



# Diploma of Property Services (Agency Management)



*Achieve a nationally recognised qualification that enables you to apply for licensing in the ACT*

## Overview

This program, for which Wisdom has applied for funding under the Australian Government's Productivity Places Program (PPP), provides real estate professionals with the skills, knowledge and qualification to successfully manage a real estate agency. The program meets the requirements for licensing in the ACT (see Agents' Regulations Act 2003). The program is open for registration for full fee-paying participants who are not eligible to receive PPP funding.

## Benefits

- Achieve a nationally recognised qualification that enables you to apply to become a licensed real estate agent in the ACT.
- Obtain the managerial skills and knowledge required to successfully manage a real estate agency.
- Explore how to become an effective business manager and leader.
- Discover the secrets of effective performance management.
- Further your career options in the ACT property sector.

## Who would benefit from this program?

This program is designed specifically for those participants who have a Certificate IV in Property (Real Estate) (PRD40101).

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**Commitment**

The face-to-face commitment to complete this qualification is 15 full-day workshops between March and October 2012. A full program schedule is attached.

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**Units of Competency**

To achieve the **Diploma of Property Services (Agency Management) CPP50307** from the Property Services training package (CPP07), you must meet the evidence requirements for 26 units of competency.

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**Qualification**

Upon successful completion of the program, you will be issued with a nationally recognised qualification: **Diploma of Property Services (Agency Management) CPP50307**. The program will be presented across 4 streams:

- Stream 1 – Introduction and real estate operating framework
  - Stream 2 – Planning, marketing and client service
  - Stream 3 – Financial management
  - Stream 4 – Leadership and people management
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**Stream 1**

- CPPDSM4003A Appraise property
  - CPPDSM4005A Establish and build client-agency relationships
  - 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
  - CPPDSM4009B Interpret legislation to complete agency work
  - CPPDSM4010A Lease property
  - CPPDSM4011A List property for lease
  - CPPDSM4012A List property for sale
  - CPPDSM4013A Market property for lease
  - CPPDSM4014A Market property for sale
  - CPPDSM4015B Minimise agency and consumer risk
  - CPPDSM4016A Monitor and manage lease or tenancy agreement
  - CPPDSM4017A Negotiate effectively in property transactions
  - CPPDSM4018A Prepare and present property reports
  - CPPDSM4019A Prepare for auction and complete sale
  - CPPDSM4022A Sell and finalise the sale of property by private treaty
  - CPPDSM4080A Work in the real estate industry
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**Stream 2**

- CPPDSM5012A Develop a strategic business plan in the real estate industry
  - CPPDSM5020A Manage and monitor effective client service in the real estate industry
  - CPPDSM5032A Market the agency
  - BSBMGT515A Manage operational plan
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**Stream 3**

- CPPDSM4006A Establish and manage agency trust accounts
  - BSBFIM501A Manage budgets and financial plans
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**Stream 4**

- BSBMGT502B Manage people performance
  - BSBHRM402A Recruit, select and induct staff
  - BSBMGT605B Provide leadership across the organisation
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**Recognition of Prior learning (RPL)**

Wisdom offers all prospective learners for the Diploma of Management BSB51107 Recognition of Prior Learning (RPL).

RPL is an assessment process that recognises current skills and experience gained from work, life experience, or formal study.

The assessment process will involve you collecting evidence against the requirements of each of the units of competency. Your assessor will support you to gather this evidence and will then examine the evidence you provide to prove you have the necessary knowledge and skills for RPL.

Your evidence can include

- samples of work, projects and materials
- third party input from managers and/or peers
- written reports
- interviews with your assessor.

For further details on how you can initiate the RPL process, please call our team on 02 6257 8588.

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**Cost**

The full face-to-face delivery participant fee for this program is \$4,850. The fee for recognition of prior learning (RPL) for this qualification is \$200 per unit of competency.

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## The Wisdom experience

At Wisdom you get more than a qualification – you get the Wisdom experience. Wisdom applies an active, learner-centred model, underpinned by contemporary adult learning theory. As a result the focus is always on ensuring the learning:

- can be directly related back to your workplace
- has the flexibility to meet your needs
- involves interactive activities such as group discussions, case studies and scenarios.

