


# Course Outline

## CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

<b>Qualification</b>	<b>CPP41419 Certificate IV in Real Estate Practices</b> (Release 3) <i>Known as the “Agents Representative Course”</i>	
<b>Qualification Description</b>	<p>This qualification reflects the role of real estate professionals who apply knowledge of real estate practice legal agency and compliance requirements, ethical standards and consumer preferences to conduct real estate functions.</p> <p>This qualification applies to people working in both residential and commercial property, including business broking, and stock and station transactions.</p>	
<b>Purpose</b>	<p>The program is designed for individuals seeking to meet the educational requirements to obtain an estate agent’s registration in Victoria. Completion of this course is the first step</p> <p>To become a licensed real estate agent, you must first successfully complete CPP41419 Certificate IV in Real Estate Practice</p> <p>In this course participants will be armed with the knowledge and skills in areas related to the legal liability and legal responsibility of real estate agents within a structured learning environment.</p>	 <p>NATIONALLY RECOGNISED TRAINING</p>
<b>Course Provider</b>	<p>The Real Estate Institute of Victoria Ltd.</p> <p><b>RTO ID:</b> 4042    <b>Phone:</b> 03 9205 6666</p> <p><b>email:</b> <a href="mailto:training@reiv.com.au">training@reiv.com.au</a></p>	
<b>Delivery Mode</b>	<p>Face-to-Face Classroom Based</p> <p>Face-to-face learning is an instructional method where course content and learning materials are taught in person to a group of students.</p> <p>Classroom learning environments provide the important ‘human touch’ that is often missing from online training. Learning in a classroom-type setting will allow students to work together, share ideas and learn from each other, as well as the trainer.</p> <p>Conducted by industry experts, with a wealth of experience in property, real estate and finance, REIV face-to-face workshops enable students a more engaging experience wherein they can ask questions, get live feedback, and engage with others on the same real estate journey.</p> <ul style="list-style-type: none"> <li>• Trainer facilitated from 9.00am to 4.30pm,(once weekly) for 6-month enrolment.</li> <li>• Access to learning materials by online platform, etrainu</li> <li>• Assessment completed in online platform</li> <li>• Independent learning through online learning materials and completing structured learning activities.</li> <li>• Assessments should be completed by the due date and within 8 months of commencement as long as the student keeps up to date with the delivery and assessment schedule.</li> <li>• Course extensions to be applied and paid for before expiration of course end date.</li> </ul>	
<b>Delivery Site/Location</b>	335 Camberwell Road, Camberwell VIC 3124	
<b>Course delivery</b>	6 months	
<b>Course duration</b>	8 months	

# Course Outline

## CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

<b>Conditions of Enrolment</b>	<p>Please note the following conditions of enrolment into this 'Classroom based learning' mode of delivery :</p> <ul style="list-style-type: none"><li>• Attendance is mandatory at all sessions</li><li>• You must advise the REIV Training Administration Team if you cannot attend a session at <a href="mailto:training@reiv.com.au">training@reiv.com.au</a></li><li>• You are required to achieve satisfactory course progress.</li><li>• You are required to adhere to the unit's commencement and unit end date as per the Timetable.</li><li>• If you are not awarded the qualification testamur (e.g., due to outstanding units of competency/s) after the expiry of 8 months and you wish to enrol in the specified units of competency/s, fees and charges apply.</li></ul>
--------------------------------	---

