

Enrolment Form 2017

Agent's Representative & Job Ready Courses



V2017.2

This document serves as the enrolment form for the REIV Agent's Representative Course or the REIV Job Ready Courses or both. These forms are combined because enrolling in both courses entails a discount for the Job Ready Course.

What is the Agent's Representative Course?

To work in the real estate industry in Victoria as a salesperson or property manager, you will need to have completed the Agent's Representative course. Agent's Representatives carry out some, or all, of the functions of an Estate Agent under the authority of an Estate Agent.

How do I become an Agent's Representative?

- Successfully complete the Agent's Representative course;
- Secure employment with an estate agent and obtain an Authority to Act from the employer

Please note: Students should be aware they must fulfil the Consumer Affairs Victoria criteria (<http://www.consumer.vic.gov.au/businesses/licensed-businesses/estate-agents/agents-representatives>) to be eligible for employment as an agent's representative.

The Agent's Representative Course is comprised of 3 units of competency from the Certificate IV in Property Services (Real Estate) – CPP40307:
CPPDSM4080A - Work in the real estate industry
CPPDSM4007A - Identify legal and ethical requirements of property management to complete agency work
CPPDSM4008A - Identify legal and ethical requirements of property sales to complete agency work

This meets the educational requirements of Schedule 2 of the Estate Agents (Education) Regulations 2008.

There are no course pre-requisites but students need access to the internet and a proficient level of English language, literacy and numeracy commensurate with a Certificate IV level qualification.

How and when can I do the course?

The REIV is the state's largest provider of real estate training in Victoria and offers the Course for Agent's Representative through regularly scheduled contact classes (daytime or evening) or through distance education. Contact classes run in Camberwell nearly each week of the year and are also scheduled in regional locations so please refer to the course calendars on the website www.reiv.com.au/Training/Agents-Representative-Course or by contacting the training department of the REIV. Information on the Distance Education program is available per the above page of our website.

The daytime course for Agent's Representatives is usually run for one week Monday to Friday (5 days) 9am-5pm each day.
The evening course is run on Tuesday and Thursday evenings (6.00pm to 9.30pm) for 10 evenings (five weeks).

How will I be assessed?

Each of the three units of competency has a written assessment that needs to be completed in your own time. Students in the classroom delivery (face-to-face) stream must submit assignments for marking no later than four weeks after the completion of the delivery of the course. Distance education students have 2 months from the date of dispatch for submission of all three assessments. Assessments are open book and students can refer to their training materials when completing assessments. Students are provided two attempts to re-submit their assessments if they are deemed "not yet competent" after the first submission (if the initial submission is posted by the due date). However, where a student does not demonstrate competency after two re-submissions, he/she will be required to re-enrol in a contact training session at an additional cost. Results can be tracked using our online student portal, details of which are dispatched after enrolment. For each round of assessment marking, learners need to allow roughly three weeks for the posting, marking, and logging of results. Some of the assessment tasks may be conducted, at the discretion and direction of the trainer, during contact classes. All work using forms and *pro formas* **MUST** be typed or filled out in pen.

Can I apply for Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL), is available through the REIV. RPL requires that you are able to demonstrate a sound understanding, and provide evidence thereof, of the current learning outcomes of the units prescribed in the course. Full information on the RPL process can be found on the REIV RPL Fact Sheet in the "Training" section of the REIV website.

What are the Job Ready Courses ?

3 Days of Highly Interactive and Operationally Focussed Topics

Three innovative programs to help those new to real estate sales and property management understand the operational needs of their job. These courses are designed to follow on from the Agent’s Representative course and provide very practical and detailed examples of all the key functions of a salesperson, property manager or business broker. Job Ready courses are capped at a maximum of 15 students to enable maximum student interaction and an opportunity to explore all topics in-depth.

