide* for further information about the skill set approach and link to licensing outcomes.

The assessment requirements in the proposed endorsed components are designed to:

* provide valid evidence of performance and knowledge based on workplace competencies
* provide RTOs with a flexible framework to develop and administer assessment material
* offer a consistent standard of assessment to support positive workplace outcomes.

### Access

There are no entry requirements in the proposed endorsed qualifications.

### Equity

The proposed endorsed real estate qualifications have been designed to allow direct entry and facilitate occupational pathways within the industry.

The proposed endorsed real estate qualifications promote and support cross-sector movement by including a range of elective units imported from two other training packages.

## IRC recommendation on traineeships and apprenticeships

The Property Services IRC has endorsed the development of a Property Services Pathway qualification.

A key objective of this project will be to embed units packaged within the suite of real estate qualifications into the proposed Property Service Pathway qualification.

The intent of this approach is to:

* develop a qualification that can be delivered in VET-in-Schools programs
* support learning progression in the property services industry
* enable the attraction and retention of new entrants to the industry.

The Property Service Pathway Project is being developed and will be put forward in the Property Service Skills Forecast 2019.

# E. Implementation of the new training package components

## Advice on occupational and licensing requirements

This project aimed to develop skill sets that align with licensing requirements across all jurisdictions.

Further licensing advice is provided in the *CPP Property Services Training Package Release 8.0 Companion Volume Implementation Guide*.

Rationale for skill set approach:

* streamline qualifications
* specify alignment between skill sets with areas of specialisation/job roles
* facilitate regulatory usage by outlining clear relationships to job activities
* provide a tool for direct alignment with licensing outcomes
* support issues around inconsistent licensing requirements by different jurisdictions
* remove uncertainty around licensing transferability/mutual recognition
* eliminate ambiguity around qualification outcomes
* address industry needs for clarity and consistency
* minimise risk of students selecting units/qualifications that do not align with a job outcome.

## Implementation issues of note and management strategy

The proposed endorsed components have been developed to:

* align with the *Standards for Training Packages 2012*
* support the approach of the Standards to develop qualifications that are accessible in content, format and logic
* support industry‑relevant training and assessment practices.

The impact for enterprises is expected to be a positive one. The proposed endorsed components will provide enterprises with a workforce that can apply relevant skills and knowledge across sectors.

The proposed endorsed components meet the requirements for the *Standards for Training Packages 2012* and will be uploaded onto the National Register through the Training Package Content Management System (TPCMS) and published on Training.gov.au (TGA).

## Advice on downstream effects of the changes

N/A.

# F. Quality assurance reports

## Quality reports

An external editorial report and an external equity report have been undertaken by Kerry Jennings. A quality report has been undertaken by Maree Thorne.

## Declaration

Artibus Innovation declares that the proposed endorsed components of the *CPP Property Services Training Package Release 8.0* adhere to the requirements of the *Standards for Training Packages 2012*, the *Training Package Products Policy*, and the *Training Package Development and Endorsement Process Policy*.

## Companion Volume Implementation Guide

The *CPP Property Services Training Package Release 8.0 Companion Volume Implementation Guide* can be located on the VETNet website at:

* <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>
* Artibus Innovation official website, through an external link: [www.artibus.com.au](http://www.artibus.com.au).

This Implementation Guide has been quality assured by the Artibus Innovation internal quality process and by an external editing process.

# 

# G. Implementation of the COAG Industry Skills Council reforms to training packages

The decision being sought from the AISC will support the COAG Industry and Skills Council reforms to training packages by endorsing components that have been developed to ensure they reflect:

* best practices in the industry
* jurisdictional legislative requirements
* workplace safety measures
* industry occupational standards.

The endorsement of the proposed components will enhance the:

* usability of the units of competency in the industry
* clarity and intent of the units of competency
* training and delivery.

## Evidence of completion of the training package development work

This Case for Endorsement will be put forward to the AISC February 2019.