# Course Outline

## CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

	<ul style="list-style-type: none"> <li>Units will be released to your elearning portal as per your timetable. Please note if you do not attend both the classes for any respective units, access for that unit will not be released.</li> <li>REIV will not release all 18 units at the same time, as per its policy and procedures.</li> </ul>			
<b>Career Outcomes</b>	<p>Upon meeting all the requirements of the industry regulator, graduates can become an Agents Representative. Completion of CPP41419 is the first step toward becoming a licensed real estate agent based on BLA licensing requirements. Visit the Business Licensing Authority page on the Consumer Affairs Victoria website <a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a> for more information.</p> <p>Graduates can specialise in a variety of different streams of Real Estate such as:</p> <ul style="list-style-type: none"> <li>property sales,</li> <li>property management,</li> <li>commercial sales and leasing,</li> <li>business broking</li> <li>buyer's agent</li> </ul>			
<b>Education Pathways</b>	<p>The further study pathways available to students who undertake this course include:</p> <ul style="list-style-type: none"> <li>CPP51122 - Diploma of Property (Agency Management)</li> <li>CPP51122 - Diploma of Property (Strata Management)</li> </ul>			
<b>Intakes and Timetable</b>	<p><b>Face-to-Face</b> commencement dates vary, please visit the Agent's Representative page (CPP41419 Certificate IV in Real Estate Practice) via the Training tab at <a href="http://www.reiv.com.au">www.reiv.com.au</a> or email <a href="mailto:training@reiv.com.au">training@reiv.com.au</a> for further information.</p>			
<b>Units of Competency</b>	<p>CPP41419 Certificate IV in Real Estate Practices requires the completion of the following units, delivered over 25 weeks. The proposed delivery schedule is outlined below. <i>Note: the schedule may change due to trainer scheduling and availability</i></p>			
	<b>As per Timetable</b>	<b>Unit Code &amp; Title</b>	<b>Core/ Elective</b>	<b>Topics Covered</b>
	<p>9.00am - 4:30pm and Independent student learning</p> <p>Refer to the Training Plan for the training session day.</p>	<p>CPPREP4001 Prepare for professional practice in real estate.</p> <p><b>Nominal hours: 30</b></p>	Core	<ul style="list-style-type: none"> <li>Explain real estate agency functions and business structure</li> <li>Identify parties to RE transactions, explain services offered by RE agents, explain the agency-principal relationship, Identify different types of RE business ownership and organisational structures</li> <li>Interpret professional practice guidelines</li> <li>Analyse key legislation and the relevance to the role</li> <li>Interpret and explain equal opportunity &amp; anti-discrimination principles and laws</li> <li>Identify the codes of conduct and practice relevant to RE</li> <li>Identify the industry bodies and licensing eligibility requirements.</li> </ul>

# Course Outline

## CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

				<ul style="list-style-type: none"> <li>• Explain employment opportunities in the real estate industry</li> <li>• Analyse NES and employer and employee responsibilities in regard to conditions of employment</li> <li>• Examine communication skills and strategies used to build client relationships and communication strategies to address client complaints</li> <li>• Identify professional development pathways within real estate</li> <li>• Regulatory requirements for CPD in real estate</li> <li>• Identify opportunities for CPD</li> </ul>
	Assessment due date: As per Training Plan			
	9.00am - 4:30pm Independent student learning  Refer to the Training Plan for the training session day.	CPPREP4002 Access and interpret ethical practice in real estate  <b>Nominal hours: 40</b>	Core	<ul style="list-style-type: none"> <li>• Analyse ethical practice in real estate.</li> <li>• Interpret consumer protection requirements in real estate</li> <li>• Risks to consumer</li> <li>• Risk to agency</li> <li>• Risk to industry</li> <li>• Personal risk</li> </ul>
				<ul style="list-style-type: none"> <li>• Source and review ethical practices in real estate – privacy, confidentiality and security of customer information, disclosure of material facts, conflict of interest and referrals, price guide recommendations.</li> <li>• Communication strategies for clear representation and complaint resolution processes</li> <li>• Examine strategies to resolve concerns</li> <li>• Research and record sources of specialist advice about ethical practice in RE</li> <li>• Strategies to respond to concerns about discrepancies between personal or agency practice and RE ethical practice standards.</li> </ul>
	Assessment due date: As per Training Plan			

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

	9.00am - 4:30pm & Independent student learning	CPPREP4003 Access and interpret legislation in real estate	Core	<ul style="list-style-type: none"> <li>Interpret legislation</li> <li>Common problems with interpreting legislation and consequences for misinterpreting law</li> <li>Analyse legislation relevant to RE activities</li> <li>Explain the role of the regulators in relation to legislation</li> <li>Maintain knowledge of current legislation</li> <li>Identify own responsibility to access, read, interpret and apply legislation to RE operations</li> </ul>
	Refer to the Training Plan for the training session day.	<b>Nominal hours: 50</b>		<ul style="list-style-type: none"> <li>Apply techniques to access current and point-in-time versions of legislation, techniques for tracking changes and amendments to legislation</li> <li>Identify processes to resolve concerns</li> <li>Processes to investigate discrepancies in application of legislation</li> <li>Processes to respond to discrepancies between personal or agency practice and current legislation</li> </ul>
	Assessment Due: As per Training Plan			
	9:00am - 4:30pm & Independent student learning	CPPREP4005 Prepare to work with real estate trust accounts		<ul style="list-style-type: none"> <li>Examine trust accounts</li> <li>Analyse legislation relating to the operation of trust accounts in real estate</li> <li>Purpose of trust accounts in real estate</li> </ul>
	Refer to the Training Plan for the training session day.	<b>Nominal hours: 50</b>		

