Property Services (Agency)

AQF VET qualification: CPP30211 Certificate III in Property Services (Agency)

Training Package: CPP07 Property Services (version 14.4)

BOSTES course name	Pattern of study	BOSTES course number	Schools Online (Administration) entry advice
Property Services (120 hours)	2 units x 1 year	58080	Enter this course number for either Preliminary (Year 11) or HSC (Year 12)
Property Services (240 hours)	2 units x 2 years	58081	Enter this course number for both Preliminary (Year 11) and HSC (Year 12)
	or		
	4 unit x 1 year	58082	Enter this course number for either Preliminary (Year 11) or HSC (Year 12)
Property Services (300 hours)	2 units x 2 years	58081	Enter this course number for both Preliminary (Year 11) and HSC (Year 12)
	and		
	1 unit x 1 year	58083	Enter this course number for either Preliminary (Year 11) or HSC (Year 12) depending on pattern of delivery

Eligibility: Nil

Exclusions: Nil

HSC course requirements

Property Services (Agency) (120 indicative hours)

- the possible qualification outcome is a Statement of Attainment towards CPP30211 Certificate III in Property Services (Agency)
- accredited for a total of 2 units at the Preliminary and/or HSC level
- attempt core and/or elective units of competency to a minimum of 120 HSC indicative hours
- a minimum of 35 hours of work placement is strongly recommended.

Property Services (Agency) (240 indicative hours)

- the possible qualification outcome is CPP30211 Certificate III in Property Services (Agency)
- accredited for a total of 4 units at the Preliminary and/or HSC level
- attempt all core units of competency (totalling 105 HSC indicative hours) and elective units of competency to a minimum of 135 HSC indicative hours and to meet qualification packaging rules
- a minimum of 70 hours of work placement is strongly recommended.

Property Services (Agency) (300 indicative hours)

- the possible qualification outcome is CPP30211 Certificate III in Property Services (Agency)
- accredited for a total of 5 units at the Preliminary and/or HSC level
- attempt all core units of competency (totalling 105 HSC indicative hours) and elective units of competency to a minimum of 195 HSC indicative hours and to meet qualification packaging rules
- a minimum of 70 hours of work placement is strongly recommended.

The requirements for the completion of an HSC VET course are different to the requirements for AQF VET qualification completion. Registered Training Organisations (RTOs) need to ensure that delivery of courses meets HSC course requirements and complies with Training Package rules.

For a course to count towards the HSC program of study, students must satisfy the course completion criteria as required by the Board of Studies, Teaching and Educational Standards NSW (BOSTES). (Refer to the *Assessment Certification Examination (ACE) website*.) There must be sufficient evidence that the student has:
- followed the course developed or endorsed by BOSTES
- applied themselves with diligence and sustained effort to the set tasks and experiences provided in the course
- achieved some or all of the course outcomes
- (where applicable) undertaken the mandatory work placement.

Unit credit for the Higher School Certificate

Property Services (Agency) HSC VET courses count as Board Endorsed unit credit for the HSC but do not contribute towards an Australian Tertiary Admission Rank (ATAR).

To facilitate flexibility of VET in the HSC, courses may be delivered as Preliminary, as HSC or as a combination of Preliminary and HSC units.

The HSC credit units will be allocated to students' Preliminary and/or HSC patterns of study as required.

The pattern of study (BOSTES course number) entered on *Schools Online (Administration)* should reflect the delivery of the HSC VET course over successive years. For example, delivery of a 240 HSC indicative hour course over two years should be entered as 2 units x 2 years. Students will be credentialled for the HSC credit units entered each calendar year, provided they have satisfactorily completed the course requirements for that calendar year as determined by the school, college or RTO.