## Evidence that training package components are prepared for publication

The proposed endorsed components will be ready for publication on endorsement and the official release of the AISC communiqué.

# 

# H. Proposed training package components

## Qualification mapping

| **CPP Property Services Training Package** | **CPP07 Property Services Training Package** | **Comments** | **Equivalent statement** |
| --- | --- | --- | --- |
| CPP31519 Certificate III in Real Estate Practice | CPP30211 Certificate III in Property Services (Agency) | Supersedes and is equivalent to CPP30211 Certificate III in Property Services (Agency).  Updated to meet the Standards for Training Packages. | E |
| CPP31519 Certificate III in Real Estate Practice | CPP30311 Certificate III in Property Services (Operations) | Supersedes and is equivalent to CPP30311 Certificate III in Property Services (Operations).  Updated to meet the Standards for Training Packages. | E |
| CPP41419 Certificate IV in Real Estate Practice | CPP40307 Certificate IV in Property Services (Real Estate)  CPP40407 Certificate IV in Property Services (Stock and Station Agency)  CPP40507 Certificate IV in Property Services (Business Broking)  CPP40611 Certificate IV in Property Services (Operations) | Supersedes and is not equivalent to CPP40307 Certificate IV in Property Services (Real Estate),  CPP40407 Certificate IV in Property Services (Stock and Station Agency),  CPP40507 Certificate IV in Property Services (Business Broking) and  CPP40611 Certificate IV in Property Services (Operations).  Qualifications were merged to reduce duplication and to provide clearer alignment with licensing outcomes.  Updated to the Standards for Training Packages. | N |
| CPP51119 Diploma of Property (Agency Management) | CPP50307 Diploma of Property Services (Agency Management)  CPP50409 Diploma of Property Services (Business Broking) | Supersedes and is not equivalent to CPP50307 Diploma of Property Services (Agency Management) and  CPP50409 Diploma of Property Services (Business Broking).  Qualifications were merged to reduce duplication. Updated to the Standards for Training Packages. | N |