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

				<ul style="list-style-type: none"> <li>Identify established controls applicable to real estate trust account transactions</li> <li>Explain roles and responsibilities of real estate personnel for trust account activities</li> <li>Scope and limitations of own role for trust account activities</li> <li>Licensee-in-charge responsibilities for trust account transactions including audits</li> <li>Explain common inaccuracies in trust account transactions</li> <li>Explain standard transactions that occur in real estate trust accounts</li> <li>Common sources of inaccuracies in trust account transactions and the processes to address these</li> <li>Outline monthly trust account processes required by legislation</li> </ul>
	Break – 1 Week Self-paced Study			
	Assessment due: As per Training Plan			
	9:00am - 4:30pm & Independent student learning  Refer to the Training Plan for the training session day.	<b>CPPREP4004</b> Establish marketing and communication profiles in real estate  <b>Nominal hours: 20</b>	<b>Core</b>	<ul style="list-style-type: none"> <li>Interpret marketing and communication channels</li> <li>Develop a personal profile</li> <li>Examine client engagement practices for marketing property</li> <li>Examine marketing and communication channels for community engagement</li> </ul>
	Assessment due: As per Training Plan			

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

	<p>9:00am - 4:30pm &amp; Independent student learning</p> <p>Refer to the Training Plan for the training session day.</p>	<p>CPPREP4101 Appraise property for sale or lease</p> <p><b>Nominal hours: 40</b></p>	Elective	<ul style="list-style-type: none"><li>• Prepare for property appraisal</li><li>• Apply regulatory and legislative requirements of the property appraisal process</li><li>• Document client requirements and expectations for property appraisal and agreement to proceed</li><li>• Confirm ownership of property</li></ul>
--	---	---	----------	--

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

				<ul style="list-style-type: none"> <li>• Research and analyse property market conditions and property attributes</li> <li>• Select appraisal methods suitable for the property type and location</li> <li>• Document market conditions and indicators for sale or lease price</li> <li>• Identify sources of specialist advice to assist appraisal</li> <li>• Prepare and present appraisal report</li> <li>• Maintain documented evidence from appraisal activities including confidentiality of information</li> </ul>
	Assessment due: As per Training Plan			
	9:00am - 4:30pm & Independent student learning  Refer to the Training Plan for the training session day.	CPPREP4103 Establish vendor relationships  <b>Nominal hours: 30</b>	Elective	<ul style="list-style-type: none"> <li>• Plan and review prospecting methods suitable for property sales</li> <li>• Identify methods appropriate to target market to create a prospecting plan</li> <li>• Apply prospecting plan to create opportunities and interest in establishing vendor-agency relationships</li> <li>• Confirm vendor requirements</li> <li>• Provide information to potential vendor about scope of agency services</li> <li>• Present property listing by providing a property appraisal report</li> <li>• Collate resources to support listing presentation plan</li> <li>• Complete listing documentation in accordance with legislative requirements</li> <li>• Establish communication plan with vendor including sections for instructions and feedback on sales process</li> <li>• Document communication plan</li> </ul>
	Assessment due: As per Training Plan			



## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

	<p>9:00am - 4:30pm &amp; Independent student learning</p> <p>Refer to the Training Plan for the training session day.</p>	<p>CPPREP4102 Market property</p> <p><b>Nominal hours: 30</b></p>	Elective	<ul style="list-style-type: none"> <li>• Establish marketing plan</li> <li>• Establish target market for potential buyer or tenant</li> <li>• Develop marketing plan for property</li> <li>• Explain agency marketing service options and costs to client and marketing strategies</li> <li>• Establish and access marketing resources</li> <li>• Modify marketing resources as required to meet marketing plan and budget</li> <li>• Implement marketing plan</li> <li>• Brief persons responsible about roles and activities</li> <li>• Monitor marketing activity responses and document data generated to build agency records</li> <li>• Review marketing activities</li> <li>• Identify opportunities for changes or enhancements to marketing plan</li> <li>• Report on effectiveness of marketing activities against marketing plan and budget</li> </ul>
	Assessment due: As per Training Plan			
	Break – 2 Weeks Self-paced Study			