Job Ready: Residential Sales program includes over three days:

- Systems and strategies for obtaining listings;
- Research to put you ahead of the competition;
- Starting and growing a database of key contacts;
- Creating a referral network;
- Understanding the benefit and use of auction as a sales method;
- Techniques and tips on closing a sale and negotiating the best outcome; and
- Documentation including the listing authority for sale and auction and sales contracts.
- Creating scripts and dialogues that work for you;
- Using technology to improve effectiveness and efficiency;
- Setting goals and being productive;
- Techniques and tactics for marketing and promoting property;
- Using Open for Inspections for best result;

Job Ready: Residential Property Management program includes over three days:

- Understanding the role of a property manager and the impact of legislation on processes and procedures;
- Conducting property inspections;
- Dealing with repairs and maintenance;
- Completing entry condition reports and routine inspections;
- Working with and setting up of systems for arrears, leasing of properties;
- Listing properties for rent on internet sites;
- Issuing notices;
- Strategies for resolving problems;
- Communicating with Owners Corporations;
- Setting up and delivering listing presentations;
- Strategies and opportunities to contribute to growing the rent roll;
- End of tenancy procedures including claiming of bond money;
- Risk management strategies;
- Communication strategies to deal with difficult situations and complaints;
- Time management skills;
- Record keeping;
- The role of VCAT and how to prepare for VCAT hearings; and
- Review of key documentation including Listing Authority;
- Lease Agreement, Entry Condition Report and Routine Inspection Report.

How and when can I do the course?

The Job Ready(Sales and Property management) courses are conducted over 3 days at our Camberwell Office and Training facility. A calendar of course dates can be found at www.reiv.com.au/learning or by calling 9205 6666.

Enrolment Form - Agent's Representative & Job Ready Courses



<p>I am applying for:</p> <p><input type="checkbox"/> Agent's Representative Course</p> <p><input type="checkbox"/> Job Ready Course(s)</p> <p><input type="checkbox"/> Both</p>	<p>For Office Use Only:</p> <p>Student/IMIS Number: _____</p> <p>Course Offer Code(s): _____</p>
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1. Student Details

Title: Mr Mrs Miss Ms

Given Names _____ (Middle Name) _____

Surname _____

NOTE: The above names will be used on your certificate, please ensure this is your legal name.

Preferred/Informal Name _____

Date of Birth DD / MM / YY Gender Male Female

Home Phone _____ Work Phone _____ Mobile Phone _____

Email Address _____

Residential Address

Suburb _____ State _____ Postcode _____

Postal Address

Suburb _____ State _____ Postcode _____

(For compliance purposes a 'permanent physical address' must be listed in our database. If the address above is not your permanent address please provide below.

Permanent Address

Suburb _____ State _____ Postcode _____

Emergency Contact: _____

(Name) _____ (Mobile) _____ (Relationship) _____

If employed in Real Estate: Agency: _____ Branch: _____

2. Unique Student Identifier

In accordance with Section 14 of the Student Identifiers Act of 2014, as of 1 January 2015, all students engaged in accredited vocational training will require a “Unique Student Identifier”. Registered Training Organisations will be required to collect and verify these against a national database. You will not be able to receive a transcript or Statement of Attainment without a validated USI. We **STRONGLY** recommend students obtain this **PRIOR** to enrolment via www.usi.gov.au and indicate it below in order to expedite the award of your qualification or Statement of Attainment. All privacy aspects are available at www.usi.gov.au

Please tick ONE box below:

- I have a USI. The number is: _____; OR
- This is my first enrolment where a Unique Student Identifier is needed. I will create this myself via www.usi.gov.au and provide this to the REIV before my training commences.

In both cases above, your USI must be validated by the REIV against the Commonwealth database. When reporting your USI to the REIV, please take care to provide us the exact 10 space alpha-numeric identifier so as to avoid delays to your training and completion.

3. Victorian Student Number (for students up to 25 years old)

A Victorian Student Number (VSN) is allocated to all school and VET students up to 25 years of age upon their first enrolment in a Victorian school from 2009, or their first enrolment in a VET training provider from 2011.

Please complete one of the following options if you are 25 years old or under:

- I have a VSN. The number is: _____; OR
- This is my first enrolment with a Victorian education provider since 2009; OR
- I have enrolled with a Victorian education provider since 2009, but I do not know my VSN.

4. Course Options: Either or both

- I am enrolling in the Agent’s Representative Course:

Please select one of the following course delivery modes combinations. Refer to reiv.com.au/learning for course dates.

