



VET Content Endorsed Course

Stage 6 Course Description

Property Services

for implementation from 2010

Property Services (120 indicative hours)

Property Services (240 indicative hours)

Property Services Specialisation Study (60 indicative hours)

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1 Introduction to Vocational Education and Training (VET) Content Endorsed Courses

Vocational Education and Training (VET) Content Endorsed Courses (CECs) give students the opportunity to gain credit towards the NSW Higher School Certificate (HSC) and credit towards national vocational qualifications under the Australian Qualifications Framework (AQF).

VET CECs are based on nationally endorsed Training Packages or accredited courses. They specify the range of industry-developed units of competency from the relevant Training Package(s) which are suitable for the HSC. They also define how units of competency are arranged in HSC VET courses to gain unit credit for the HSC.

Courses within VET CECs count as Board Endorsed unit credit for the HSC and do not contribute towards an Australian Tertiary Admission Rank (ATAR).

This VET CEC course description contains the HSC Property Services courses to be delivered for the HSC by schools, TAFE NSW colleges and other Registered Training Organisations (RTOs) on behalf of schools or TAFE NSW colleges.

2 The Higher School Certificate Program of Study

The purpose of the HSC program of study is to:

- provide a curriculum structure which encourages students to complete secondary education
- foster the intellectual, social and moral development of students, in particular developing their:
 - knowledge, skills, understanding and attitudes in the fields of study they choose
 - capacity to manage their own learning
 - desire to continue learning in formal or informal settings after school
 - capacity to work with others
 - respect for the cultural diversity of Australian society
- provide a flexible structure within which students can prepare for:
 - further education and training
 - employment
 - full and active participation as citizens
- provide formal assessment and certification of students' achievements
- provide a context within which schools also have the opportunity to foster students' physical and spiritual development.

3 VET in the NSW HSC

3.1 The national context

VET programs offered for the HSC are consistent with the National Training Framework (NTF). The NTF is the system of vocational education and training that:

- applies nationally
- is made up of the Australian Quality Training Framework (AQTF) and nationally endorsed Training Packages. The AQTF is the agreed quality framework for the national VET system.

The Australian Qualification Framework (AQF) is the policy framework that defines all qualifications recognised nationally in post-compulsory education and training in Australia. HSC VET course qualifications are recognised within the AQF.

3.2 Determination of AQF VET qualifications for HSC students

HSC VET CECs are based on units of competency and qualifications contained in nationally endorsed Training Packages. These AQF VET qualifications are determined by the qualification rules for each Training Package, referred to as *qualification packaging rules*. The qualification packaging rules describe the number and range of units of competency required for eligibility for an AQF VET qualification.

Course structures for the HSC are described in each CEC. In order to have satisfactorily completed a VET CEC course, students must follow the course structure, attempt the required units of competency with diligence and sustained effort and fulfil any work placement requirements.

The rules and structure of HSC VET courses are not always identical to the qualification packaging rules. In some cases more units of competency are required for the HSC course than are required for successful completion of the AQF VET qualification.

Students may still be eligible for the AQF VET qualification as a result of meeting the requirements of the packaging rules for that qualification prior to completing all HSC course requirements.

Sections 7.4 to 7.7 outline the HSC courses, course requirements and units of competency within the Property Services VET CEC.

Section 12 outlines the qualification packaging rules for the AQF VET qualifications available through the Property Services VET CEC (reproduced directly from the Training Package) and should be consulted when selecting elective units of competency.

4 Rationale

‘Property Services’ is the business of providing services to property or property owners. Approximately 11% of the total workforce is employed in this industry area, with careers ranging from blue collar and trades positions to technical and scientific, management and professional careers. Property development, sales and management represents one of the three major areas of the industry.¹

The *Property Services Training Package (CPP07)* offers qualifications from Certificate 1 to Advanced Diploma across a range of industry areas. The Property Services CEC is based on units of competency from this Training Package.

The inclusion of courses in property services in the HSC that are based on industry-recognised AQF VET qualifications allows students to access both long-term and short-term employment opportunities. Courses within the Property Services CEC provide an opportunity for students to gain Certificate III in Property Services (Agency) or Property Services (Operations) as part of their HSC. Apart from being nationally recognised, these AQF VET qualifications articulate into higher-level qualifications in the property services industry which students may pursue post-school.

Learning in each HSC course within the Property Services CEC provides opportunities for students to develop relevant technical, vocational and interpersonal competencies suitable for employment and further training in property services. It also provides for the development of employability skills such as teamwork and communication which are transferable to other industry areas and are a key feature of the qualifications available through the VET CEC.

5 Aim

The Property Services VET CEC is designed to enable students to acquire a range of technical, practical, personal and organisational skills valued both within and beyond the workplace. They will also acquire underpinning knowledge and skills related to work, employment and further training within the property services industry. Through the study of this course, students will gain experiences that can be applied to a range of contexts, including work, study and leisure, and that will assist them to make informed career choices.

¹ www.cpsisc.com.au

6 Property Services VET Content Endorsed Course (CEC)

6.1 AQF VET qualifications available in the Property Services VET CEC

The Property Services VET CEC is based on the national *Property Services Training Package (CPP07)*.

The AQF VET qualifications available in the Property Services VET CEC are:

- Certificate III in Property Services (Agency) (CPP30207)
- Certificate III in Property Services (Operations) (CPP30309).

Section 12 of this document outlines the qualification packaging rules for these qualifications.

6.2 Units of competency

Details about individual units of competency in courses in the Property Services VET CEC are contained in the *Property Services Training Package (CPP07)*. This Training Package is available on the National Training Information Services (NTIS) website (www.ntis.gov.au).

The units of competency that can be delivered and assessed are determined by the scope of the registration of each registered training organisation (RTO). **Teachers and trainers should check their accreditation and their RTO's scope of registration before determining which units of competency are to be included in their teaching and assessment programs. School principals should seek documentary evidence of the scope of any external RTO delivering an HSC VET course.** Scope of registration can be checked on the NTIS website (www.ntis.gov.au).

It is the responsibility of the RTO to determine both the resources required for course delivery, and the AQF VET qualifications that must be held by teachers and trainers delivering and assessing courses within the Property Services VET CEC on behalf of the RTO.