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

	<p>9:00am - 4:30pm &amp; Independent student learning</p> <p>Refer to the Training Plan for the training session day.</p>	<p>CPPREP4104 Establish buyer relationships</p> <p><b>Nominal hours: 25</b></p>	Elective	<ul style="list-style-type: none"> <li>Establish relationship with buyer</li> <li>Explain ethical and conduct standards and legislative requirements to market properties to buyers</li> <li>Promote personal and agency brand in communication with buyers</li> <li>Respond to and document buyer enquiry to develop agency database</li> <li>Clarify buyer preferences relative to property and match buyer preferences and expectations to properties for sale</li> <li>Maintain buyer relationship</li> <li>Present opportunities for buyer to inspect property for sale</li> <li>Interpret buyer feedback and report to vendor</li> <li>Develop a communication strategy to address buyer needs and expectations</li> <li>Maintain standards for ethical practice, client service and confidentiality applicable to buyer relationship</li> <li>Identify potential conflicts, plan responses and resolve conflicts within the scope of responsibility</li> </ul>
	Assessment due: As per Training Plan			
	<p>9:00am - 4:30pm &amp; Independent student learning</p> <p>Refer to the Training Plan for the training session day.</p>	<p>CPPREP4105 Sell property</p> <p><b>Nominal hours: 60</b></p>	Elective	<ul style="list-style-type: none"> <li>Prepare property for sale and apply legislative requirements and ethical standards</li> <li>Provide recommendations to vendor about property presentation to maximise buyer interest</li> <li>Verify contract and supporting documents are available for potential buyers</li> </ul>

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

				<ul style="list-style-type: none"> <li>Identify potential risks to vendor, prospective buyers and agent associated with property inspection and put in place control measures</li> <li>Plan and facilitate property inspection, record inspection details and discuss buyer feedback</li> <li>Complete property sale by negotiation including terms and conditions in line with legislative requirements and seek specialist advice as required</li> <li>Confirm deposit requirements, facilitate completion of sale and documentation as required</li> </ul>
	9:00am - 4:30pm & Independent student learning	CPPREP4105 Sell property	Elective	<ul style="list-style-type: none"> <li>Complete sale of property by auction, plan auction processes including day of auction</li> <li>Collate documentation for auction day</li> <li>Assist bidders in bidding process</li> <li>Negotiate with buyer and vendor when property is passed in</li> <li>Communicate with under-bidders and complete documentation</li> <li>Complete follow-up procedures after auction according to ethical standards and legislative requirements</li> </ul>
	Refer to the Training Plan for the training session day.			<ul style="list-style-type: none"> <li>Conclude sale of property, Facilitate pre-settlement processes</li> <li>Plan for contingencies that may affect the completion of sale</li> <li>Complete settlement day processes and post-settlement processes</li> </ul>

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

				<ul style="list-style-type: none"> <li>Record sale in database</li> <li>Evaluate sales process and identify opportunities for future business</li> <li>Evaluate vendor and buyer satisfaction</li> <li>Update records and databases to inform future prospecting activities</li> </ul>
	Assessment due: As per Training Plan			
	9:00am -4:30pm & Independent student learning  Refer to the Training Plan for the training session day.	CPPREP4161 Undertake pre-auction processes  <b>Nominal hours: 20</b>	Elective	<ul style="list-style-type: none"> <li>Review contract details, read and interpret contract documentation</li> <li>Determine currency of contract to identify any changes to contract</li> <li>Confirm external party roles and interpret terms of contract and matters that affect the title</li> <li>Identify key features of property from property report, marketing plan and materials</li> <li>Identify matters impacting on property for disclosure purposes</li> </ul>
				<ul style="list-style-type: none"> <li>Confirm vendor price expectations and liaise with agents or vendor to confirm auction process</li> <li>Analyse market indicator data to identify interest and expected price range; compare to vendor expectations.</li> <li>Identify and evaluate details of expressions of interest or offers made pre-auction.</li> <li>Prepare auction day strategy</li> <li>Plan information for opening the auction adhering to legislative requirements and collate property information</li> <li>Prepare script to explain features and role of external agencies</li> <li>Develop contingency plans and prepare order of sale at an in-room auction.</li> </ul>

# Course Outline

## CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

	Assessment due: As per Training Plan			
	9:00am -4:30pm & Independent student learning  Refer to the Training Plan for the training session day.	CPPREP4162 Conduct and complete sale by auction  <b>Nominal hours: 25</b>	Elective	<ul style="list-style-type: none"> <li>• Confirm pre-auction terms, conditions and presentation</li> <li>• Review auction documentation and examine major points including auction instructions, authorities, contracts, reserve price, bidding rules</li> <li>• Read out terms and conditions of sale by auction according to legislative requirements</li> <li>• Respond to questions from potential bidders and other parties</li> <li>• Submit property for sale by auction and call for opening bids</li> <li>• Conduct the auction according to legislative requirements</li> <li>• Manage bidding process and maintain auction process to achieve reserve price</li> <li>• Seek instructions from vendor to change reserve</li> <li>• Signify close of auction using appropriate strategy such as final calls, fall of hammer and closing script</li> <li>• Knock down property to successful bidder if reserve reached or if not reached, pass property in</li> <li>• Negotiate with highest bidder</li> <li>• Obtain feedback from vendors and colleagues</li> </ul>
	Assessment due : As per Training Plan			

