

**CPPREP4001 Prepare for professional practice in real estate**

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| Assessment Task Cover Sheet – Assessment Task 2 |

1. **Students:** Please fill out this cover sheet clearly and accurately. Make sure you have kept a copy of your work.

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| --- | --- | --- | --- | --- |
| 1. **Name:** |  | | | |
| 1. **Date of submission:** |  | | | |
| 1. **Unit:** | 1. CPPREP4001 Prepare for professional practice in real estate | | | |
| 1. **No. of Pages in Submission:** |  | | | |
|  | | 1. **Assessor to complete** | | |
| 1. **Assessment Task Number & Title** | | 1. **Satisfactory/ Not satisfactory** | 1. **Date** | 1. **Is this a reassessment? Y/N** |
| 1. Assessment Task 2: Research Project | |  |  |  |

STUDENT DECLARATION

1. I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ declare that these tasks are my own work.

* None of this work has been completed by any other person.
* I have not cheated or plagiarised the work or colluded with any other student/s in the completion of this work.
* I have correctly referenced all resources and reference texts throughout these assessment tasks.
* I understand that if I am found to be in breach of the RTO’s policies, disciplinary action may be taken against me.

1. Student Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Cover Page

A cover page which has your full name, unit name and code, and the name of your assessor (if required).

1. Section 1: About the Real estate Agency
2. What is the structure of a real estate agency and its people?
3. Create a table to explain the structure and staffing of a real estate agency and the roles of the people within it. Set your table up like this:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **Title** | 1. **Role description** | 1. **Responsibilities** | 1. **Licence requirements** | 1. **Regulated role?** 2. **Yes or No** |
| 1. Real estate agency licensee in charge/person in effective control |  |  |  |  |
| 1. Real estate agent |  |  |  |  |
| 1. Office receptionist/ administration worker |  |  |  |  |

1. Interview a person who works as an agency principal/licensee in charge/agent in effective control and ask them to describe their responsibilities and activities in their daily work practices. Based on the interview, write a tip sheet of best practice ideas for succeeding in the agency principal role.
2. Identify and explain a suitable business structure for a real estate agency. Conduct a phone interview, online chat or use online resources to research and give an example of this structure from your state or territory. Then, write a brief summary about something you have learnt from your research.
3. What are three things that a real estate agency business structure must include?
4. What are the functions of the real estate agency? Identify and explain the functions of a real estate agency.
5. Section 2: Real Estate Framework
6. Who is the regulator for real estate in your state or territory? Describe what the regulator does in one paragraph or a dot point list and provide a link or reference to the most up to date information about the scope and function of the regulator in relation to real estate practice in your state or territory.
7. Who is eligible to hold a real estate licence in your state or territory? Provide a screenshot or link to the source of your information.
8. Section 3 Working in Real Estate
9. Go online. Locate information about the licence requirements for each of these real estate tasks. Identify the person who is able to perform these tasks in your state or territory.

* New South Wales:
* Negotiating with a person to enter into a residential sales transaction or contract:

1. Class 1 Agent in Real Estate – Sales and Leasing
2. Class 2 Agent in Real Estate – Sales and Leasing
3. Assistant Agent in Real Estate – Certificate holder
4. Class 1 Agent in Real Estate – Business Agent

* Withdrawing money from a trust account:

1. Class 1 Agent in Real Estate – Sales and Leasing
2. Class 2 Agent in Real Estate – Sales and Leasing
3. Assistant Agent in Real Estate – Certificate holder
4. Class 1 Agent in Real Estate – Business Agent

* Selling a business or professional practice:

1. Class 1 Agent in Real Estate – Sales and Leasing
2. Class 1 Agent in Real Estate – On-site Residential Property Management
3. Assistant Agent in Real Estate – Certificate holder
4. Class 1 Agent in Real Estate – Business Agent

* Giving possession of residential premises under a lease:

1. Class 1 Agent in Real Estate – On-site Residential Property Management
2. Class 2 Agent in Real Estate – Sales and Leasing
3. Assistant Agent in Real Estate – Certificate holder
4. Class 1 Agent in Real Estate – Business Agent

* Inspecting a residential property:

