

## **Diploma of Property Services (Agency Management)** CPP50307 **Course Brochure**

We are pleased to announce that the Australian College of Professionals is conducting a four (4) day intensive training course for people to complete an “up-grade course” to obtain the full Diploma of Property Services (Agency Management). This qualification is for senior property professionals and those wishing to move into senior positions.

### **Course Content**

Recognition of Prior Learning (RPL) for eighteen (18) of the twenty-six (26) Units of Competency required for the Diploma will be granted to those course participants who hold a current NSW Real Estate Licence under the NSW Property, Stock and Business Agents Act 2002. The remaining eight (8) Units of Competency required to gain the full Diploma qualification are listed below.



**BSBHRM402A**  
**BSBMGT605B**  
**CPPDSM4001A**  
**CPPDSM5009A**  
**CPPDSM5012A**  
**CPPDSM5018A**  
**CPPDSM5032A**  
**CPPDSM5036A**

**Recruit, select and induct staff**  
**Provide leadership across the organisation**  
**Act as a buyer’s agent**  
**Co-ordinate risk management system in the property industry**  
**Develop a strategic business plan in the real estate industry**  
**Ensure a safe workplace in the property industry**  
**Market the agency**  
**Prepare tender documentation in the property industry**

**Venue:** Sydney CBD  
**Course Dates:** Tues 26<sup>th</sup> – Fri 29<sup>th</sup> Jun

Castle Hill  
Tues 27<sup>th</sup> – Fri 30<sup>th</sup> March

**Times:** 9.00am to 5.00pm

### **Trainers**

All of the trainers that will facilitate the workshops for this up-grade course are experienced practitioners in the property industry. Specific sessions will also be conducted by senior solicitors, accountants and performance psychologists who are employed by the College and have an extensive knowledge of the property industry.

### **Outcomes**

#### Recruit, Select and Induct Staff

At the conclusion of the training, you will have knowledge and skills in:

- determining job descriptions
- planning for job selection
- assessing and selecting applicants
- appointing and inducting successful candidates

Provide leadership across the organisation

At the conclusion of the training, you will have knowledge and skills in:

- communicating organisational mission and goals
- influencing groups and individuals
- building and supporting teams
- demonstrating personal and professional competence

Act as a Buyer's Agent

At the conclusion of the training, you will have knowledge and skills in:

- establishing buyer requirements
- confirming engagement of agency by buyer
- sourcing properties that meet buyer requirements
- negotiating purchase of property on behalf of buyer
- monitoring settlement of sale
- maintaining communication with relevant parties

Co-ordinate risk management system in the property industry

At the conclusion of the training, you will have knowledge and skills in:

- determining system requirements
- organising support processes
- monitoring and maintaining systems
- reviewing and reporting on systems

Develop a strategic business plan in the real estate industry

At the conclusion of the training, you will have knowledge and skills in:

- identifying business opportunities in the property market
- establishing the potential demand for agency services
- establishing business goals and objectives for the agency
- documenting and reviewing agency business strategies

Ensure a safe workplace in the property industry

At the conclusion of the training, you will have knowledge and skills in:

- establishing and maintaining OHS framework
- establishing and maintaining participative arrangements
- establishing procedures for identifying hazards and assessing and controlling risks
- reviewing system effectiveness

Market the agency

At the conclusion of the training, you will have knowledge and skills in:

- undertaking market research
- developing marketing strategies
- implementing marketing strategies
- reviewing and adjusting marketing activities
- selecting and promoting agency services

Prepare tender documentation in the property industry

At the conclusion of the training, you will have knowledge and skills in:

- determining tender requirements
- estimating resource requirements
- preparing tender documentation

### Enrolment Process:

#### Face to Face Courses

1. Complete our enrolment form. If you have any questions regarding the form, please contact us on 9659 4699 or 1300 88 48 10.
2. Return the form to our office at least 1 week prior to course date together with payment for the course.
3. Alternatively, you can enrol online at [www.collegeaus.com](http://www.collegeaus.com) and follow the link to Training Schedule & Enrolment

#### Distance Education Courses

1. Complete our enrolment form. If you have any questions regarding the form, please contact us on 9659 4699 or 1300 88 48 10.
2. Return the form to our office together with the payment for the course.
3. Once your enrolment and payment has been received we will send the Package to you in the mail.
4. Read the materials and complete the assessment(s).
5. Return the assessment to our office.
6. Your assessment will be marked and if successful your Certificate or Transcript will be dispatched within seven (7-10 business) days.

### Expectations:

In order to meet the requirements of the course(s), you will need to complete all of the following:

- Attend all sessions of the course (face-to-face courses).
- Complete all competency assessments which will be undertaken throughout the course.
- Complete all take-home assessment tasks and return within thirty (30) days after course completion or by the due date specified in your Distance Education Package letter (30 – 60 days depending on course)
- If these assessments are not returned by the due date, you will be marked as “Not Yet Competent” and may be required to attend the course again or be assessed for Recognition of Prior Learning. Both of these will incur additional fees.
- If you require an extension to your due date, please contact the College to discuss your extension needs.

### Special Needs:

If you have any special needs in relation to access, food and beverage or any other issue, please note this on your enrolment form and we will make every effort to meet your needs.

### Course Fees:

	<b>Face to Face</b>	<b>Distance Education</b>
Diploma of Property Services (Agency Management)	<b>\$1,200*</b>	<b>\$850</b>

\*All course fees are GST exempt.

### Cost: The total costs cover (as applicable):

- All days of training and phone/email support
- The provision of all learning materials
- Morning and afternoon tea
- Conducting assessments for each participant
- Marking of competency assessments
- Issuing of academic transcripts

## Payment

### Face to Face Courses

Payment must be received no later than one week prior to the course date. Tax Invoices/Receipts will be mailed to the address specified on your enrolment form.

### Distance Education Courses

Payment must be received prior to the issue of any course materials. Tax Invoices/Receipts will be emailed/mailed to the address specified.

Payment can be made by cheque, money order credit card. We accept MasterCard, Visa and American Express payments. AMEX payments incur a 3% surcharge.

## Refund Policy – please note:

### Face to Face Courses

- There are no refunds for cancellations less than 24 hours prior to commencement of the training.
- For cancellations less than fourteen (14) days prior to the training course, the College will transfer your enrolment to another date but no refund will apply.
- For cancellations more than fourteen (14) days prior to the training course, an administration fee of 20% of the course fee will apply.
- For course transfers less than 24 hours prior to the commencement of the training, an administration fee of 50% of the course fee will apply.
- ACP reserves the right to cancel courses due to unforeseen circumstances and/or if minimum course numbers are not reached. Students will be offered a full refund for any course fees paid for the cancelled course or have their course fee credited towards another ACP course.

### Distance Education Courses

- A full refund will apply for cancellations made prior to course materials being issued.
- No refunds apply after course materials have been issued.

**Enquiries:** Australian College of Professionals  
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