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

	<p>9:00am - 4:30pm &amp; Independent student learning</p> <p>Refer to the Training Plan for the training session day.</p>	<p>CPPREP4121 Establish landlord relationships</p> <p><b>Nominal hours: 30</b></p>	Elective	<ul style="list-style-type: none"> <li>Confirm scope of landlord requirements</li> <li>Identify ethical and conduct standards for listing properties for lease or management</li> <li>Confirm landlord experience and expectations for PM services</li> <li>Review rental appraisal to confirm rental price range expectation with landlord</li> <li>Complete property management agreement</li> <li>Document landlord acceptance of fees, charges and services to be provided</li> <li>Complete documentation according to agency practice and legislative requirements</li> </ul>
				<ul style="list-style-type: none"> <li>Establish framework for communication</li> <li>Check landlords preferred communication method</li> <li>Advise landlord about contact people within the PM team</li> <li>Establish communication protocols for repairs and maintenance</li> <li>Determine landlord expectations for tenant selection and ongoing tenancy management</li> </ul>
	Assessment due: As per Training Plan			
	<p>9:30am - 4:30pm Independent student learning</p> <p>Refer to the Training Plan for the training session day.</p>	<p>CPPREP4122 Manage tenant relationships</p> <p><b>Nominal hours: 30</b></p>	Elective	<ul style="list-style-type: none"> <li>Respond to tenant enquiry</li> <li>Create tenant profile</li> <li>Determine suitability of property for tenant to inspect</li> <li>Provide tenant with information about the property including application information</li> <li>Select tenant for the property</li> <li>Review tenant profile and check references</li> <li>Make recommendations to landlord about tenant selection</li> </ul>
				<ul style="list-style-type: none"> <li>Provide tenancy documentation including agreement. Condition</li> </ul>

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

				<p>report and documentation relevant to the lease</p> <ul style="list-style-type: none"> <li>• Explain conditions of tenancy agreement and cost to tenant for bond and rent in advance</li> <li>• Commence tenancy – complete tenancy documentation according to statutory and agency requirements</li> <li>• Provide keys and security devices to tenant</li> <li>• Advise tenant who the contact people within the PM dept for issues arising during the tenancy</li> </ul>
	Assessment due: As per Training Plan			
	Break – 1 Week Self-paced Study			
	<p>9:00am - 4:30pm &amp; Independent student learning</p> <p>Refer to the Training Plan for the training session day.</p>	<p>CPPREP4123 Manage tenancy</p> <p><b>Nominal hours: 50</b></p>	<p>Elective</p>	<ul style="list-style-type: none"> <li>• Implement routine property inspections and process for notifying tenant</li> <li>• Arrange inspection and prepare routine property report</li> <li>• Document and respond to issues or discrepancies identified</li> <li>• Communicate with tenant and landlord about property condition.</li> <li>• Manage repairs and maintenance, consulting with landlord for instructions</li> <li>• engage appropriate tradesperson to quote and undertake maintenance and communicate with tenant.</li> <li>• Manage additional tenant requests.</li> <li>• Communicate tenant request to landlord and document landlords instructions</li> </ul>
				<ul style="list-style-type: none"> <li>• Manage tenant compliance with tenancy agreement</li> <li>• Negotiation to resolve breach of tenancy agreement with landlord and tenant</li> <li>• Plan for tenancy agreement renewal</li> <li>• Advise landlord of advantages and disadvantages of rent increase and/or tenancy renewal</li> </ul>