Course content

CORE

Unit code and title	Status for AQF VET qualification	HSC indicative hours of credit
CPPDSM3009A Maintain workplace safety in the property industry	core	15
CPPDSM3010B Meet customer needs and expectations in the property industry	core	20
CPPDSM3015B Use and maintain property and client information databases	core	20
CPPDSM3018B Identify risks to agency operations	core	20
CPPDSM4080A Work in the real estate industry* or CPPDSM4081A Work in the stock and station agency sector*	core	30 30

Total HSC indicative hours for core units of competency: 105

ELECTIVE

Unit code and title	Status for AQF VET qualification	HSC indicative hours of credit
Agency administration		
BSBADM311 Maintain business resources	elective – Group A	15
BSBCMM301 Process customer complaints	elective – Group A	20
BSBDIV301 Work effectively with diversity	elective – Group A	15
BSBINM301 Organise workplace information	elective – Group A	20
BSBITS401 Maintain business technology	elective – Group A	20
BSBITU306 Design and produce business documents	elective – Group A	25
BSBSUS201 Participate in environmentally sustainable work practices	elective – Group A	15
BSBWOR301 Organise personal work priorities and development	elective – Group A	20

*   This unit of competency is required for a certificate of registration in particular job role(s) within the NSW property industry.

Unit code and title	Status for AQF VET qualification	HSC indicative hours of credit
Agency administration cont/d		
BSBWRT301 Write simple documents	elective – Group A	20
FNSICGEN302B Use technology in the workplace	elective – Group A	15
FNSICGEN305B Maintain daily financial/business records	elective – Group A	20
Property sales and management		
CPPDSM3001A Assist in listing properties for lease	elective – Group B	20
CPPDSM3002A Assist in listing properties for sale	elective – Group B	20
CPPDSM3003A Assist in marketing properties for lease	elective – Group B	20
CPPDSM3004A Assist in marketing properties for sale	elective – Group B	20
CPPDSM3005A Assist with the sale of properties	elective – Group B	20
CPPDSM3006B Collect and process property information	elective – Group B	25
CPPDSM3008A Maintain and protect condition of managed properties	elective – Group B	20
CPPDSM3013A Perform and record property management activities and transactions	elective – Group B	30
CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work *	elective – Group B	30
CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work *	elective – Group B	30
Other		
BSBFLM303C Contribute to effective workplace relationships	elective (max 4)	25
CPPDSM3019B Communicate with clients as part of agency operations	elective (max 4)	20

* This unit of competency is required for a certificate of registration in particular job role(s) within the NSW property industry.

AQF VET qualification

Qualification packaging rules are contained in the *CPP07 Property Services Training Package* at http://training.gov.au.

In summary, to attain CPP30211 Certificate III in Property Services (Agency) students must achieve 14 units of competency including:

a) 5 core units of competency
b) 9 elective units of competency:
  – 9 units from the Group A or Group B electives listed
  – 4 of the units may be chosen from other Certificate III or IV qualifications in CPP07 or Certificate III qualifications in BSB07 Business Services or FNS10 Financial Services Training Packages, or from a current state accredited course.

Other information

Criteria for the endorsement of Board Endorsed VET courses (VET BECs)

The criteria for endorsement of VET BECs are outlined in the *Guidelines for Stages 5 and 6 Board Endorsed VET Courses* available on the BOSTES website at www.boardofstudies.nsw.edu.au/voc_ed/board-endorsed-courses.html.

HSC VET course delivery

HSC VET courses can only be delivered by an RTO with the relevant qualification and units of competency on their scope of registration. Scope of registration can be checked at http://training.gov.au.

RTOs offering training programs for the delivery and assessment of Property Services (Agency) HSC VET courses must meet the requirements of the VET Quality Framework, the *CPP07 Property Services Training Package* and the HSC course.

Information about the delivery of HSC VET courses by RTOs other than school system RTOs or TAFE NSW institutes is contained on the BOSTES *Assessment Certification Examination (ACE) website*.

Non-government schools outsourcing delivery of HSC VET courses to external providers also need to refer to the *Registered and Accredited Individual Non-government Schools (NSW) Manual* or *Registration Systems and Member Non-government Schools (NSW) Manual* which are available on the BOSTES website at http://rego.bostes.nsw.edu.au.