## Units of competency mapping

| **CPP Property Services Training Package Release 8.0** | **CPP Property Services Training Package Release 4.0** | **CPP07 Property Services Training Package** | **Comments** | **Equivalence statement** |
| --- | --- | --- | --- | --- |
| CPPREP3001 Comply with ethical practice in real estate |  | CPPDSM3018B  Identify risks to agency operations | Supersedes but is not equivalent to  CPPDSM3018B  Identify risks to agency operations.  Updated to the Standards for Training Packages. | N |
| CPPREP3002 Communicate effectively to support customer service in real estate | CPPDSM3010  Meet customer needs and expectations in the property industry  CPPDSM3019  Communicate with clients in the property industry |  | Supersedes but is not equivalent to CPPDSM3010  Meet customer needs and expectations in the property industry and  CPPDSM3019  Communicate with clients in the property industry.  Merged to reduce duplication. | N |
| CPPREP3003 Access and process property information in real estate |  | CPPDSM3006B  Collect and process property information  CPPDSM3015B  Use and maintain property and client information databases | Supersedes but is not equivalent to CPPDSM3006B  Collect and process property information and  CPPDSM3015B  Use and maintain property and client information databases.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP3101 Assist in listing and marketing properties for lease |  | CPPDSM3001A  Assist in listing properties for lease  CPPDSM3003A  Assist in marketing properties for lease  CPPDSM4010A  Lease property | Supersedes but is not equivalent to CPPDSM3001A  Assist in listing properties for lease,  CPPDSM3003A  Assist in marketing properties for lease and  CPPDSM4010A  Lease property.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP3102 Assist in listing and marketing properties for sale |  | CPPDSM3002A  Assist in listing properties for sale  CPPDSM3004A  Assist in marketing properties for sale | Supersedes but is not equivalent to CPPDSM3002A  Assist in listing properties for sale and  CPPDSM3004A  Assist in marketing properties for sale.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP3103 Assist with the sale of properties |  | CPPDSM3005A  Assist with the sale of properties | Supersedes and is equivalent to CPPDSM3005A  Assist with the sale of properties.  Updated to the Standards for Training Packages. | E |
| CPPREP3104 Assist with maintaining and protecting condition of managed properties |  | CPPDSM3008A  Maintain and protect condition of managed properties | Supersedes and is equivalent to CPPDSM3008A  Maintain and protect condition of managed properties.  Updated to the Standards for Training Packages. | E |
| CPPREP3105 Assist with property inspection | CPPDSM3011  Monitor building facilities | CPPDSM3014A  Undertake property inspection | Supersedes but is not equivalent to CPPDSM3011  Monitor building facilities and  CPPDSM3014A  Undertake property inspection.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4001 Prepare for professional practice in real estate | CPPDSM3009  Maintain workplace safety in the property industry  CPPDSM3016  Work in the property industry |  | Supersedes but is not equivalent to CPPDSM3009  Maintain workplace safety in the property industry and CPPDSM3016  Work in the property industry.  Merged to reduce duplication. | N |
| CPPREP4002 Access and interpret ethical practice in real estate | CPPDSM4057  Monitor a safe workplace in the property 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  CPPDSM4015B  Minimise agency and consumer risk | Supersedes but is not equivalent to 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,  CPPDSM4015B  Minimise agency and consumer risk and  CPPDSM4057  Monitor a safe workplace in the property industry.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4003 Access and interpret legislation in real estate |  | CPPDSM4002A  Apply knowledge of state or territory legislative and regulatory framework to complete agency work | Supersedes and is equivalent to CPPDSM4002A  Apply knowledge of state or territory legislative and regulatory framework to complete agency work.  Updated to the Standards for Training Packages. | E |
| CPPREP4004 Establish marketing and communication profiles in real estate |  | CPPDSM4005A  Establish and build client-agency relationships | Supersedes and is equivalent to CPPDSM4005A  Establish and build client-agency relationships.  Updated to the Standards for Training Packages. | E |
