

A practical self study course that will launch your real estate career

Becoming a Licensed Real Estate Agent may be easier than you think!

**Real Estate Licensing Course**

If you want to obtain the knowledge to be at the top of your game, become a licensee in charge or open your own real estate agency. The Real Coach licensing course can take you to that next level.

The Certificate IV in Property Services (Real Estate) fulfils the educational requirements necessary to obtain your real estate licence.

**Course Overview**

The licensing course covers all areas of real estate knowledge required to obtain your licence. For easy completion, Real Coach has divided the study units into specific topic areas:

- Business management
- Property services
- Property management
- Property sales

**Course Information**

Our course is delivered as practical self study folders or as a convenient E-Learning option. Both methods allow you to complete the course in your own time and at your own pace.

The course includes all industry forms, agency procedures, checklists, practical examples and a simple explanation of key legislation.

**Benefit from our Experience**

Our course has been developed by experienced real estate professionals to ensure you acquire the knowledge and practical concepts essential to work as a licensed real estate agent.

**Student Support**

Real Coach offers comprehensive support to assist in completion of the course. We are available via phone, email or through our website.

**Recognition of Prior Learning (RPL)**

If you are currently working in the real estate industry you may already have some of the competencies necessary to obtain your licence. Real Coach can recognise these and reduce your study time. Applying for RPL is included in the cost of the course. Contact us to discuss your individual options.

**Accelerated Program**

If you have previously worked in real estate our face to face Accelerated Real Estate Licensing Program can fast track your real estate licencing course. Contact us to discuss your options.

**About Us**

Real Coach is a nationally recognised training organisation (RTO No:91092) and has been providing the very best in Real Estate education and training to the industry since 2003.

**Order Now!**

Complete the enclosed registration form or order online to start the Real Estate Licensing Course. For further information please contact us on



**Self Study**

Complete in your own time  
All resources provided  
Printed version

\$1699



**E-Learning**

Complete in your own time  
All resources provided  
Electronic version

\$1599

## Course Information

In completing the CPP40307 Certificate IV in Property Services (Real Estate) you must demonstrate competency in the 21 units summarised below.

### Business Management

#### BSBRKG304B Maintain business records

This unit describes the performance outcomes, skills and knowledge necessary to maintain the records of a business in proper order on a day to day basis. At the time of endorsement, there were no licensing, legislative, regulatory or certification requirements applying to this unit.

#### BSBSBM406A Manage finances

This unit describes the performance outcomes, skills and knowledge necessary to implement, monitor and review strategies for the ongoing management of the finances of a small business. It also includes the daily and ongoing financial management of a small business and any specific legal requirements that may apply to its management.

#### CPPDSM4006A Establish and manage agency trust accounts

This unit of competency specifies the outcomes required to establish and manage trust accounts in an agency context. It includes reviewing agency accounts in order to comply with trust accounting requirements, establishing and managing trust accounts, maintaining appropriate records of trust transactions, and monitoring and reviewing trust accounts.

#### BSBLED401A Develop teams and individuals

This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup. Learned skills will be applied to meet team objectives.

#### CPPDSM4009A Interpret legislation to complete agency work

This unit of competency specifies the outcomes necessary to source and interpret legislation that affects real estate operations. It includes identifying and applying statutory interpretation techniques, identifying and tracking changes to relevant legislation and industry codes of conduct and the maintenance of appropriate records.

#### CPPDSM4015A Minimise agency and consumer risk

This unit of competency specifies the outcomes required to minimise risk to all aspects of agency business and to consumers. It includes identifying potential risks to the agency and its clients, analysing the causes and potential impact of risks, and the implementation of agency policies and procedures in order to minimise risks to the agency and consumers.

### Property Services

#### CPPDSM4005A Establish and build client-agency relationships

This unit of competency specifies the outcomes required to establish, maintain and expand agency-client relationships to support the attainment of core agency business goals. It includes communicating effectively with clients, implementing the agency's approach to client service and agency-client relationship management strategies, implementing personal marketing strategies, and building ongoing relationships with clients.

#### CPPDSM4056A Manage conflict and disputes in the property industry

This unit of competency specifies the outcomes required to use communication techniques to manage and resolve conflict and disputes in the property industry. It requires the ability to assess conflict or dispute situations, accurately receive and relay information, adapt interpersonal styles and techniques to varying social and cultural environments, and evaluate responses.

#### CPPDSM4003A Appraise property

This unit of competency specifies the outcomes required to appraise the sale price range or rental value of all forms of property for listing purposes in line with client instructions, agency practice and legislative requirements. It includes researching the property, selecting appropriate methods to appraise the sale price range or rental value of property and preparing reports on the property appraisal. It does not address the formal valuation of property.

#### CPPDSM4017A Negotiate effectively in property transactions

This unit of competency specifies the outcomes required to manage effective negotiations in relation to the sale, lease or management of property. It includes establishing the needs and expectations of relevant parties, negotiating to achieve desired outcomes and managing potential and real disputes between parties.

### Property Management

#### CPPDSM4011A List property for lease

This unit of competency specifies the outcomes required to list all types of property and businesses for lease. It includes implementing procedures for promoting an agency's property management services, establishing client requirements, planning and delivering property listing presentations, finalising listings for the lease of property, and recording and acting on client instructions. This unit does not address listings for property sales or the actual marketing or lease of the property under an agency contract.

#### CPPDSM4013A Market property for lease

This unit of competency specifies the outcomes required to market all types of property and businesses for lease. It includes planning, developing a marketing plan, preparing marketing materials, implementing marketing activities, and reviewing and reporting on marketing plans and activities.

