



Australian Government

CPP31519 Certificate III in Real Estate Practice

Release 3

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Modification History

Release 3 This version first released with CPP Property Services Training Package Release 15.0.

Inclusion of unit CPPSCM3017 Work effectively in strata community management in Elective units.

Release 2 This version first released with CPP Property Services Training Package Release 11.0.

Updated imported equivalent units of competency:

- BSBPEF301 Organise personal work priorities
- BSBTWK301 Use inclusive work practices
- BSBWHS307 Apply knowledge of WHS laws in the workplace.

Refer to the Companion Volume Implementation Guide for clarification.

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to:

- CPP30211 Certificate III in Property Services (Agency).
- CPP30311 Certificate III in Property Services (Operations).

Qualifications were merged to reduce duplication. Updated to the Standards for Training Packages.

Qualification Description

This qualification reflects the role of administration staff within the real estate sector of the property services industry who apply knowledge of real estate procedures, forms and documents; knowledge of customer service standards and customer expectations; and knowledge of real estate services and technical processes to support real estate agency operational functions.

This qualification applies to administration and support staff working in the real estate sector including residential, commercial, stock and station, auctioneering or buyer's agent operations.

Occupational titles may include:

- Real Estate Agent Office Assistant
- Real Estate Sales Assistant
- Assistant Property Manager

- Marketing and Administration Assistant.

Staff who hold this qualification are commonly engaged with:

- receiving, recording and following up enquiries with vendors or buyers, lessors or tenants, by phone, email and in person
- using forms and documents to assist in preparing contracts for sale or lease, correspondence with vendors, buyers, lessors or tenants
- scheduling and assisting with property inspections
- maintaining data relating to clients and prospects including vendors, buyers, lessors or tenants
- assisting with development of a client base through prospecting activities such as cold calls, door knocking, attendance at open homes
- conducting approved transactions through trust accounts
- receiving and processing payments and maintaining basic financial records
- applying ethical standards and practices
- conducting basic administration duties including using business technology, preparing documents, maintaining appointment schedules and providing customer service.

Licensing, legislative, regulatory or certification requirements

Legislative, regulatory or certification requirements apply to real estate practices in all states and territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 14 units of competency:
 - 5 core units
 - 9 elective units.

The elective units must ensure the integrity of the Australian Qualifications Framework (AQF) qualification alignment, contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of 3 elective units must be chosen from the elective units listed below
- up to 4 elective units may be chosen from the elective units listed below or from other current Training Packages provided they do not duplicate the outcome of another unit chosen for the qualification.

Core units

CPPREP3001 Comply with ethical practice in real estate

CPPREP3002	Communicate effectively to support customer service in real estate
CPPREP3003	Access and process property information in real estate
CPPREP4001	Prepare for professional practice in real estate
CPPREP4005	Prepare to work with real estate trust accounts
Elective units	
BSBFIA304	Maintain a general ledger
BSBITU309	Produce desktop published documents
BSBPEF301	Organise personal work priorities
BSBTWK301	Use inclusive work practices
BSBWHS307	Apply knowledge of WHS laws in the workplace
CPPREP3101	Assist in listing and marketing properties for lease
CPPREP3102	Assist in listing and marketing properties for sale
CPPREP3103	Assist with the sale of properties
CPPREP3104	Assist with maintaining and protecting condition of managed properties
CPPREP3105	Assist with property inspection
CPPSCM3017	Work effectively in strata community management
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team

Qualification Mapping Information

Supersedes and is equivalent to CPP30211 Certificate III in Property Services (Agency) and CPP30311 Certificate III in Property Services (Operations).

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