Information about the delivery of VET courses for the HSC by RTOs other than schools or TAFE NSW colleges is contained in the Board of Studies *Assessment, Certification and Examination (ACE) Manual* and relevant Board of Studies Official Notices (refer to the Board's website www.boardofstudies.nsw.edu.au).

7 Course Structures

7.1 Courses within the Property Services VET CEC

A VET CEC describes the units of competency that have been identified as being suitable for the purposes of the HSC. Units of competency in the Property Services VET CEC are detailed in **Sections 7.4, 7.5 and 7.7**.

Each course in a VET CEC describes how the available units of competency can be grouped to gain units of credit towards the HSC.

The Property Services VET CEC contains the following courses:

- Property Services (120 indicative hours) – see Sections 7.4 and 7.7
- Property Services (240 indicative hours) – see Sections 7.5 and 7.7
- Property Services Specialisation Study (60 indicative hours) – see Sections 7.6 and 7.7.

The maximum number of Preliminary and/or HSC units of credit available from this VET CEC is five.

7.1.1 The selection of units of competency

Units of competency should be selected within course structures to maximise students' eligibility for AQF VET qualifications and an occupational outcome. **Section 12** provides the qualification packaging rules for the qualifications available through the Property Services VET CEC (reproduced directly from the Training Package). **Table 3** (pp 37–39) lists the status of each unit of competency in relation to the qualifications. This information should be considered when selecting elective units of competency.

An integrated or holistic approach to course delivery and assessment should be adopted.

7.2 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, 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 within the VET CEC. 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 indicative hours allocated, only the delivery hours.

It is also expected that students will need to spend additional time practising skills in a work environment and in completing projects and assignments, in order to fulfil Training Package assessment requirements.

The indicative hours assigned to each unit of competency included in the Property Services VET CEC for the purpose of unit credit towards the HSC are detailed in **Sections 7.4, 7.5 and 7.7**.

7.3 Recognition of Prior Learning (RPL) and credit transfer

Recognition of Prior Learning (RPL) and credit transfer refer to the acknowledgement of evidence of a student's achievement of competencies or learning outcomes. They are processes that allow students to have their previous learning – both formal and informal – count towards their HSC VET courses and AQF VET qualifications.

RPL is an assessment process that assesses the individual student's non-formal and informal learning to determine the extent to which that individual has achieved the competency standards. **Where the outcomes of this process indicate that the student is competent, structured training is not required.**

Credit transfer is a process that provides credit for a unit of competency previously achieved. **Students should be given recognition for units of competency already held. Structured training or assessment for these units is not required.**

The RPL requirements of the AQTF and the Board of Studies must be met.

7.3.1 RPL and credit transfer in VET courses

Students undertaking HSC courses in the Property Services VET CEC may already hold units of competency or have current knowledge, skills and experience relevant to the units of competency within the courses.

Students can be granted credit (RPL or credit transfer) for:

- units of competency within AQF VET qualifications
- HSC VET course outcomes and content as defined by the indicative hour requirements of HSC VET courses
- mandatory work placement requirements.

Further information about the arrangements for RPL and credit transfer within VET courses, including processes, application forms and examples of possible scenarios, is available on the Board's website at www.boardofstudies.nsw.edu.au/voc_ed/rpl.html

7.4 Property Services (120 indicative hours)

Purpose

The purpose of this course is to provide students with the opportunity to develop knowledge and skills in property development, sales and management.

HSC unit credit

HSC unit credit for VET courses can be accredited to the Preliminary and/or HSC pattern of study.

This course is accredited for a total of two units at the Preliminary and/or HSC level.

To count a course towards the HSC program of study students must satisfy the course completion criteria as required by the Board of Studies. Refer to Section 8.4 of the *Assessment, Certification and Examination (ACE) Manual*.

Course requirements

- Students must attempt:
 - **TWO** compulsory units of competency:

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
CPPDSM3009A	Maintain workplace safety in the property industry	Nil	15
CPPDSM3010A	Meet customer needs and expectations in the property industry	Nil	20
Total HSC indicative hours for compulsory units of competency			35

- **AND** units of competency to a minimum value of **85 HSC indicative hours** from Table 1 (Section 7.7, pp17–18).

Table 3 (pp 37–39) lists the status of each unit of competency in relation to the qualifications available through this course. This section should guide the selection of units of competency to meet qualification requirements.

- It is strongly recommended that students complete a minimum of 35 hours of work placement.

AQF VET qualification

To receive AQF VET qualifications, students must meet the assessment requirements of the *Property Services Training Package (CPP07)*. A qualified assessor must conduct the assessment.

Depending on the selection and achievement of units of competency, the possible qualification outcomes are:

- Statement of Attainment towards Certificate III in Property Services (Agency) (CPP30207)
- Statement of Attainment towards Certificate III in Property Services (Operations) (CPP30309).

Qualification packaging rules are in Section 12 of this document.

Access including access by students in Stage 5

Occupational licensing requirements for property development, sales and management will need to be considered. 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. Refer to Sections 11.2.3 and 9.2.4 of this document.

In certain circumstances students in Stage 5 may access this Stage 6 VET course while also completing the requirements for the award of the School Certificate. Further information is available on the Board of Studies website at www.boardofstudies.nsw.edu.au/voc_ed/stage-5.html

BOS course numbers

BOS course name	Pattern of study	BOS course number	Schools Online entry advice
Property Services (120-hours)	2 units x 1 year	58080* (school/private provider delivered)	Enter this course number for either Preliminary (Year 11) or HSC (Year 12)
		43338 (TAFE NSW delivered)	

* For quality assurance purposes, where this course is to be delivered by a school or private provider, it is necessary for the school to apply to be endorsed, to offer the course. Details of the *Application to Link to a Board Endorsed VET Course* can be found on the Board's website at www.boardofstudies.nsw.edu.au/voc_ed/link-board-endorsed-courses.html

Exclusion(s)

- Property Services (240 indicative hours)
- a number of Board Developed HSC courses include a requirement for the development of project work for either internal or external assessment. Projects or products developed as part of HSC VET courses are not to be used either in full or in part for assessment in any other HSC course.

7.5 Property Services (240 indicative hours)

Purpose

The purpose of this course is to provide students with the opportunity to gain knowledge and skills to enable the individual to commence a career and be an effective employee in property development, sales and management.

HSC unit credit

HSC unit credit for VET courses can be accredited to the Preliminary and/or HSC pattern of study.

This course is accredited for a total of four units at the Preliminary and/or HSC level.