- Daytime Camberwell Course (Five consecutive days)
Preferred commencement date _____ / _____ / _____
- Evening Camberwell Course (Two evenings per week over 5 weeks)
Preferred commencement date _____ / _____ / _____
- Daytime regional: _____ (Five consecutive days)
(Location as listed on REIV Website)
Commencement Date _____ / _____ / _____
- Distance Education (resources accessed online)

- I am enrolling in a Job Ready Course: _____

Note: If enrolling in both the Agent’s Representative Course and a Job Ready course, you needn’t have completed all three unit **assessments** before commencing the Job Ready course, but you must have **attended** all classes;

7. Student Demographics Questionnaire

This information below is collected by the REIV and is required to be submitted to State & Commonwealth compliance authorities. This information is used for analysis of education being delivered throughout Australia. No data will be published that could infringe upon the privacy of any individual undertaking training or further education programs. However, all areas must be filled out for your enrolment to be considered complete. Please note that you will also need to provide evidence of identity on your first day of class in the form of a government issued identification (driver's license, passport, etc.).

EMPLOYMENT

Of the following categories, which BEST describes your current employment status?

- | | |
|--|--|
| <input type="checkbox"/> Full-time employee | <input type="checkbox"/> Part-time employee |
| <input type="checkbox"/> Employer | <input type="checkbox"/> Employed - unpaid worker in a family business |
| <input type="checkbox"/> Unemployed - seeking full-time work | <input type="checkbox"/> Unemployed - Seeking part-time work |
| <input type="checkbox"/> Not employed - not seeking employment | <input type="checkbox"/> Self-employed - not employing others |

Current Occupation: Choose the closest descriptor; if currently unemployed, choose field of most recent job

- | | | |
|---|--|---|
| <input type="checkbox"/> Manager | <input type="checkbox"/> Professional | <input type="checkbox"/> Technical/Trade Worker |
| <input type="checkbox"/> Community or Personal Services | <input type="checkbox"/> Clerical/Administration | <input type="checkbox"/> Sales |
| <input type="checkbox"/> Machine/Vehicle Operation | <input type="checkbox"/> Labourer | <input type="checkbox"/> Other |

Industry of Employment: (Tick only one)

- | | | |
|--|--|---|
| <input type="checkbox"/> Agriculture, Forestry, Fishing | <input type="checkbox"/> Financial & Insurance Services | <input type="checkbox"/> Mining |
| <input type="checkbox"/> Retail, Hiring, & Real Estate Services | <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Professional, Scientific, Technical Services |
| <input type="checkbox"/> Electricity, Gas, Water, Waste Services | <input type="checkbox"/> Administrative & Support Services | <input type="checkbox"/> Construction |
| <input type="checkbox"/> Public Administration & Safety | <input type="checkbox"/> Wholesale Trade | <input type="checkbox"/> Education and Training |
| <input type="checkbox"/> Retail Trade | <input type="checkbox"/> Healthcare & Social Assistance | <input type="checkbox"/> Accommodation & Food Services |
| <input type="checkbox"/> Arts and Recreation Services | <input type="checkbox"/> Transport, Postal, Warehousing | <input type="checkbox"/> Information, Media, Telecommunications |
| <input type="checkbox"/> Other | | |

SCHOOLING

Are you still attending secondary school? No Yes

What is your highest COMPLETED secondary school/high school level?

- | | | | |
|--|---|----------------------------------|---|
| <input type="checkbox"/> Year 12 | <input type="checkbox"/> Year 11 | <input type="checkbox"/> Year 10 | <input type="checkbox"/> Year 9 or equivalent |
| <input type="checkbox"/> Year 8 or lower | <input type="checkbox"/> Did not go to school | | |

In which YEAR did you complete that highest level of secondary school? (e.g. 2009) _____

PRIOR EDUCATION (POST SECONDARY)

Since leaving school, have you SUCCESSFULLY COMPLETED any of the following qualifications?

No Yes.... IF YES, then tick ANY applicable boxes below for qualification and where obtained

Yes	Qualification	Achieved in Australia	Australian Equivalent	Overseas Qualification
	Bachelor Degree or Higher Degree			
	Advanced Diploma or Associate Degree			
	Diploma (or Associate Diploma)			
	Certificate IV (or Advanced Certificate/Technician			
	Certificate III (or Trade Certificate)			
	Certificate II			
	Certificate I			
	Certificates other than those listed _____ _____			

COUNTRY OF BIRTH - In which country were you born?

Australia Other, please specify _____

LANGUAGE - Do you speak a language other than English at home?