# Course Outline

## CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

				<ul style="list-style-type: none"> <li>Document communication and negotiations with tenant and landlord regarding renewal of tenancy agreement</li> <li>Manage property condition</li> <li>Recommend and report on improvements to property to maximise rental return</li> <li>Prepare a plan to action landlord instructions including time line and budget</li> <li>Document communication with tenant and landlord regarding maintenance activities.</li> </ul>
	Assessment due: As per Training Plan			
	9:00am - 4:30pm & Independent student learning  Refer to the Training Plan for the training session day.	CPPREP4124 End tenancy  <b>Nominal hours: 30</b>	Elective	<ul style="list-style-type: none"> <li>Respond to landlord request to end tenancy</li> <li>Record circumstances for ending tenancy</li> <li>Notify landlord of responsibilities and obligations according to tenancy agreement and legislative requirements</li> <li>Prepare documentation to end tenancy</li> <li>Respond to tenant request to end tenancy</li> <li>Notify tenant of responsibilities and obligations according to tenancy agreement and document communication</li> <li>Communicate request to end tenancy to landlord</li> <li>Prepare documentation to end tenancy as per legislative requirements</li> </ul>
				<ul style="list-style-type: none"> <li>Terminate tenancy due to breach of conditions</li> <li>Notify tenant of breach, discuss rectification and obligations according to tenancy agreement</li> <li>Collate evidence of breach of tenancy and prepare documentation to take legal possessions of property according to legislative requirements</li> <li>Coordinate end of tenancy</li> <li>Prepare outgoing condition report</li> <li>Negotiate with tenant for rectification of issues with regard to property condition</li> </ul>



## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

				<ul style="list-style-type: none"> <li>• Arrange for bond release according to legislative requirements</li> <li>• Implement process to re-let property</li> </ul>
	Assessment due: As per Training Plan			
	9:00am - 4:30pm & Independent student learning  Refer to the Training Plan for the training session day.	CPPREP4503 Present at hearings in real estate  <b>Nominal hours: 20</b>	Elective	<ul style="list-style-type: none"> <li>• Prepare case for hearing.</li> <li>• Access, interpret relevant precedents</li> <li>• Prepare evidence and seek advice from appropriate professionals</li> <li>• Participate in pre-hearing briefings</li> <li>• Complete application</li> <li>• Prepare documentation required for hearing</li> <li>• Participate in conciliation process</li> <li>• Explore opportunities to resolve matter through conciliation, assess offers against likely outcome.</li> </ul>
				<ul style="list-style-type: none"> <li>• Use hearing etiquette</li> <li>• Present case at hearing outlining the case clearly and concisely</li> <li>• Respond to respondent submissions, questions and directions</li> <li>• Complete hearing processes.</li> <li>• Request statement of reasons for hearing decision, notify and explain outcome to parties.</li> <li>• Store documentation</li> </ul>
	Assessment due: As per Training Plan			

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

	9:00am - 4:30pm & Independent student learning	CPPREP4125 Transact in trust accounts	Elective	<ul style="list-style-type: none"><li>• Adhere to legislative requirements for administering real estate trust accounts</li><li>• Outline types and purpose of real estate trust accounts</li><li>• Process deposits in appropriate trust accounting software</li><li>• Provide trust receipts for any payments received</li><li>• Prepare banking documentation to deposit trust moneys</li><li>• Record receipts in trust account cash journal and trust account ledger</li><li>• Process payment, fees and charges</li><li>• Receive and validate requests for payment</li><li>• Check trust account ledger to confirm adequate funds in trust account before processing payment</li><li>• Maintain and protect trust account records</li><li>• Balance and reconcile trust account</li><li>• Apply agency contingency procedures to respond to discrepancies identified within the trust account</li><li>• Explain the process for unclaimed trust money</li><li>• Maintain security of trust account records</li></ul>
	Refer to the Training Plan for the training session day.	<b>Nominal hours: 50</b>		
	Assessment due: As per Training Plan			
	Self-paced study to finalise assessment submissions			
	Other: Trainers and assessors will provide current information in a timely manner, well in advance , e.g. <ul style="list-style-type: none"><li>• Final assessment dates for assessments .This includes assessment for outstanding units of competency/s</li></ul>			
<b>Pre-requisites</b>	There are no pre-requisites for this course.			