To count a course towards the HSC program of study students must satisfy the course completion criteria as required by the Board of Studies. Refer to Section 8.4 of the *Assessment, Certification and Examination (ACE) Manual*.

Course requirements

- Students must attempt:
 - **TWO** compulsory units of competency:

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
CPPDSM3009A	Maintain workplace safety in the property industry	Nil	15
CPPDSM3010A	Meet customer needs and expectations in the property industry	Nil	20
Total HSC indicative hours for compulsory units of competency			35

- **AND** units of competency to a minimum value of **205 HSC indicative hours** from Table 1 (Section 7.7, pp 17–18).

Table 3 (pp 37–39) lists the status of each unit of competency in relation to the qualifications available through this course. This section should guide the selection of units of competency to meet qualification requirements.

- It is strongly recommended that students complete a minimum of 70 hours of work placement.

AQF VET qualification

To receive AQF VET qualifications, students must meet the assessment requirements of the *Property Services Training Package (CPP07)*. A qualified assessor must conduct the assessment.

Depending on the selection and achievement of units of competency, the possible qualification outcomes are:

- Certificate III in Property Services (Agency) (CPP30207)
- Certificate III in Property Services (Operations) (CPP30309).

Qualification packaging rules are in Section 12 of this document.

Access including access by students in Stage 5

Occupational licensing requirements for property development, sales and management will need to be considered. 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. Refer to Sections 9.2.3 and 9.2.4 of this document.

In certain circumstances students in Stage 5 may access this Stage 6 VET course while also completing the requirements for the award of the School Certificate. Further information is available on the Board of Studies website at www.boardofstudies.nsw.edu.au/voc_ed/stage-5.html

BOS course numbers

BOS course name	Pattern of study	BOS course number	Schools Online entry advice
Property Services (240-hours)	2 units x 2 years	58081* (school/private provider delivered)	Enter this course number for both Preliminary (Year 11) and HSC (Year 12)
		43340 (TAFE NSW delivered)	
	4 units x 1 year	58082* (school/private provider delivered)	Enter this course number for either Preliminary (Year 11) or HSC (Year 12)
		43336 (TAFE NSW delivered)	

* For quality assurance purposes, where this course is to be delivered by a school or private provider, it is necessary for the school to apply to be endorsed to offer the course. Details of the *Application to Link to a Board Endorsed VET Course* can be found on the Board's website at www.boardofstudies.nsw.edu.au/voc_ed/link-board-endorsed-courses.html

The pattern of study entered should reflect the delivery of the course over successive years. Students will be credentialled for the HSC unit credit entered each calendar year provided they have satisfactorily completed the course requirements for that calendar year as determined by the school/RTO.

Exclusion(s)

- Property Services (120 indicative hours)
- a number of Board Developed HSC courses include a requirement for the development of project work for either internal or external assessment. Projects or products developed as part of HSC VET courses are not to be used either in full or in part for assessment in any other HSC course.

7.6 Property Services Specialisation Study (60 indicative hours)

Purpose

The purpose of this course is to provide students with the opportunity to gain Certificate III in Property Services (Agency).

HSC unit credit

HSC unit credit for VET courses can be accredited to the Preliminary and/or HSC pattern of study.

This course is accredited for a total of one unit at the Preliminary or HSC level.

To count a course towards the HSC program of study students must satisfy the course completion criteria as required by the Board of Studies. Refer to Section 8.4 of the *Assessment, Certification and Examination (ACE) Manual*.

Course eligibility

The Property Services Specialisation Study is only available to students who are:

- currently entered in, or have completed, the Property Services (240 indicative hours) course
- with
- enrolment continuing in the same qualification as for the Property Services (240 indicative hours) course.

Course requirements

- Students must attempt units of competency to a minimum value of 60 HSC indicative hours from Table 1 (Section 7.7, pp 17–18).
Table 3 (pp 37–39) lists the status of each unit of competency in relation to the qualifications available through this course. This section should guide the selection of units of competency to meet qualification requirements.
- For students undertaking the 60-hour Specialisation Study the work placement requirement should be met through the recommended 70 hours of work placement in the Property Services (240 indicative hours) course.

AQF VET qualification

To receive AQF VET qualifications, students must meet the assessment requirements of the *Property Services Training Package (CPP07)*. A qualified assessor must conduct the assessment.

Depending on the selection and achievement of units of competency, the possible qualification outcome is:

- Certificate III in Property Services (Agency) (CPP30207).

Access including access by students in Stage 5

Occupational licensing requirements for property development, sales and management will need to be considered. 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. Refer to Sections 9.2.3 and 9.2.4 of this document.

In certain circumstances students in Stage 5 may access this Stage 6 VET course while also completing the requirements for the award of the School Certificate. Further information is available on the Board of Studies website at www.boardofstudies.nsw.edu.au/voc_ed/stage-5.html

BOS course numbers

BOS course name	Pattern of study	BOS course number	Schools Online entry advice
Property Services Specialisation Study (60-hours)	1 unit x 1 year	58083* (school/private provider delivered)	Enter this course number for either Preliminary (Year 11) or HSC (Year 12)
		43357 (TAFE NSW delivered)	

* For quality assurance purposes, where this course is to be delivered by a school or private provider, it is necessary for the school to apply to be endorsed to offer the course. Details of the *Application to Link to a Board Endorsed VET Course* can be found on the Board's website at www.boardofstudies.nsw.edu.au/voc_ed/link-board-endorsed-courses.html

Exclusion(s)

- a number of Board Developed HSC courses include a requirement for the development of project work for either internal or external assessment. Projects or products developed as part of HSC VET courses are not to be used either in full or in part for assessment in any other HSC course.