#### CPPDSM4010A Lease property

This unit of competency specifies the outcomes required to administer the leasing of all types of property. It includes screening tenant enquiries, conducting inspections, obtaining and reviewing tenancy applications, completing tenancy agreements or lease documentation, placing tenants in properties, and recording tenancy arrangements.

#### CPPDSM4016A Monitor and manage lease or tenancy agreement

This unit of competency specifies the outcomes required to manage properties during the term of leases or tenancy agreements. It includes implementing the conditions of leases and tenancy agreements, responding to requests from tenants and landlords and managing the renewal and termination of leases and tenancy agreements.



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### CPPDSM4049A Implement maintenance plan for managed properties

This unit of competency specifies the outcomes required to develop and implement a maintenance plan for all types of managed properties. It includes determining property maintenance requirements, establishing a property maintenance plan, establishing and maintaining a key register, monitoring the security of managed properties and implementing and reviewing the property maintenance plan.

### CPPDSM4020A Present at tribunals

This unit of competency specifies the outcomes required to appear effectively before a tribunal. It includes preparing for tribunal hearings, using appropriate tribunal etiquette, acting as a witness, participating in conciliation hearings and presenting a case.

### Sales

#### CPPDSM4012A List property for sale

This unit of competency specifies the outcomes required to list all types of property and businesses for sale. It includes prospecting for listings, establishing client requirements, planning and delivering property listing presentations, finalising listings for the sale of property and recording and acting on client instructions. This unit does not address listings for property management or the actual marketing or sale of property under an agency contract.

#### CPPDSM4014A Market property for sale

This unit of competency specifies the outcomes required to market all types of property and businesses for sale. It includes planning and developing a marketing plan, preparing marketing material, implementing marketing activities, and reviewing and reporting on marketing plans and activities.

#### CPPDSM4022A Sell and finalise the sale of property by private treaty

This unit of competency specifies the outcomes required to sell and finalise the sale of all types of property by private treaty. It includes qualifying buyers, arranging for potential buyers to inspect listed properties, delivering effective sales presentations, submitting offers and negotiating property sales with sellers and buyers and maintaining communications with sellers and prospective buyers. It also includes monitoring the process between exchange of contract and settlement for all types of property and businesses and preparing documentation for agency disbursements. This unit does not include the sale of property by auction.

#### CPPDSM4019A Prepare for auction and complete sale

This unit of competency specifies the outcomes required to prepare for an auction and complete the sale of property. It includes implementing the auction marketing plan, preparing auction documentation, confirming the reserve price with the seller, planning and implementing auction day procedures, and completing follow up procedures after the auction sale. The outcomes required to conduct an auction are addressed in CPPDSM4004A Conduct Auction.

#### CPPDSM4001A Act as a buyer's agent

This unit of competency specifies the outcomes required to act as a buyer's agent and represent buyers in the purchase of properties. It includes establishing buyer requirements, confirming buyer engagement of the agency, sourcing properties that meet buyer requirements, negotiating the purchase of property on behalf of the buyer, monitoring settlement of the sale and maintaining communication with sellers and buyers.

### Assessment

Students will be required to demonstrate their competency by answering a series of questions relating to the material supplied in each unit. These questions will require specified types of answers such as short form, point form, multiple choice, true or false, case studies and completion of forms and templates.

### Submitting Assessments

When completed, assessments should be submitted to Real Coach for marking. All work submitted must be typed or neatly handwritten. Illegible work will not be accepted. Assessments must be mailed or emailed. It is advised that students photocopy all documents prior to posting, as work that has been assessed as competent will not be returned to students. Students have two options for marking:

- 1) Standard marking – this is included in the course fee. Assessments will be processed within 21 days of receipt;
- 2) Fast marking - an additional fee will be charged for assessments to be processed within 5 days of receipt.

### Deadlines & Extensions

All assessments must be completed and submitted within twelve (12) months from the date of purchase. Students may apply for a three (3) month extension however this will incur an additional fee of \$200.00. Extensions may only be granted once and must be applied for before the deadline for completion, otherwise re-enrolment in the course will be required.

### Recognition of prior learning

Real Coach recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired. Participants who believe they already have skills and knowledge that are covered in this course should apply at the time of enrolment to have these skills and knowledge assessed thus reducing their study time. To apply for Recognition of Prior Learning students will be required to complete an application form and submit all relevant documentation in support of their claim for exemption from any specified units. The application form can be obtained by calling us on 1300 124 125.

### Support

Real Coach offers all students tutorial support via email and phone. If assistance is required with any part of this course students may lodge a support request via the support section of our website [www.realcoach.com.au](http://www.realcoach.com.au); email [support@realcoach.com.au](mailto:support@realcoach.com.au) or via our office on 1300 124 125 during business hours.

### Terms & Conditions / Student Handbook

By enrolling in the NSW Real Estate Licensing course students are accepting Real Coach's terms and conditions outlined in the student handbook which is available at [www.realcoach.com.au](http://www.realcoach.com.au). Below is a brief summary of our refund and transfer policies.

Refunds - No refunds will be given once the course has been purchased.

Transfer - Only one transfer is permitted per course and must be received in writing. All transfers incur an administration fee of \$100.00 applicable at the time of transfer.

Real Coach takes no responsibility for damage to the course once purchased.

### More Information

For further information please contact us on 1300 124 125 or email [info@realcoach.com.au](mailto:info@realcoach.com.au)