| CPPREP4005 Prepare to work with real estate trust accounts |  | CPPDSM4006A  Establish and manage agency trust accounts  CPPDSM4080A  Work in the real estate industry | Supersedes but is not equivalent to CPPDSM4006A  Establish and manage agency trust accounts and  CPPDSM4080A  Work in the real estate industry.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4101 Appraise property for sale or lease |  | CPPDSM4003A  Appraise property  CPPDSM4012A  List property for sale  CPPDSM4025A  Advise on performance of asset  CPPDSM4030A  Appraise rural property  CPPDSM4064A  Participate in research of property investment | Supersedes but is not equivalent to CPPDSM4003A  Appraise property,  CPPDSM4012A  List property for sale,  CPPDSM4025A  Advise on performance of asset,  CPPDSM4030A  Appraise rural property and  CPPDSM4064A  Participate in research of property investment.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4102 Market property |  | CPPDSM4014A  Market property for sale  CPPDSM4061A  Obtain prospects for listing | Supersedes but is not equivalent to  CPPDSM4014A  Market property for sale,  and  CPPDSM4061A  Obtain prospects for listing.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4103 Establish vendor relationships |  | CPPDSM4056A  Manage conflict and disputes in the property industry  CPPDSM4060A  Negotiate sale and manage sale to completion or settlement | Supersedes but is not equivalent to CPPDSM4056A  Manage conflict and disputes in the property industry and  CPPDSM4060A  Negotiate sale and manage sale to completion or settlement.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4104 Establish buyer relationships |  |  | New unit of competency. | NA |
| CPPREP4105 Sell property |  | CPPDSM4017A Negotiate effectively in property transactions  CPPDSM4021A  Sell and finalise sale of rural property by private treaty  CPPDSM4022A  Sell and finalise the sale of property by private treaty  CPPDSM4067A  Plan for and complete sale of rural property by auction  CPPDSM4078A  Sell rural property by tender | Supersedes but is not equivalent to  CPPDSM4017A Negotiate effectively in property transactions,  CPPDSM4021A  Sell and finalise sale of rural property by private treaty,  CPPDSM4022A  Sell and finalise the sale of property by private treaty,  CPPDSM4067A  Plan for and complete sale of rural property by auction and  CPPDSM4078A  Sell rural property by tender.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4121 Establish landlord relationships |  | CPPDSM4011A  List property for lease  CPPDSM4013A  Market property for lease  CPPDSM4016A  Monitor and manage lease or tenancy agreement | Supersedes but is not equivalent to CPPDSM4011A  List property for lease,  CPPDSM4013A  Market property for lease,  CPPDSM4016A.  Monitor and manage lease or tenancy agreement.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4122 Manage tenant relationships |  | CPPDSM4046A  Manage tenancy disputes | Supersedes but is not equivalent to  CPPDSM4046A Manage tenancy disputes.  Updated to the Standards for Training Packages. | N |
| CPPREP4123 Manage tenancy | CPPDSM4049  Implement maintenance program for managed properties |  | Supersedes but is not equivalent to CPPDSM4049.  Implement maintenance program for managed properties.  Updated to the Standards for Training Packages. | N |
| CPPREP4124 End tenancy |  |  | New unit of competency. | NA |
| CPPREP4125 Transact in trust accounts |  |  | New unit of competency. | NA |
| CPPREP4141 Establish and maintain property management portfolio |  |  | New unit of competency. | NA |
| CPPREP4142 Promote property management products and services |  |  | New unit of competency. | NA |
| CPPREP4161 Undertake pre-auction processes |  |  | New unit of competency. | NA |
| CPPREP4162 Conduct and complete sale by auction |  | CPPDSM4004A  Conduct auction  CPPDSM4019A  Prepare for auction and complete sale | Supersedes but is not equivalent to CPPDSM4004A  Conduct auction and  CPPDSM4019A  Prepare for auction and complete sale.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4163 Complete post-auction process and contract execution |  |  | New unit of competency. | NA |
| CPPREP4171 Represent buyer in sales process |  | CPPDSM4001A  Act as a buyer’s agent | Supersedes and is equivalent to CPPDSM4001A  Act as a buyer’s agent.  Updated to the Standards for Training Packages. | E |
| CPPREP4172 Develop and promote property industry knowledge – buyers’ agent |  |  | New unit of competency. | NA |
| CPPREP4173 Complete purchase of property as buyers’ agent |  | New unit of competency. | New unit of competency. | NA |
| CPPREP4181 Manage onsite residential property |  | New unit of competency. | New unit of competency. | NA |