7.7 Property Services units of competency

Table 1 Elective pool

ELECTIVE POOL			
Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
BSBADM311A	Maintain business resources	Nil	15
BSBCMM301A	Process customer complaints	Nil	20
BSBDIV301A	Work effectively with diversity	Nil	15
BSBFIA301A	Maintain financial records	Nil	30
BSBFLM303C	Contribute to effective workplace relationships	Nil	25
BSBINM301A	Organise workplace information	Nil	20
BSBITS401A	Maintain business technology	Nil	20
BSBITU306A	Design and produce business documents	Nil	25
BSBSUS201A	Participate in environmentally sustainable work practices	Nil	15
BSBWOR301A	Organise personal work priorities and development	Nil	20
BSBWRT301A	Write simple documents	Nil	20
CPPDSM3001A	Assist in listing properties for lease	Nil	20
CPPDSM3002A	Assist in listing properties for sale	Nil	20
CPPDSM3003A	Assist in marketing properties for lease	Nil	20
CPPDSM3004A	Assist in marketing properties for sale	Nil	20
CPPDSM3005A	Assist with the sale of properties	Nil	20
CPPDSM3006A	Collect and process property information	Nil	25
CPPDSM3007A	Identify risks and opportunities in the property industry	Nil	10
CPPDSM3008A	Maintain and protect condition of managed properties	Nil	20
CPPDSM3011A	Monitor building facilities	Nil	20

Table 1 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours of credit
CPPDSM3013A	Perform and record property management activities and transactions	Nil	30
CPPDSM3014A	Undertake property inspection	Nil	15
CPPDSM3015A	Use and maintain property and client information databases	Nil	20
CPPDSM3016A	Work in the property industry [§]	Nil	30
CPPDSM3017A	Work in the strata/community management sector [§]	Nil	30
CPPDSM3018A	Identify risks to agency operations	Nil	20
CPPDSM3019A	Communicate with clients as part of agency operations [§]	Nil	20
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work [§]	Nil	30
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work [§]	Nil	30
CPPDSM4080A	Work in the real estate industry [§]	Nil	30
CPPDSM4081A	Work in the stock and station agency sector [§]	Nil	30
FNSICGEN302B	Use technology in the workplace	Nil	15
FNSICGEN305B	Maintain daily financial/business records	Nil	20

[§] This unit of competency is required for a certificate of registration in particular job role(s) within the NSW property industry – see Sections 11.2 and 11.2.1 for further details.

8 Work Placement

Work placement is strongly recommended within this VET CEC and appropriate hours have been assigned to each course.

Learning in the workplace will enable students to:

- progress towards the achievement of industry competencies
- develop appropriate attitudes towards work
- learn a range of behaviours appropriate to the industry
- practise and apply skills acquired in the classroom or workshop
- develop additional skills and knowledge, including employability skills.

The recommended work placement requirements for courses in this VET CEC are not intended to indicate the time required for the achievement of units of competency. The amount of learning in the workplace that is needed to achieve a unit of competency will vary.

8.1 Work placement requirements

Occupational licensing requirements for property development, sales and management will need to be considered. 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. Refer to Sections 11.2 and 11.2.1 of this document.

It is strongly recommended that students complete the following work placement for Property Services VET CEC courses:

- Property Services (120 indicative hours) – a minimum of 35 hours in a workplace
- Property Services (240 indicative hours) – a minimum of 70 hours in a workplace
- Property Services Specialisation Study (60 indicative hours) – the work placement requirement should be met through the 70 hours of work placement in the Property Services (240 indicative hours) course.

It is the responsibility of the school and/or RTO to determine how course outcomes are best achieved and to structure delivery accordingly. If additional work placement or classroom time is required to enable individual students or class groups to achieve the competencies, this will be determined by the deliverer, but it does not affect the indicative HSC hours.

Further information and advice on the implementation of work placement are contained in policy statements or guidelines available from the relevant school system/sector authority or the RTO.

8.2 Part-time work

Under some circumstances, students' part-time work in an appropriate workplace may be used to fulfil work placement requirements. For further details, teachers and principals should consult the Board of Studies *Assessment, Certification and Examinations (ACE) Manual* or relevant Board of Studies Official Notices.

9 Assessment Requirements and Advice

Assessment is the process of gathering information and making judgements about student achievement for a variety of purposes. In the HSC, those purposes include:

- assisting student learning
- evaluating and improving teaching and learning programs
- providing evidence of satisfactory achievement
- providing HSC results.

For HSC VET courses, they also include:

- confirming whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency
- determining eligibility for AQF VET qualifications.

9.1 Competency-based assessment

The courses within the Property Services VET CEC are competency-based courses. The Board of Studies and the AQTF requires that a competency-based approach to assessment is used. Assessment must meet the requirements of the *Property Services Training Package (CPP07)*.

In a competency-based course, assessment of competencies is standards-referenced. This means that a participant's performance is judged against a prescribed standard contained in each unit of competency, not against the performance of other participants.

The purpose of assessment is to judge competence on the basis of the performance criteria set out under each element of competency. A participant is judged either 'competent' or 'not yet competent'. This judgement is made on the basis of a range of evidence, which may be in a variety of forms.

Competency-based assessment focuses on the requirements of the workplace. Competence incorporates all aspects of work performance, including problem-solving and the capacity to apply knowledge and skills in both familiar and new situations. Assessment of competence involves the assessment of skills and knowledge combined.

It is not necessary, nor is it desirable, for individual performance criteria to be demonstrated separately for assessment purposes. Rather, **assessors should adopt an integrated or holistic approach to assessment**. This means that a number of elements of competency or even several units of competency are assessed together. This method of assessment is strongly recommended because the concept of competency involves the integration of a wide range of skills, knowledge and attitudes.

The evidence guide in a unit of competency identifies the specific skills and knowledge required to demonstrate achievement of the unit of competency.

9.2 Training Package requirements

To achieve an AQF VET Certificate or Statement of Attainment, a student or worker must be assessed as competent according to the requirements set out in the national Training Package. A qualified assessor under the auspices of the RTO that is to issue the qualification must conduct the assessment.

9.2.1 Assessment guidelines

The assessment guidelines of a Training Package are part of the mandatory components of the package.

The role of the assessment guidelines is to set out principles and provide guidance that ensure fair, valid, consistent assessment.

The assessment guidelines in the Property Services Training Package set out information on:

- the assessment system
- licensing requirements
- learning and assessment pathways
- assessor requirements
- industry assessment contextualisation
- designing assessment tools
- conducting assessment
- assessment of employability skills
- employability skills in the property services context
- further sources of information.

The full text of the assessment guidelines and units of competency is included in the national *Property Services Training Package (CPP07)* available on the NTIS website (www.ntis.gov.au).

In addition to the assessment guidelines, the Training Package contains an evidence guide for the assessment of each unit of competency within courses in the VET CEC.

9.2.2 Using qualified assessors

The Training Package specifies that a qualified assessor must conduct assessment.