HSC work placement requirements

Work placement is strongly recommended for all Property Services (Agency) VET courses.

Students undertaking HSC VET courses as part of a school-based apprenticeship or traineeship will meet mandatory work placement hour requirements through the on-the-job training component of the school-based apprenticeship or traineeship.

Students' outside employment (ie not under the auspices of the school) may be recognised towards the requirement for work placement in a VET course (ACE 8051 – *Assessment Certification Examination (ACE) website*).

Non-completion of work placement is grounds for withholding the HSC course. Schools and colleges are advised to follow the procedure for issuing 'N' determinations as outlined on the BOSTES *Assessment Certification Examination (ACE) website*.

Allocation of HSC indicative hours of credit

Units of competency drawn from Training Packages are not defined in terms of duration. The amount of time required by individual students to achieve competency will vary according to their aptitude and experience. Where a training program is designed for delivery by an RTO, the RTO will specify the length of the training program according to the delivery strategies and/or curriculum resources chosen.

However, for the purposes of the HSC, VET courses must be described in terms of their indicative hours. For this reason, indicative hours for unit credit towards the HSC have been assigned to each unit of competency. It is emphasised that the assignment of indicative hours does not imply that all students will fulfil all requirements of a unit of competency within these hours. RTOs may determine that additional or fewer hours are required for the achievement of particular competencies. However, this does not alter the HSC indicative hours allocated, only the delivery hours.

Students may need to spend additional time practising skills in a work environment and completing projects and assignments, in order to fulfil Training Package assessment requirements.

Exclusions

Where there is significant overlap between an HSC VET course and other HSC VET or general education courses, BOSTES has an exclusion between the courses. Exclusions are applied at a course level rather than at the unit of competency level.

Students can only undertake the Property Services (Agency) (120 indicative hours) course or the Property Services (Agency) (240 indicative hours) course or the Property Services (Agency) (300 indicative hours) course.

Schools should check all course exclusions when determining an appropriate pattern of study for their students.

Course exclusions for Property Services (Agency) are detailed on the first page of this course description.

Recognition of Prior Learning (RPL) and credit transfer within VET courses

Students who have current knowledge, skills or experience relevant to a VET course may be granted credit towards the course requirements.

Arrangements for RPL and credit transfer within VET courses, including processes, application form and examples of possible scenarios, are detailed on the BOSTES website at www.boardofstudies.nsw.edu.au/voc_ed/rpl.html.

School-based apprentices and trainees

Information regarding provision for school-based apprentices and trainees within the HSC is available on the BOSTES website at www.boardofstudies.nsw.edu.au/voc_ed/apprenticeships-traineeships.html.

Information on requirements and arrangements for NSW school-based apprenticeships and traineeships is available at www.training.nsw.gov.au/individuals/apprenticeships_traineeships/school_based/index.html.

Students with special education needs

Students with special education needs may access a VET course in one of two ways:
- by undertaking the course under regular course arrangements, or
- by undertaking selected units of competency within the course that have been identified through the collaborative curriculum planning process.

For more information, see the *VET Courses and Students with Special Education Needs* fact sheet, as well as *Collaborative Curriculum Planning* advice, on the BOSTES website.

Students in Years 9 and 10 (Stage 5)

In certain circumstances students in Years 9 and 10 (Stage 5) may access Stage 6 VET courses. Further information is available on the BOSTES website at www.boardofstudies.nsw.edu.au/voc_ed/stage-5.html.

Occupational licensing requirements for property development, sales and management will need to be considered.

Licensing requirements in property development, sales and management

Individuals commencing work in the property services industry in NSW are required to apply for a certificate of registration. All applicants for this certificate of registration must be at least 16 years of age.

The licensing authority is NSW Fair Trading (www.fairtrading.nsw.gov.au >Property agents and managers > Licensing and certification).