1. Class 1 Agent in Real Estate – On-site Residential Property Management
2. Class 2 Agent in Real Estate – Sales and Leasing
3. Assistant Agent in Real Estate – Certificate holder
4. Class 1 Agent in Real Estate – Business Agent

* Queensland:
* Auction a property:

1. Licensed real estate agent (holding a licence)
2. Real estate salesperson (holding a registration certificate)
3. Licensed auctioneer

* Manage the units in a complex on behalf of a body corporate:

1. Resident letting agent licence
2. Real estate salesperson (holding a registration certificate)
3. Licensed auctioneer

* Lease out a business:

1. Real estate agent (business letting)
2. Licensed auctioneer
3. Real estate assistant

* Victoria:
* Negotiating and finalising a contract of sale for a residential property:

1. Real estate agent
2. Agent’s representative
3. Officer in effective control

* Managing the principal office of a real estate agency which is part of a corporation:

1. Agent’s assistant
2. Principal agent
3. Officer in effective control

* Managing the principal office of a real estate agency which is part of a partnership:

1. Real estate agent
2. Principal agent
3. Officer in effective control

* Verify statements from trust account:

1. Any signatory to the account
2. Principal agent
3. Agent’s representative

* ACT:
* Can employ sales people:

1. Real estate agent
2. Reception staff
3. Conditional real estate agent

* Collecting payments under a lease of rural land:

1. Conditional real estate agent
2. Stock and station agent
3. Real estate agent
4. Find three real estate jobs which are currently advertised in print or online. Show the details of each advertisement to your assessor.
5. For each advertised position, write a checklist which describes at least three of the terms and conditions (such as permanent, casual, retainer payment, etc) which apply.
6. Imagine you are working in one of these positions. Find details of at least two different and relevant professional development opportunities which could be useful to continue to build your skills and knowledge. Include information about how these opportunities would help you continue to learn over time.
7. Use tables like the ones below to complete two flow charts of possible professional development pathways for a person who wants to build their skills and qualifications in the industry. Choose two different areas of interest for you which are relevant to your state or territory.

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| --- | --- | --- |
| 1. **State or territory:** | | |
| 1. **Career goal** | 1. **Qualifications** | 1. **What will I be able to do?** |
| 1. Early career goal: |  |  |
| 1. Mid career goal: |  |  |
| 1. Late career goal: |  |  |

| 1. **State or territory:** | | |
| --- | --- | --- |
| 1. **Career goal** | 1. **Qualifications** | 1. **What will I be able to do?** |
| 1. Early career goal: |  |  |
| 1. Mid career goal: |  |  |
| 1. Late career goal: |  |  |

1. Interview two people who are currently working in an area of real estate practice that interests you. Develop questions about the professional pathways that they have used in their career, and then record or make interview notes based on their answers.
2. Section 4 Communication Strategies
3. Imagine you are working with a client, such as a vendor or potential buyer. Complete a table like the one below to explain these three communication strategies that you could use with parties to a real estate transaction or interaction. Give an example of a situation where you could use each strategy effectively.

|  |  |  |
| --- | --- | --- |
| **Communication strategy** | **Your explanation** | **An example where you could use this strategy** |
| Online/remote communication |  |  |
| Nonverbal communication |  |  |
| Active listening |  |  |

1. For each of these situations, identify the communication strategy being used and explain how effective you think it will be:

* Jonti ignores a customer who is waiting, clearly annoyed, at the reception counter of the real estate office with a complaint form in their hand. Jonti does not look at the customer and turns her body away from them. She continues with her current phone call, taking her time in wrapping up the call before finally acknowledging that the customer is waiting to make a complaint.
* Paul paraphrases a complaint made by a customer, using similar words to their own. He asks them to repeat some parts of the complaint and he takes notes as they are speaking.
* Maxine gives a complaints policy document to a customer and reads it out to them. She gives them her card and highlights her mobile number. She writes a date on the back of the card and tells the customer she will respond to them by this date.

1. Interview two people who are currently working in an area of real estate practice that interests you. Develop questions about the communication strategies they find most effective in their area of work, and then record or make interview notes based on their answers.

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| Submission requirements | * You must submit a research report which includes all sections, as well as any required documentation needed as evidence of interviews (including name and date of people who have been interviewed) |