The AQTF specifies mandatory competency requirements for assessors. Element 1.4 from the AQTF Essential Standards for Registration is as follows:

- 1.4 Training and assessment are conducted by trainers and assessors who:
- a) have the necessary training and assessment competencies as determined by the National Training Quality Council or its successors
 - b) have the relevant vocational competencies at least to the level being delivered or assessed
 - c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.

It is important to note that it is not necessary for one individual to meet both components of assessor qualifications. The 'qualified assessor' might consist of an assessment partnership or team in which one partner has assessor qualifications and the other has technical expertise.

All assessors who are engaged in assessing units of competency from the Property Services Training Package must be either:

- employed by an RTO
- OR
- acting under the registration of an RTO (for example, a teacher working at a delivery site of a school sector RTO).

10 HSC Requirements and Certification

10.1 Course completion requirements

For a student to be considered to have satisfactorily completed a course within the Property Services VET CEC there must be sufficient evidence that the student has:

- followed the course endorsed by the Board
- applied themselves with diligence and sustained effort to the set tasks and experiences provided in the course by the school/RTO
- achieved some or all of the course outcomes.

Refer to the Board's *Assessment, Certification and Examination (ACE) Manual* for further information (www.boardofstudies.nsw.edu.au).

10.2 Preliminary and HSC unit credit

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

10.3 Reporting achievement in the HSC

The HSC credentials received by students are used by the Board to report satisfactory completion of courses within the Property Services VET CEC. Each course will be listed on the HSC Record of Achievement together with the HSC unit credit value. The Record of Achievement will also refer to separate vocational documentation.

For students who have fulfilled the requirements of an AQF VET qualification, the vocational documentation will consist of the relevant Certificate and an accompanying Transcript of Competencies Achieved. Students who have achieved partial completion of an AQF VET qualification will receive a Statement of Attainment, which lists all units of competency achieved towards the qualification.

11 Other Information

11.1 Providing for all students

11.1.1 Students with special education needs

Courses in the Property Services VET CEC are available to all students.

Students with special education needs may access:

- all courses within the Property Services VET CEC under regular course arrangements
- OR**
- units of competency selected through the collaborative curriculum planning process from the relevant course units of competency detailed in Section 7 of this document.

Students with special education needs may require adjustments to learning and assessment strategies as well as additional time to demonstrate the required level of competence.

Reasonable adjustments to delivery and assessment are appropriate provided they conform to the industry competency standards as expressed in the *Property Services Training Package (CPP07)*.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability.

An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An education provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable.²

Reasonable adjustments should be based upon the individual student's needs and abilities.

The appropriate units of competency should be selected through the collaborative curriculum planning process to work towards the achievement of an AQF VET Certificate and an occupational outcome.

It is recommended that the collaborative curriculum planning should prioritise units of competency that provide essential foundation skills for employment in the property services industry.

Successful participation in courses within the Property Services VET CEC for students with special education needs will require:

- collaborative curriculum planning to meet individual needs
- appropriate learning and assessment strategies
- appropriate consultation on strategies to support the recommended work placement
- ongoing partnerships between schools, students, parents, teachers, employers and others in the community.

To develop skills and knowledge to industry standard, students with special education needs may require extended time and additional support, both off the job and in the workplace.

² Training Package Development Handbook Guidelines: Training Packages, www.tpdh.deewr.gov.au

Work placement

It is strongly recommended that students with special education needs undertake the minimum work placement requirement for courses within the Property Services VET CEC, described in Section 7 (course requirements) and in Section 8 of this document.

Assessment

Students with special education needs are subject to the assessment requirements detailed in Section 9 of this document. Some students may require adjustments to assessment strategies as well as additional time to demonstrate the required level of competence.

AQF VET qualifications

Eligibility for AQF VET qualifications is the same for all students. To receive AQF VET qualifications, students with special education needs must meet the assessment requirements of the *Property Services Training Package (CPP07)*. A qualified assessor must conduct the assessment.

11.1.2 Gender and cultural considerations

VET CECs address the needs of a broad range of students. Material developed for teaching and assessment programs in the Property Services VET CEC must not contain any bias related to a student's gender or cultural background. Case studies, illustrative examples and other materials used for teaching and assessment should be selected such that they do not reinforce gender or cultural stereotypes.

11.1.3 School-based trainees

The Property Services VET CEC includes provision for school-based trainees to gain unit credit towards the HSC for the school-based formal training component of their traineeship.

Students may elect to complete the Board Endorsed *Stage 6 Industry-based Learning Course* enabling them to gain HSC credit for the on-the-job component of the school-based traineeship.

Further information on requirements and arrangements for school-based traineeships in the property services industry is available from:

- school system/sector authorities
- the Department of Education and Training State Training Centres
- the apprenticeships and traineeships website (<http://apprenticeship.det.nsw.edu.au>)
- the Department of Education and Training Vocational Education in Schools school-based apprenticeships and traineeships in NSW (www.sbatinnsw.info)
- Australian Apprenticeship Centres.

11.2 Licensing requirements in property development, sales and management

The following information is drawn from the Property Services Training Package (CPP07).

A number of occupations covered by competencies and qualifications for property development, sales and management are subject to state and territory occupational licensing requirements. These requirements vary across jurisdictions.

Users of the CPP07 Training Package are advised to consult the relevant occupational licensing authority in their state or territory.

Licensed occupations in New South Wales for property development, sales and management include:

- real estate agent
- stock and station agent
- business agent
- strata managing agent
- on-site residential property manager.

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

11.2.1 Certificates of Registration in the NSW property industry

Table 2 Units of competency required³

Unit code	Unit title	Business Salesperson	Real Estate Salesperson	Stock and Station Salesperson	Registered On-site Residential Property Manager	Registered Strata Manager
CPPDSM3016A	Work in the property industry					✓
CPPDSM3017A	Work in the strata/community management sector					✓
CPPDSM3019A	Communicate with clients as part of agency operations	✓	✓	✓	✓	✓
CPPDSM4007A	Identify legal and ethical requirements of property management		✓		✓	
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work	✓	✓	✓		
CPPDSM4079A	Work in the business broking sector [±]	✓				
CPPDSM4080A	Work in the real estate industry		✓		✓	
CPPDSM4081A	Work in the stock and station agency sector			✓		

[±] This unit of competency is not available as an elective in the Property Services VET CEC.