| CPPREP4201 Appraise commercial property | CPPDSM4026  Analyse property and facility information | CPPDSM4032A  Arrange valuation of facilities and assets | Supersedes but is not equivalent to CPPDSM4026  Analyse property and facility information and  CPPDSM4032A  Arrange valuation of facilities and assets.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4202 Establish and maintain vendor and lessor relationships and networks |  |  | New unit of competency. | NA |
| CPPREP4203 Complete commercial property sale |  | CPPDSM4036A  Broker sale of industrial, commercial and retail property | Supersedes and is equivalent to CPPDSM4036A  Broker sale of industrial, commercial and retail property.  Updated to the Standards for Training Packages. | E |
| CPPREP4204 Establish commercial property lease |  | CPPDSM4041A  Contribute to development of a tenancy mix strategy  CPPDSM4050A  Lease industrial, commercial and retail property  CPPDSM4063  Participate in developing and establishing property or facility contracts | Supersedes but is not equivalent to CPPDSM4041A  Contribute to development of a tenancy mix strategy,  CPPDSM4050A  Lease industrial, commercial and retail property and  CPPDSM4063  Participate in developing and establishing property or facility contracts.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4231 Manage commercial property maintenance | CPPDSM4042  Coordinate construction contract  CPPDSM4044  Coordinate maintenance and repair of properties and facilities  CPPDSM4074  Select and appoint contractors in the property industry | CPPDSM4043A  Coordinate fit-out of property and facilities  CPPDSM4058A  Monitor service requirements in the property industry  CPPDSM4059A  Monitor space use in the property industry | Supersedes but is not equivalent to  CPPDSM4042  Coordinate construction contract,  CPPDSM4043A  Coordinate fit-out of property and facilities,  CPPDSM4044  Coordinate maintenance and repair of properties and facilities,  CPPDSM4058A  Monitor service requirements in the property industry,  CPPDSM4059A  Monitor space use in the property industry and  CPPDSM4074  Select and appoint contractors in the property industry.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4232 Manage commercial property financial reports |  |  | New unit of competency. | NA |
| CPPREP4233 Manage lessee relationships – commercial |  | CPPDSM4062A  Occupy space | Supersedes but is not equivalent to CPPDSM4062A  Occupy space.  Updated to the Standards for Training Packages. | N |
| CPPREP4234 Manage lessor relationships – commercial |  |  | New unit of competency. | NA |
| CPPREP4235 End commercial property lease |  |  | New unit of competency. | NA |
| CPPREP4261 Appraise business for sale |  | CPPDSM4029A  Appraise business  CPPDSM4079A  Work in the business broking sector  CPPDSM5033A  Merge or acquire a business  CPPDSM5038A  Value a business | Supersedes but is not equivalent to CPPDSM4029A  Appraise business,  CPPDSM4079A  Work in the business broking sector,  CPPDSM5033A  Merge or acquire a business and  CPPDSM5038A  Value a business.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4262 Establish vendor relationships in business broking |  |  | New unit of competency. | NA |
| CPPREP4263 Manage buyer relationships in business broking |  |  | New unit of competency. | NA |
| CPPREP4264 Manage the sales process in business broking |  | CPPDSM4053A  List business for sale  CPPDSM4069A  Promote and market listed business | Supersedes but is not equivalent to CPPDSM4053A  List business for sale and CPPDSM4069A  Promote and market listed business.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4301 Confirm and market livestock for sale |  | CPPDSM4068A  Prepare livestock for sale at saleyards  CPPDSM4075A  Select livestock for sale | Supersedes and is non-equivalent to CPPDSM4068A  Prepare livestock for sale at saleyards and  CPPDSM4075A  Select livestock for sale.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP4302 Prepare livestock for sale |  | CPPDSM4077A  Sell livestock by private sale | Supersedes but is not equivalent to  CPPDSM4077A  Sell livestock by private sale.  Updated to the Standards for Training Packages. | N |
| CPPREP4303 Establish vendor and buyer relationships in livestock sale |  | CPPDSM4024A  Advise clients on livestock sale and purchase options | Supersedes but is not equivalent to CPPDSM4024A  Advise clients on livestock sale and purchase options.  Updated to the Standards for Training Packages. | N |
| CPPREP4304 Complete sales process – livestock |  |  | New unit of competency. | NA |
| CPPREP4501 Prepare to complete the sales process – off the plan properties |  |  | New unit of competency. | NA |