# Course Outline

## CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

<b>Entry Requirements</b>	<p>This course does not have specific entry requirements. However, the REIV will determine the potential student's capacity to benefit from the course through assessment of the following:</p> <ul style="list-style-type: none"> <li>• Age requirement (over 18 years of age)</li> <li>• Be a Victorian resident and undertake training in the State of Victoria</li> <li>• Australian citizen, holder of a permanent residency or be on a visa that allows study in Australia, but not an international student visa.</li> </ul> <p>** The REIV is not CRICOS approved and is not permitted to deliver to international students</p> <ul style="list-style-type: none"> <li>• Computing requirements <ul style="list-style-type: none"> <li>– Reliable internet connectivity</li> <li>– ZOOM program <a href="https://ZOOM.us/signin">https://ZOOM.us/signin</a></li> <li>– Functioning webcam and microphone</li> <li>– Computer equipment</li> </ul> </li> </ul> <p><b>PC users</b></p> <ul style="list-style-type: none"> <li>– Operating system: Windows 10 or later</li> <li>– Browser: Chrome</li> <li>– Word: Word 2010 or later</li> <li>– PDF reader: Adobe Acrobat Reader DC <a href="https://get.adobe.com/uk/reader/">https://get.adobe.com/uk/reader/</a></li> </ul> <p><b>Mac users</b></p> <ul style="list-style-type: none"> <li>– Operating system: MacOSX with macOS 10.9 or later</li> <li>– Browser: Chrome</li> <li>– Word: Word 2010 or later</li> <li>– PDF reader: Adobe Acrobat Reader DC <a href="https://get.adobe.com/uk/reader/">https://get.adobe.com/uk/reader/</a></li> </ul>
<b>Suitability</b>	<p>All interested individuals will undertake a pre-training review. This process allows the REIV to confirm the course meets the student's needs and aspirations as well as identifying any learning support requirements and a student's digital literacy capabilities. Undertaking this process also ensures the student fully understands the program and to address eligibility requirements if a student is accessing government funding. As part of the pre-training review applicants will need to undertake an online literacy, language and numeracy assessment, which also assists REIV in assessing a student's suitability.</p>
<b>Holiday Periods</b>	<p>There is no training and assessment scheduled during the following holiday periods:</p> <ul style="list-style-type: none"> <li>• All Victorian public holidays</li> <li>• No training during the Christmas - New Year Break, with training resuming third week of January.</li> </ul>
<b>Training Arrangements</b>	<p>Training is planned to ensure that students have a mixture of practical and theoretical components to cater for a wide variety of learning styles. Additionally, workplace practices and environments will be regularly simulated and used to conduct role play assessments in accordance with unit requirements.</p> <p>Self-paced learning and activities may include research, reading related textbooks, continuing to work on assessment tasks and preparing for role plays.</p> <p>Students are provided with etextbooks in the learning platform to support their learning (these are included in the course fees):</p> <ul style="list-style-type: none"> <li>• Unit Learner Guides as etextbooks</li> </ul>

# Course Outline

## CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

<b>Additional Support</b>	<p>All students will complete a language literacy and numeracy assessment during the enrolment process to determine their learning support needs. This is conducted via an online assessment tool. All students will be provided with a range of learning support options and resources to help them achieve competency. Where additional support needs have been identified a support plan will be developed which may include:</p> <ul style="list-style-type: none"><li>• Mentoring from trainers</li><li>• Additional classes, tutorials and workshops</li><li>• Online support and exercises</li><li>• Referral to external support services</li><li>• Reasonable adjustment to assessments</li></ul> <p>Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.</p>
<b>Assessment Arrangements</b>	<p>Students will be required to complete some assessments during their Zoom meetings with the majority of assessments completed in student's own time. Learning activities and assessments, to be completed in students own time.</p> <p>Assessment will be conducted individually. Students will access and complete assessments for each cluster in the online learning platform and includes:</p> <ul style="list-style-type: none"><li>• Assessment instructions</li><li>• Assessment resources for each unit of competency</li><li>• Details about when assessment will occur</li><li>• Details about assessment submission</li></ul> <p>There are a variety of assessment methods used for this qualification including amongst others but not limited to:</p> <ul style="list-style-type: none"><li>• Multiple choice and True and False Questions</li><li>• Projects</li><li>• Case Studies</li><li>• Observation</li><li>• Role Plays</li><li>• Case Studies</li><li>• Research Assignments</li></ul> <p>Submission of assessment tasks will be online through the learning platform and due dates for assessment must be adhered to.</p>
<b>Course Credit</b>	<p>The REIV complies with National Recognition under the Australian Quality Training Framework, however we would always recommend that the student enquires with the Business Licensing Authority as to the acceptance of credit transfers for licensing purposes, this is of importance to students who have trained interstate.</p> <p>Real Estate Institute of Victoria can grant students credit towards their course for units of competency that they have already completed with another RTO or authorised issuing organisation. We can also grant credit for subjects or units that have been completed where equivalence can be established between the unit in the course and the subject or unit that has been completed.</p> <p>There is no charge to apply for credit transfer.</p> <p>*Please refer to the Student Information Handbook for more information on Credit Transfer.</p>