³ www.fairtrading.nsw.gov.au

11.3 Articulation to further training

Students achieving units of competency in this VET CEC can apply to have those units recognised in other endorsed Training Package qualifications.

Students and teachers should investigate the qualifications within the *Property Services Training Package (CPP07)* to identify possible training pathways. In some instances these may include higher-level courses at TAFE NSW or other RTOs which may provide for advanced standing in related university courses.

Occupational licensing requirements are detailed in Section 11.2 of this document. To maximise student opportunities post-school, these requirements should be taken into consideration when selecting units of competency for delivery in this VET CEC.

Students seeking to gain credit towards AQF VET qualifications in other industries may use the qualifications gained in property services as evidence of competency for related units of competency in any national Training Package.

12 Minimum Requirements for AQF VET Qualifications

The following pages outline the qualification packaging rules for the AQF VET qualifications available in this VET CEC. This information is reproduced directly from the *Property Services Training Package (CPP07)*. It is included so that the minimum requirements for achieving the industry qualifications are clear. Students who meet these requirements will be eligible for the relevant AQF VET Certificate, whether or not they have met the additional requirements of the HSC course.

Please note: The shaded units of competency are available in the Property Services VET CEC. HSC course requirements are outlined in Section 7.

CPP30207 Certificate III in Property Services (Agency)

Qualification requirements

Packaging rules
<p>To achieve recognition at the Certificate III level, the candidate must demonstrate competency in the five core units, plus nine electives chosen from the agency administration units and/or the property sales and management units (total fourteen units).</p> <p>Of the nine elective units, up to four units may be chosen from:</p> <ul style="list-style-type: none"> • any Certificate III or Certificate IV qualification in CPP07 Property Services Training Package • any Certificate III qualification in BSB07 Business Services or FNS04 Financial Services Training Packages, provided that the units do not duplicate units in CPP07 Property Services Training Package. <p>All units must contribute to a valid, industry-supported vocational outcome.</p>

Core units	
CPPDSM3009A	Maintain workplace safety in the property industry
CPPDSM3010A	Meet customer needs and expectations in the property industry
CPPDSM3015A	Use and maintain property and client information databases
CPPDSM3018A	Identify risks to agency operations
CPPDSM4080A	Work in the real estate industry
or	
CPPDSM4081A	Work in the stock and station agency sector

Elective units	
<i>Agency administration</i>	
BSBADM311A	Maintain business resources
BSBCMM301A	Process customer complaints
BSBDIV301A	Work effectively with diversity
BSBINM301A	Organise workplace information
BSBITS401A	Maintain business technology
BSBITU306A	Design and produce business documents
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR301A	Organise personal work priorities and development
BSBWRT301A	Write simple documents
FNSICGEN302B	Use technology in the workplace
FNSICGEN305B	Maintain daily financial/business records
<i>Property sales and management</i>	
CPPDSM3001A	Assist in listing properties for lease
CPPDSM3002A	Assist in listing properties for sale
CPPDSM3003A	Assist in marketing properties for lease
CPPDSM3004A	Assist in marketing properties for sale
CPPDSM3005A	Assist with the sale of properties
CPPDSM3006A	Collect and process property information
CPPDSM3008A	Maintain and protect condition of managed properties
CPPDSM3013A	Perform and record property management activities and transactions
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

Employability Skills Qualification Summary	
<i>Employability skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
Communication	<ul style="list-style-type: none"> • apply reading skills to access organisational information • apply literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms • apply numeracy skills to calculate and interpret data and to interpret customer requirements and meet their needs • communicate the workplace safety requirements • communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities • employ effective communication strategies to establish rapport with clients, determine client needs, and provide accurate advice and follow-up services in line with agency practice • explain features and benefits of relevant products and services to customers • follow written and verbal instructions • record and report details of incidents in the work area and clearly explain information on OHS issues • use communication techniques appropriate to the relationship and the purpose of interaction • use language skills to communicate adequately with the customer • use effective communication strategies to establish rapport with clients, ascertain client needs, and provide accurate advice and follow-up services in line with agency practice • produce different forms of reports using information retrieved from relevant property and client information databases • review and check reports for accuracy
Teamwork	<ul style="list-style-type: none"> • apply interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • contribute with colleagues to participative arrangements for OHS management in the workplace • identify roles and responsibilities of key personnel involved in agencies in line with legislative requirements and agency practice • identify and seek advice from relevant people about limitations in responding to customer needs • provide feedback to relevant personnel • raise OHS issues with relevant people according to legislative and organisational requirements • recognise and report hazards at work to relevant people according to organisational requirements • seek feedback from customers
Problem-solving	<ul style="list-style-type: none"> • analyse situations and make decisions regarding the selection of property or client information • apply appropriate responses to emergency situations • clarify and meet customer needs and expectations in the property industry in a single encounter or multiple encounters, on a one-to-one basis with a customer • evaluate potential or existing risks and hazards in the workplace and interpret and comply with OHS safety signs and symbols • identify and control workplace risks and hazards • identify causes and potential impact of risks on agency

Property Services VET Content Endorsed Course Description

<i>Employability skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
	<ul style="list-style-type: none"> • identify and solve problems when establishing and maintaining customer relationships • identify and correctly use processes and procedures relevant to customer relationships • make decisions consistent with legislative and ethical requirements
Initiative and enterprise	<ul style="list-style-type: none"> • assist with the implementation of safety policy and procedures into the workplace • comply with ergonomic and environmental protection requirements • follow safe operating practices and procedures when using tools and equipment • identify special requirements of customers and provide appropriate advice on relevant products and services • identify and interpret property information for use in the preparation of reports • negotiate to assist clients with property sales and property management matters
Planning and organising	<ul style="list-style-type: none"> • apply risk management strategies associated with advising clients on property sales and property management options • check information for clarity, accuracy, currency and relevance in line with agency procedures, legislative requirements and privacy guidelines • identify key operations of estate agencies in the context of legislative and agency requirements • identify limitations in responding to customer needs • follow emergency procedures according to OHS and organisational requirements • plan, organise and schedule work-related tasks • provide client with options and alternatives where appropriate • undertake work-related tasks associated with identifying and responding to risks
Self-management	<ul style="list-style-type: none"> • assess personal skills in identifying and responding to agency risk • assist the implementation of safety policy and procedures into the workplace • apply relevant agreements, codes of practice or other legislative requirements to work processes • conduct work using safe workplace practices and according to OHS policies and procedures and organisational requirements • comply with industry and agency norms in regard to personal presentation and professional image • comply with workplace safety agreements according to legislative and organisational requirements • ensure compliance with legislative requirements and industry and agency practice by identifying ethical and conduct standards • identify key legislation and regulations relevant to agency operations • interpret and comply with legislative and agency requirements • model ethical practice • source specialist advice in line with agency practice
Learning	<ul style="list-style-type: none"> • assess personal knowledge and skills in providing real estate services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities • identify and plan opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in line with agency practice • understand OHS procedures and guidelines relevant to workplace operations • understand the range and meaning of OHS safety signs and symbols