| CPPREP4502 Support providers of social and community housing |  |  | New unit of competency. | NA |
| CPPREP4503 Present at hearings in real estate |  | CPPDSM4020  Present at tribunals | Supersedes and is equivalent to CPPDSM4020  Present at tribunals.  Updated to meet industry currency. | E |
| CPPREP4504 Deliver presentations to clients in real estate |  | CPPDSM4018A Prepare and present property reports | Supersedes but is not equivalent to CPPDSM4018A Prepare and present property reports.  Updated to the Standards for Training Packages. | N |
| CPPREP4505 Value goods, chattels, plant and equipment |  | CPPDSM4033A Assess and value goods, chattels, plant and equipment | Supersedes and is equivalent to CPPDSM4033A Assess and value goods, chattels, plant and equipment.  Updated to the Standards for Training Packages. | E |
| CPPREP4506 Manage offsite and lone worker safety in real estate |  |  | New unit of competency. | NA |
| CPPREP4507 Provide property sustainability information in real estate |  |  | New unit of competency. | NA |
| CPPREP4508 Conduct livestock auction |  | CPPDSM4039A  Conduct livestock sale by auction | Supersedes and is equivalent to CPPDSM4039A  Conduct livestock sale by auction.  Updated to the Standards for Training Packages. | E |
| CPPREP4509 Auction goods, chattels or equipment |  | CPPDSM4038A Conduct goods, chattels or equipment clearing sale or auction | Supersedes and is equivalent to CPPDSM4038A Conduct goods, chattels or equipment clearing sale or auction.  Updated to the Standards for Training Packages. | E |
| CPPREP4510 Manage short-term or holiday letting |  |  | New unit of competency. | NA |
| CPPREP5001 Manage compliance in the property industry | CPPDSM5009  Coordinate risk management systems in the property industry |  | Supersedes but is not equivalent to CPPDSM5009  Coordinate risk management systems in the property industry.  Updated to meet industry currency. | N |
| CPPREP5002 Establish and monitor property industry trust account management practices |  |  | New unit of competency. | NA |
| CPPREP5003 Manage ethical practice in the property industry |  |  | New unit of competency. | NA |
| CPPREP5004 Manage a safe workplace in the property industry | CPPDSM5018  Ensure a safe workplace in the property industry |  | Supersedes and is equivalent to CPPDSM5018  Ensure a safe workplace in the property industry.  Updated to meet industry currency. | E |
| CPPREP5005 Manage teams in the property industry |  |  | New unit of competency. | NA |
| CPPREP5006 Manage operational finances in the property industry |  |  | New unit of competency. | NA |
| CPPREP5007 Develop a strategic business plan in the property industry |  | CPPDSM5012A  Develop a strategic business plan in the real estate industry | Supersedes and is equivalent to CPPDSM5012A  Develop a strategic business plan in the real estate industry.  Updated to the Standards for Training Packages. | E |
| CPPREP5008 Market the property agency |  | CPPDSM5032A  Market the agency | Supersedes and is equivalent to CPPDSM5032A  Market the agency.  Updated to the Standards for Training Packages. | E |
| CPPREP5009 Develop a marketing and service strategy in real estate |  | CPPDSM5014A  Develop property marketing and sales strategy | Supersedes and is equivalent to CPPDSM5014A  Develop property marketing and sales strategy.  Updated to the Standards for Training Packages. | E |
| CPPREP5010 Manage customer service activities in the property industry | CPPDSM5006  Coordinate customer service activities in the property industry | CPPDSM5020A  Manage and monitor effective client service in the real estate industry | Supersedes but is not equivalent to CPPDSM5006  Coordinate customer service activities in the property industry and  CPPDSM5020A  Manage and monitor effective client service in the real estate industry.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |
| CPPREP5201 Develop and maintain commercial property market intelligence |  | New unit of competency. | New unit of competency. | NA |
| CPPREP5311 Develop and maintain rural property market knowledge and intelligence |  | CPPDSM4037A  Conduct auction of rural property  CPPDSM4073A  Provide rural property management services  CPPDSM4081A  Work in the stock and station agency sector | Supersedes and is non-equivalent to CPPDSM4037A  Conduct auction of rural property,  CPPDSM4073A  Provide rural property management services and  CPPDSM4081A  Work in the stock and station agency sector.  Merged to reduce duplication. Updated to the Standards for Training Packages. | N |