No, English only Other, please specify _____

ENGLISH PROFICIENCY - (please tick the most appropriate box)

	Poor (0)	Fair (1)	Good (2)	Very Good, though English is not my first language (3)	Very Good: English is my first or only language (4)
Reading					
Writing					
Speaking					
Listening Comprehension					

Overall, I would rank my proficiency in English (using the 0-4 scale above) as: _____

Depending on your self-assessment, we may contact you to recommend or require either a more formal language assessment or a prerequisite English language classes.

The REIV reserves the right to request a further language/literacy assessment at any point prior to, or after, the commencement of the class.

DISABILITY - Do you consider yourself to have a disability, impairment or long-term medical condition?

No Yes

If YES, then tick ANY applicable boxes below

Hearing/Deaf Physical Medical condition Acquired brain impairment
 Vision - visual/sight/seeing Mental illness Intellectual Other _____

Do you require any assistance due to physical or learning disabilities that may impact on your study?

No Yes

*Note: If you ticked 'yes' above, you **must** declare this prior to the commencement of your course in order for the REIV to make reasonable adjustments. Furthermore, depending on the severity, you may be contacted to provide supporting documentation.*

CULTURAL - Do you self-identify as being of Aboriginal or Torres Strait Islander origin?

No
 Yes, Aboriginal
 Yes, Torres Strait Islander
 Yes, Aboriginal and Torres Strait Islander

STUDY REASON

Of the following categories, which BEST describes your main reason for undertaking this course?

To get a job
 To develop my existing business
 For personal interest or self-development
 To start my own business
 To try for a different career
 To get into another course of study
 To get a better job/promotion
 I wanted extra skills for my job
 It was a requirement of my job
 Other reason(s) _____

8. Where did you hear about REIV Training?

REIV Website
 Seek
 My Career
 Google
 Career Expo
 OR referred by: _____
 Other: _____

Declaration

I declare:

- ❖ The details set out in this application are true and correct.
- ❖ If I am enrolling in, or need to complete, the Agent's Representative course I will be made a Student Member of the REIV for one year without further costs.
- ❖ I have access to the internet and a printer.
- ❖ I am aware of and accept the terms and policies at: <http://www.reiv.com.au/learning/student-information>
- ❖ I will inform the REIV Learning and Development department of any changes in my contact details including my email address. I acknowledge that changing my email address during the training period may interrupt my access to the online Student Portal and/or e-Learning platforms.

Student Signature _____

(must be signed: Typed signature cannot be accepted.)

_____ / _____ / _____
 Date / Month / Year

COMPLAINTS AND APPEALS

Full details of the REIV Complaints and Appeals processes can be found at:
<http://www.reiv.com.au/learning/student-information/policies>

FEES, CHARGES, REFUNDS AND DEFAULTS

- a) Cancellation of course by the REIV:
In the case that the Real Estate Institute of Victoria cancels the course at any stage during the period of enrolment a pro rata refund of the unassessed units will be issued.
- b) Cancellation of enrolment by the REIV after commencement:
In the case where a student has exceeded the course enrolment and training period as specified in the training plan without contacting the REIV and without response to attempts to contact the student by the REIV, the course enrolment may be cancelled. In these cases, no refund is provided.
- c) For full details of fees, charges and refunds, go to: <http://www.reiv.com.au/LEARNING/Student-Information/Fees,-Changes-Refunds>

8.4 Privacy Statement

I understand that:

- The Real Estate Institute of Victoria, Ltd is required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with student and training activity data which may include information I provide in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines available at www.education.vic.gov.au. The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. I have been advised by the training organisation that I may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review.
- The Education and Training Reform Act 2006 requires The Real Estate Institute of Victoria, Ltd to collect and disclose my personal information for a number of purposes including the allocation to me of a Victorian Student Number and updating my personal information on the Victorian Student Register and Commonwealth USI database.
- The Real Estate Institute of Victoria is also obliged to provide information when requested to other government agencies, including CentreLink.
- If I breach the Student Code of Conduct and my employer is an REIV member my employer may be contacted by the REIV.
- If I am enrolling in, or need to complete, the Agent’s Representative course I will be made a Student Member of the REIV for one year.

I declare that I have read and understood the above privacy statement.

Student signature _____ Date _____ / _____ / _____

9. To Enrol

Please forward your completed enrolment form to REIV Training by:

Post: REIV Learning and Development Department
PO Box 443
Camberwell VIC 3124
Fax: 03 9205 6690
Email: training@reiv.com.au