<i>Employability skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
	<ul style="list-style-type: none"> • understand relevant federal, state or territory, and local government legislation and regulations • understand specified products and services to provide assistance to customers
Technology	<ul style="list-style-type: none"> • access the internet and web pages • prepare online forms • lodge electronic documents • search online and agency databases • receive emails and complete standard forms online • identify appropriate property or client database

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Please note: The shaded units of competency are available in the Property Services VET CEC. HSC course requirements are outlined in Section 7.

CPP30309 Certificate III in Property Services (Operations)

Qualification requirements

Packaging rules

To achieve recognition at the Certificate III level, the candidate must demonstrate competency in the eight core units, plus three electives (total eleven units).

A minimum of two of the three electives must be taken from the electives listed below. One of the elective units may be chosen from either:

- the Certificate IV in Property Services (Operations)
- any Certificate III qualification in CPP07 Property Services Training Package
- any Certificate III qualification in any other endorsed Training Package.

All units must contribute to a valid, industry-supported vocational outcome.

Core units

BSBFLM303C	Contribute to effective workplace relationships
CPPDSM3006A	Collect and process property information
CPPDSM3007A	Identify risks and opportunities in the property industry
CPPDSM3009A	Maintain workplace safety in the property industry
CPPDSM3010A	Meet customer needs and expectations in the property industry
CPPDSM3011A	Monitor building facilities
CPPDSM3016A	Work in the property industry
CPPDSM3019A	Communicate with clients as part of agency operations

Elective units

BSBADM311A	Maintain business resources
BSBFIA301A	Maintain financial records
BSBSUS201A	Participate in environmentally sustainable work practices
CPPDSM3014A	Undertake property inspection
CPPDSM3017A	Work in the strata/community management sector

Employability Skills Qualification Summary	
<i>Employability skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
Communication	<ul style="list-style-type: none"> • access organisational information outlining OHS policies and procedures • apply numeracy skills to interpret customer requirements and meet their needs • apply literacy skills to process complaints • apply literacy skills to access and understand a variety of information, prepare and present information in a suitable format and check for accuracy of information • apply communication skills to follow financial requirements, such as trust account procedures and access and understand a variety of information • apply technical skills to complete OHS reports • communicate workplace safety requirements • complete documentation and report findings • discuss client requirements and access arrangements • document and report identified risks and opportunities • explain features and benefits of relevant products and services to customers • follow written and verbal instructions • identify and complete appropriate documentation • interpret written and oral information • interpret and understand legal, financial and procedural requirements • prepare risk and opportunity findings in a format suitable for presentation and review, using standardised styles and formats • record and report details of incidents in the work area and clearly explain information on OHS issues • use language skills to communicate adequately with the customer • use interviewing and questioning techniques to obtain information • use communication techniques appropriate to relationship and purpose of interaction • use consultative processes to review, maintain and improve existing information collection and reporting processes • write to meet organisational standards of language, accuracy and relevance and use in an ethically and legally appropriate manner
Teamwork	<ul style="list-style-type: none"> • apply interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • contribute with colleagues to participative arrangements for OHS management in the workplace • identify and seek advice from relevant people limitations in responding to customer needs • provide feedback to relevant personnel • raise OHS issues with relevant people according to legislative and organisational requirements • recognise and report hazards at work to relevant people according to organisational requirements • seek feedback from customers
Problem-solving	<ul style="list-style-type: none"> • apply appropriate responses to emergency situations • clarify and meet customer needs and expectations in the property industry in a single encounter or multiple encounters, on a one-to-one basis with a customer • follow safe operating practices and procedures when using tools and equipment

<i>Employability skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
	<ul style="list-style-type: none"> • evaluate potential or existing risks and hazards in the workplace and interpret and comply with OHS safety signs and symbols • identify and control workplace risks and hazards • identify and solve problems when establishing and maintaining customer relationships • identify and correctly use processes and procedures relevant to customer relationships
Initiative and enterprise	<ul style="list-style-type: none"> • apply analytical skills to identify and clarify client needs, preferences and requirements • apply negotiation skills to assist clients with property sales and property management matters • assist with the implementation of safety policy and procedures in the workplace • comply with ergonomic and environmental protection requirements • identify special requirements of customers and provide appropriate advice on relevant products and services • identify potential risks associated with a range of activities within the property industry • identify key principles relating to consumer protection and trade practices and interpret according to legislative and industry requirements • observe to assess operational condition of building facilities • use reflection skills to differentiate between professional and personal values • use research skills to identify and locate information on agency database and printed information held by industry and community groups
Planning and organising	<ul style="list-style-type: none"> • arrange for routine maintenance and service • establish and maintain client records and details, maintaining client confidentiality, ensuring secure storage and using client records to maximise client interest in agency services • follow emergency procedures according to OHS and organisational requirements • gather formal and informal information and take appropriate notes for file • identify limitations in responding to customer needs • identify, schedule and complete work tasks within designated time frames according to client and organisational requirements • monitor building facilities against work order to ensure completion of designated tasks occurs within required time frames • provide client with options and alternatives where appropriate
Self-management	<ul style="list-style-type: none"> • apply relevant agreements, codes of practice or other legislative requirements to work processes • apply self-evaluation skills to evaluate own work practices in order to identify ways to improve performance or understanding • comply with workplace safety agreements according to legislative and organisational requirements • conduct work using safe workplace practices and according to OHS policies and procedures and organisational requirements • identify own role and responsibilities and confirmed with relevant people according to organisational requirements • interpret and comply with legislative, financial and procedural requirements • interpret and comply with ethical practices and rules of conduct • maintain professional ethics with the client to promote agency image and credibility