## Skill sets

| **Code** | **Title** |
| --- | --- |
| CPPSS00065 | Residential Property Sales |
| CPPSS00066 | Residential Property Management |
| CPPSS00067 | Property Management Business Development |
| CPPSS00068 | Auctioneering |
| CPPSS00069 | Buyer’s Agent |
| CPPSS00070 | Onsite Property Management |
| CPPSS00071 | Commercial Sales and Leasing |
| CPPSS00072 | Commercial and Property Management |
| CPPSS00073 | Business Broking |
| CPPSS00074 | Stock and Station, Stock |
| CPPSS00075 | Stock and Station, Station |
| CPPSS00076 | Administration Management/Office Support |

## Imported units of competency

| **Code and title** | **Parent Training Package** |
| --- | --- |
| BSBADV507  Develop a media plan | BSB Business Services Training Package |
| BSBDIV301  Work effectively with diversity | BSB Business Services Training Package |
| BSBFIA304  Maintain a general ledger | BSB Business Services Training Package |
| BSBHRM405  Support the recruitment, selection and induction of staff | BSB Business Services Training Package |
| BSBHRM505  Manage remuneration and employee benefits | BSB Business Services Training Package |
| BSBHRM513  Manage workforce planning | BSB Business Services Training Package |
| BSBHRM604  Manage employee relations | BSB Business Services Training Package |
| BSBITU309  Produce desktop published documents | BSB Business Services Training Package |
| BSBMGT502  Manage people performance | BSB Business Services Training Package |
| BSBMGT517  Manage operational plan | BSB Business Services Training Package |
| BSBMGT605  Provide leadership across the organisation | BSB Business Services Training Package |
| BSBMKG507  Interpret market trends and developments | BSB Business Services Training Package |
| BSBWHS302  Apply knowledge of WHS legislation in the workplace | BSB Business Services Training Package |
| BSBWOR301  Organise personal work priorities and development | BSB Business Services Training Package |
| SIRXCEG003  Build customer relationships and loyalty | SIR Retail Services Training Package |
| SIRXCOM002  Work effectively in a team | SIR Retail Services Training Package |
| SIRXMGT001  Supervise and support frontline team members | SIR Retail Services Training Package |

# Appendix A: Industry Support

## Technical Advisory Group (TAG) Members

|  |  |
| --- | --- |
| **TAG Member** | **Organisation** |
| Danielle Andrews | Chair – REINSW |
| Nerida Wood | REINSW |
| Mitch Elton | REINT |
| Anna MacMaster | REIQLD |
| Chris Jansse | REISA |
| William Green | REIV |
| Patricia Donnelly | REIT |
| Lesley Reagon | REIWA |
| Liz McIlhone (retired) | REIWA |
| Alicia Hutton | Tasmania Regulator |
| Kathy Townsend | NSW Regulator |
| Bobi Vikor | Rent Select |
| Rob Honeycombe | Bees Nees City Consultancy |
| Andy Madigan | ALPA – Stock and Station |
| Michelle Davis | Towers Francis Property |
| Nicole Bush | Wisdom |
| Tom French | APSA – Employee union |
| Cameron Way (retired 01/2018) | Woodards |

## Working Group Members

|  |  |
| --- | --- |
| **Working Group Member** | **Organisation** |
| Danielle Andrews | Chair – REINSW |
| Nerida Wood | REINSW |
| Mitch Elton | REINT |
| Anna MacMaster | REIQLD |
| Chris Jansse | REISA |
| William Green | REIV |
| Patricia Donnelly | REIT |
| Lesley Reagon | REIWA |
| Liz McIlhone (retired) | REIWA |
| Nicole Bush | Wisdom Learning (ACT) |

## Subject Matter Experts (SMEs)

|  |  |
| --- | --- |
| **Subject Matter** | **Expert name and organisation** |
| Onsite property manager | Trevor Rawnsley, ARAMA |
| Stock and Station | Andy Madigan, ALPA |
| Kylie Walsh, Di Jones Realty |
| Michael Wright, Schute Bell |
| Luke Scicluna, DCCO |
| Commercial | Anna MacMaster, REIQLD |
| Rauhena Chase, Raine and Horne Commercial |
| Home sustainability | Cecile Weldon, Weldenco |
| Office manager | Kylie Walsh, Di Jones Realty |
| Onsite property manager | Trevor Rawnsley, ARAMA |