<b>Recognition of Prior Learning (RPL)</b>	<p>Recognition of Prior Learning (RPL) is a process where skills and knowledge that a student has gained through work and life experience and other unrecognized training can be formally recognised.</p> <p>The Real Estate Institute of Victoria has a process that has been structured to minimize the time and cost to applicants and provides a supportive approach to students wishing to take up this option. Students should ideally apply for RPL at the time of enrolment. RPL is suitable for those who have direct experience in the real estate sector.</p> <p>During the entry process and interview stage the Real Estate Institute of Victoria will discuss with students the process and options for RPL. Suitability is often determined on how much experience students have in a certain area, their work history and previous training. If RPL is determined as a possibility, students will be provided with a kit that will guide them in working through each unit to determine relevant skills and experience and identify whether they would be able to provide the required evidence.</p> <p>A trainer/assessor will be available to assist the student throughout this process.</p> <p>*Please refer to the Student Handbook for more information on RPL.</p>
<b>Fees and Charges</b>	<p><b>Total Tuition Fee:</b> <b><i>Elearning or Workplace based</i></b></p> <p>\$4,250.00 – Full fee for service \$2,500.00 – Government funded (Skills First Program)* \$500.00 – Government funded with concession (Skills First Program)*.</p> <ul style="list-style-type: none"> <li>• *This training is delivered with Victorian and Commonwealth Government funding.</li> <li>• The student tuition fees as published are subject to change given individual circumstances at enrolment.</li> <li>• For more information, refer to the website <a href="#">REIV Fees and Charges</a></li> </ul> <p><b>RPL Costs:</b></p> <ul style="list-style-type: none"> <li>• \$350 per unit</li> </ul> <p>Nationally Recognised Training does not incur GST.</p> <p>Students must submit a valid USI, all fees must be paid in full and all course requirements successfully met to receive their Qualification Award certificate.</p> <p>Students must submit a valid USI, all fees must be up to date and unit requirements successfully met to receive a Statement of Attainment in the case of cancellation</p> <p>Please refer to the Training tab at <a href="http://www.reiv.com.au">www.reiv.com.au</a> for our Fees and Charges Policy.</p> <p>*Visit <a href="https://www.skills.vic.gov.au/s/how-to-check-your-eligibility">https://www.skills.vic.gov.au/s/how-to-check-your-eligibility</a> to check eligibility. Criteria applies which will be evaluated during the pretraining review.</p>

## Course Outline

### CPP41419 Certificate IV in Real Estate Practice – Face-to-Face Classroom based

<b>Inclusions</b>	<p>Unless otherwise specified, tuition fees include all training and assessment as well as required resources and textbooks (etextbooks for Elearning) for students to achieve the qualification or course in which they are enrolling.</p> <p><b>Additional charge:</b></p> <ul style="list-style-type: none"><li>• Re-Issue of Certificate or Statement of Attainment \$60</li><li>• Re-Issue of Statement of Attainment \$30</li><li>• Express marking (7 working days) \$80</li><li>• Subject re-enrolment fee \$300.00 (where the student has exhausted 3 attempts per unit).</li><li>• Administration fees (outlined below)<ul style="list-style-type: none"><li>• 1 week extension from the course end date - \$100</li><li>• 1 month extension from the course end date - \$500</li></ul></li><li>• Administration fees apply for course cancellation. Refer to <a href="#">Fees and Refunds Policy</a> on REIV website</li></ul>
<b>How to apply</b>	<p>To apply to enroll into the Agent Representative Course for:</p> <p><b>Elearning –</b></p> <ul style="list-style-type: none"><li>• Complete the enrolment application form available online via the Training tab on the REIV website <a href="#">REIV enrol now</a> and upload your colour photo identification, a colour copy of your Medicare card, or passport photo page.</li><li>• The administration team will then contact the student to arrange the literacy, language and numeracy assessment as well as to discuss a suitable time for the pre-training review and to discuss further documentation required for eligibility to access government funding.</li><li>• If after the pre-training review the student wishes to enrol and the REIV believes the training is suitable for the student, on the payment of fees the student is enrolled.</li><li>• <b>Note, this course is intense and requires attendance every training session</b></li></ul> <p><b>Phone: 03 9205 6666</b> <b>Email:</b> <a href="mailto:training@reiv.com.au">training@reiv.com.au</a> or <b>Mail:</b> 335 Camberwell Road, Camberwell VIC 3124</p>

**If you would like to discuss this course in more detail, please call us for a confidential discussion on 03 9205 6666. This course outline should be read in conjunction with Real Estate Institute of Victoria's Student Information Handbook.**