<i>Employability skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
	<ul style="list-style-type: none"> • maintain client confidentiality as required by agency practice and legal requirements • seek feedback from clients and colleagues and use to ascertain professional competency, quality of performance and identify key areas for improvement • seek specialist advice
Learning	<ul style="list-style-type: none"> • assess personal knowledge and skills in providing real estate services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities • identify and plan opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in line with agency practice • identify opportunities for improving own professional development • understand the range and meaning of OHS safety signs and symbols • understand specified products and services to provide assistance to customers • understand relevant federal, state or territory, and local government legislation and regulations • understand OHS procedures and guidelines relevant to workplace operations • record and maintain learning and professional development information
Technology	<ul style="list-style-type: none"> • access the internet and web pages • prepare online forms • lodge electronic documents • search online and agency databases • receive emails and complete standard forms online • use business equipment and technology to maintain relevant documentation according to applicable OHS, legislative and organisational requirements • use telephone systems

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Table 3 Status of units of competency from the Property Services HSC courses for Certificates III in Property Services (Agency) and Property Services (Operations)

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Property Services Curriculum Framework	Certificate III in Property Services (Agency)	Certificate III in Property Services (Operations)
<i>Qualification packaging rules</i>					- 5 core - 9 electives (min 5 listed)	- 8 core - 3 electives (min 2 listed)
CPPDSM3009A	Maintain workplace safety in the property industry	Nil	15	compulsory (120 & 240)	core	core
CPPDSM3010A	Meet customer needs and expectations in the property industry	Nil	20	compulsory (120 & 240)	core	core
BSBADM311A	Maintain business resources	Nil	15	elective (120, 240 & SS)	listed elective	listed elective
BSBCMM301A	Process customer complaints	Nil	20	elective (120, 240 & SS)	listed elective	elective
BSBDIV301A	Work effectively with diversity	Nil	15	elective (120, 240 & SS)	listed elective	elective
BSBFIA301A	Maintain financial records	Nil	30	elective (120, 240 & SS)	elective	listed elective
BSBFLM303C	Contribute to effective workplace relationships	Nil	25	elective (120, 240 & SS)	elective	core
BSBINM301A	Organise workplace information	Nil	20	elective (120, 240 & SS)	listed elective	elective
BSBITS401A	Maintain business technology	Nil	20	elective (120, 240 & SS)	listed elective	elective
BSBITU306A	Design and produce business documents	Nil	25	elective (120, 240 & SS)	listed elective	elective

Table 3 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Property Services Curriculum Framework	Certificate III in Property Services (Agency)	Certificate III in Property Services (Operations)
BSBSUS201A	Participate in environmentally sustainable work practices	Nil	15	elective (120, 240 & SS)	listed elective	listed elective
BSBWOR301A	Organise personal work priorities and development	Nil	20	elective (120, 240 & SS)	listed elective	elective
BSBWRT301A	Write simple documents	Nil	20	elective (120, 240 & SS)	listed elective	elective
CPPDSM3001A	Assist in listing properties for lease	Nil	20	elective (120, 240 & SS)	listed elective	elective
CPPDSM3002A	Assist in listing properties for sale	Nil	20	elective (120, 240 & SS)	listed elective	elective
CPPDSM3003A	Assist in marketing properties for lease	Nil	20	elective (120, 240 & SS)	listed elective	elective
CPPDSM3004A	Assist in marketing properties for sale	Nil	20	elective (120, 240 & SS)	listed elective	elective
CPPDSM3005A	Assist with the sale of properties	Nil	20	elective (120, 240 & SS)	listed elective	elective
CPPDSM3006A	Collect and process property information	Nil	25	elective (120, 240 & SS)	listed elective	core
CPPDSM3007A	Identify risks and opportunities in the property industry	Nil	10	elective (120, 240 & SS)	elective	core
CPPDSM3008A	Maintain and protect condition of managed properties	Nil	20	elective (120, 240 & SS)	listed elective	elective
CPPDSM3011A	Monitor building facilities	Nil	20	elective (120, 240 & SS)	elective	core
CPPDSM3013A	Perform and record property management activities and transactions	Nil	30	elective (120, 240 & SS)	listed elective	elective

Table 3 cont/d

Unit code	Unit title	Unit-specific prerequisite	HSC indicative hours	Property Services Curriculum Framework	Certificate III in Property Services (Agency)	Certificate III in Property Services (Operations)
CPPDSM3014A	Undertake property inspection	Nil	15	elective (120, 240 & SS)	elective	listed elective
CPPDSM3015A	Use and maintain property and client information databases	Nil	20	elective (120, 240 & SS)	core	elective
CPPDSM3016A	Work in the property industry §	Nil	30	elective (120, 240 & SS)	elective	core
CPPDSM3017A	Work in the strata/community management sector §	Nil	30	elective (120, 240 & SS)	elective	listed elective
CPPDSM3018A	Identify risks to agency operations	Nil	20	elective (120, 240 & SS)	core	elective
CPPDSM3019A	Communicate with clients as part of agency operations §	Nil	20	elective (120, 240 & SS)	elective	core
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work §	Nil	30	elective (120, 240 & SS)	listed elective	elective
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work §	Nil	30	elective (120, 240 & SS)	listed elective	elective
CPPDSM4080A	Work in the real estate industry §	Nil	30	elective (120, 240 & SS)	core (choose 1 from 2) or elective	elective
CPPDSM4081A	Work in the stock and station agency sector §	Nil	30	elective (120, 240 & SS)	core (choose 1 from 2) or elective	elective
FNSICGEN302B	Use technology in the workplace	Nil	15	elective (120, 240 & SS)	listed elective	elective
FNSICGEN305B	Maintain daily financial/business records	Nil	20	elective (120, 240 & SS)	listed elective	elective

§ This unit of competency is required for a certificate of registration in particular job role(s) within the NSW property industry – see Sections 11.2 and 11.2.1 for further details.

Appendix Modification history

The Property Services VET CEC is based on the national *Property Services Training Package (CPP07)*.

Training Packages are not static documents – they are amended periodically to reflect the latest industry practices. This work is undertaken by the Industry Skills Council (developers of the Training Package) under continuous improvement processes.

This VET CEC will be updated as appropriate to ensure it is based on the most recent version of the Training Package and continues to meet the needs of key stakeholders.

The modification history is outlined in the table below.

Date	Comments
August 2009	Endorsement of the Property Services VET CEC (based on CPP07v5).