## State and Territory Regulators

|  |  |
| --- | --- |
| **Regulator Name** | **State or Territory** |
| Kathy Townsend | NSW |
| Carolyn Parsell | NT |
| Peter Reinhold | QLD |
| Brian Bauer | QLD |
| Alicia Hutton | TAS |
| Dale Pegg | ACT |
| Heather Kellie | ACT |
| Ian Johnston | SA |
| Christine Bowley | WA |
| Christine Nigro | VIC |

# Appendix B: IRC Support

The Property Services IRC supports the submission of the submission of the training package components put forward in this Case for Endorsement.

Signed on behalf by the appointed Chair of the Property Services IRC.

Name of Chair: Noel Hamey

Signature of Chair:



Date: 17 January 201

# Appendix C: Industry Stakeholders

**Real Estate Information Session – Forum**

Location: The Real Estate Institute of Victoria - 335 Camberwell Road/Camberwell, VIC 3124

Date: Tuesday, 3 July 2018 from 6:00 pm to 7:30 pm (AEST)

**Industry attendees**

| **Surname** | **Name** |
| --- | --- |
| Allan | Carmel |
| Bane | Paule |
| Bevacqua | Diana |
| Bevacqua | Peter |
| Buck | Geoff |
| Callaghan | James |
| Cramer | Chris |
| Croxford | Alastair |
| Day | Teghan |
| Doyle | Shaun |
| Dundas | David |
| Furlong | Michael |
| Gawenda | Joseph |
| Gillard | John |
| Goding | Matt |
| Green | William |
| Griffin | Matthew |
| Heng | Ian |
| Iliopoulos | Belinda |
| Kemal | Yuksel |
| Kimpton | Catherine |
| King | Gil |
| Koutoumas | Rose |
| Lim | Andrew |
| Lorkin | Margaret |
| maher | Allen |
| Maxwell | Alessandra |
| Mehegan | Daniel |
| Mitten-Galvin | Gail |
| Musat | Phillip |
| Nguyen | Martin Dai |
| Osborne | Victoria |
| Parker | Lisa |
| Pitra | Tom |
| Roberts | Joel |
| Ryan | Harris |
| Santos | Andrea |
| Sier | John |
| Spragg | John |
| Vlek | Anthony |
| Watt | Chris |
| Webb | Jenny |
| Weston | Susan |
| Whatham | Sandra |
| Wilson | Robert |
| Young | Leah |

**Real Estate Webinar Session**

Location: On-line

Date: March 28, 2018

**National Industry Participants**

| **Surname** | **First Name** |
| --- | --- |
| Abell | John |
| Andrew | Jason |
| Beckers | Jemma |
| Boe | Sasha |
| Buck | Geoff |
| Cannan | Brian |
| Cannan | Lucas |
| Chen | Ming |
| Chernishov | Karen |
| Chu | Danielle |
| Coulson | Andrew |
| Cuthill | Fiona |
| Daniel | Alan |
| Davis | Lauren |
| Doyle | Alan |
| Freitas | Carmen |
| Haddad | Paul |
| Hamilton | Jo |
| Irvine | Daniel |
| Irvine | Paula |
| Johnson | Tracey |
| Keenan | Michael |
| Lim | Rosemary |
| McFarlane | Melanie |
| Muenchow | Paul |
| Peirce | Jose |
| R | Lana |
| Ram | Robin |
| Reid | Tony |
| Richter | Steven |
| Rosier | Glenn |
| Ross | Alison |
| Rowe | Tony |
| Sienesi | Beverley |
| Soundy | John |
| Turner | Kay |
| Welling | Mandy |
| West | Jordan |
| Williams | Alison |
| Wilson | Christopher |