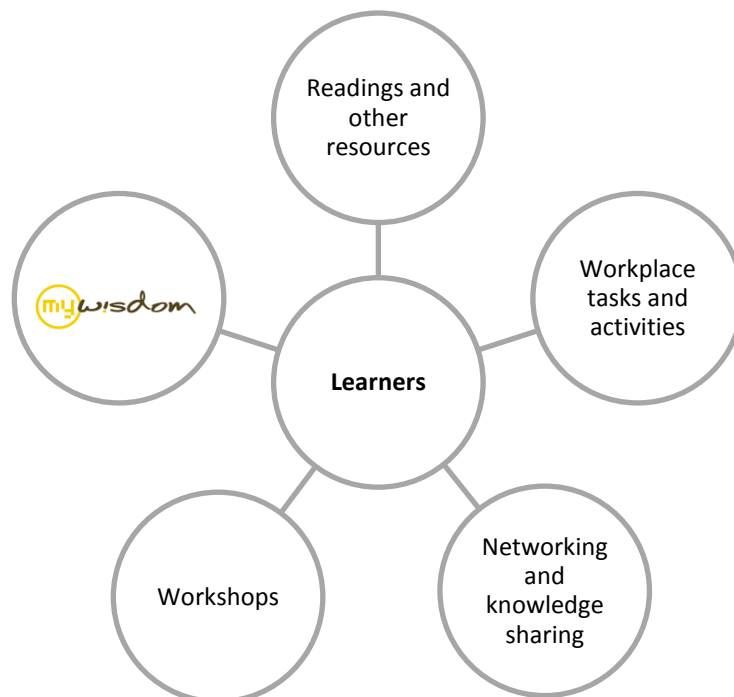
To support your learning Wisdom provides:

- access to experienced facilitators who support you throughout the qualification
- prompt and friendly administrative support
- a comprehensive manual
- a *Words of WISDOM* custom text, developed specifically for Wisdom’s business training
- workshop materials and resources
- useful readings, handouts and links
- gourmet catering for each workshop
- easy access to parking.

The face-to-face delivery is held at Wisdom’s state-of-the art learning centre at Fairbairn in the airport precinct. The centre offers a spacious, quality learning environment for a true change from day-to-day business.

## Learning Model

The Diploma of Property Services (Agency Management) program applies accelerated learning techniques using the Wisdom Way Learning Model. Benefits of the model include sharing of knowledge and experience, immediate application of learning and support and assistance from qualified, experienced facilitators.



Learning activities can include:

- **Workshops:** Structured learning sessions that provide the key content of the program and a range of learning activities.
- **myWISDOM:** The Wisdom virtual learning environment 'myWISDOM' is an online learning space that provides participants with the opportunity to collaborate, share links and resources and reflect upon and discuss their learning journey.
- **Networking and knowledge sharing:** Participants enhance learning through sharing knowledge, experience and resources within and outside learning groups and workshops. Wisdom assists and encourages participants to network to augment learning and knowledge sharing and the development of business networks and collaborative professional relationships.
- **Readings and other resources:** Participants are provided with resources that underpin learning and provide the depth and breadth of the program's content. Readings and resources will reflect contemporary theories, models, best practice guidelines.
- **Workplace tasks and activities:** Participants undertake a range of practical tasks and activities relevant to modern organisations. These tasks and activities will form the majority of the assessment requirements for the program.

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#### Interested?

To find out more about this program, please contact our friendly team on 02 6257 8588 or email [info@wisdomlearning.com.au](mailto:info@wisdomlearning.com.au)

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**Diploma of Property  
Services Schedule  
2012**

Day 1	Wednesday 21 March 2012	9:00am - 4:30pm
Day 2	Wednesday 4 April 2012	9:00am - 4:30pm
Day 3	Wednesday 18 April 2012	9:00am - 4:30pm
Day 4	Wednesday 2 May 2012	9:00am - 4:30pm
Day 5	Wednesday 16 May 2012	9:00am - 4:30pm
Day 6	Wednesday 30 May 2012	9:00am - 4:30pm
Day 7	Wednesday 13 June 2012	9:00am - 4:30pm
Day 8	Wednesday 27 June 2012	9:00am - 4:30pm
Day 9	Wednesday 11 July 2012	9:00am - 4:30pm
Day 10	Wednesday 25 July 2012	9:00am - 4:30pm
Day 11	Wednesday 8 August 2012	9:00am - 4:30pm
Day 12	Wednesday 22 August 2012	9:00am - 4:30pm
Day 13	Wednesday 5 September 2012	9:00am - 4:30pm
Day 14	Wednesday 19 September 2012	9:00am - 4:30pm