

## **Business Agent's Licence**

### **CPP40507 – Certificate IV in Property Services (Business Broking)**

## **Course Brochure**

We are pleased to announce that the Australian College of Professionals is conducting a full business agent's licensing course over sixteen (16) days for people to undertake an in-depth study of the entire business broking process. This is a practical-based course and provides course participants with opportunities to acquire and practice new skills in all areas relating to business broking.

The courses listed here are based on the premise that you have not already completed the introductory Certificate of Registration course.

You may be assessed for Recognition of Prior Learning (RPL) or Recognition of Current Competence (RCC) for one or more modules. This means that you will not need to attend training for that module. Assessment is undertaken on an individual basis and determination of RPL or RCC is based on the evidence of your previous experience and learning.

The successful completion of this full training program will mean that the person gains the award of a Certificate IV in Property Services (Business Broking).

**The Certificate of Registration** course is required for all persons to work in the real estate industry. It also forms the basis for the licensing course. Please note that if you are completing all of the licensing courses at the same time, you may be assessed as only needing to complete the first day of the Certificate course. This assessment is undertaken on an individual basis and is at the discretion of the College Principal. This would also mean a reduction in the cost for this module. The four Units of Competence for this training are:



**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**

**CPPDSM4080A**

**Work in the real estate industry**

**CPPDSM3019B**

**Communicate with clients as part of agency operations**

**The Trust Accounting** course addresses the three (3) Units of Competence relating to trust accounting, which are three of the twenty four competencies required to gain a full real estate licence. The Units of Competence are:



**CPPDSM4009B**

**Interpret legislation to complete agency work**

**CPPDSM4015B**

**Minimise agency work and consumer risk**

**CPPDSM4006A**

**Establish and manage agency trust accounts**



**Outcomes:**

At the conclusion of the training course and the successful completion of all assessment tasks, you will have achieved:

**Certificate of Registration**

1. Undertake general property management and sales process with the assistance of a supervisor within a legislative framework
2. Prepare documentation for leasing and sales process
3. Utilise communication skills with clients and colleagues to achieve agency objectives

**Trust Accounting**

Understand the legal standards required for the keeping and maintenance of a real estate trust account.

- Understand basic bookkeeping and financial management in order to clarify the distinction between audits of accounts kept for normal agency business practices and audits for trust account management purposes.
- Establish trust account record-keeping systems, including account transactions.
- Secure cash disbursements.
- Maintain records of trust account transactions.

**Business Broking Sales**

1. Appraise business including:
  - Research market and appraise business
2. List business for sale including:
  - Establishing client and agency requirements
  - Establish the business status and complete the listing
3. Promote and market listed business including:
  - Developing a business profile, prepare marketing material and implement marketing options
  - Review and report on marketing activities
4. Negotiate and execute sales including:
  - Provide information to clients
  - Manage negotiation
  - Complete sale
5. Have an understanding of the formal and informal relationships involved in acting for an agency client in transactions concerning two or more parties including:
  - Take and act on instructions, maintain a diary system and delegation of responsibility where appropriate
  - Maintain quality transactions and resolve outstanding matters
  - Maintain agency and client records
6. Have an understanding of the importance of frontline management and the importance of supporting the development of a learning organisation including:
  - Creation of learning opportunities
  - Facilitating and promotion learning
  - Monitoring and improving learning effectiveness

### **Cash Flow Management**

1. Undertake the establishment and maintenance of records of agency financial transactions:
  - Establish and maintain financial records from consultation and analysis of financial plans.
  - Prepare format for presentation and delivery of financial reports.
  - Monitor financial transactions.
2. Undertake the establishment of risk management systems for all aspects of agency business, including:
  - Analyse potential risk to agency and clients.
  - Implement agency policies and procedures to minimise risk.
  - Establish ongoing monitoring and reporting systems to minimise risk to agency, clients and properties.

### **Staff Management**

1. Negotiate effectively in property transactions, including:
  - Establishing needs and expectations of clients
  - Negotiating with clients involved in property transactions to reach a desired outcome
  - Managing potential and real disputes with all parties involved
2. Managing conflicts and disputes, including:
  - Assessing the level of conflict or dispute from all sides of the issue
  - Negotiating resolutions
  - Evaluating responses by all parties to the dispute
3. Developing teams and individuals
  - Identifying learning and development needs within an organisation
  - Preparation of learning plans
  - Developing methods for the delivery of learning and identifying learning goals of individuals
  - Monitoring workplace performance in relation to learning goals and objectives
  - Utilising feedback from individuals and teams to identify and implement improvements in learning arrangements

### **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 post the learning materials to you.
4. Read the materials and complete the assessment(s).
5. Return the assessment(s) to our office.
6. Your assessment(s) 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 sixty (60) days after course completion or by the due date specified in your Distance Education Package letter (60-90 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 (face to face courses):

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:

	Face to Face (3 days)	Distance Education	
Certificate of Registration	\$595	\$350	\$200 (one day option)
Trust Accounting	\$895	\$600	
Business Broking Sales	\$1500	\$850	
Cash Flow Management	\$600	\$450	
Staff Management	\$900	\$600	

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

**Total Cost = \$4,490 Please note that this training course is GST exempt.**

If you intend to participate as a student in all courses, a discount of just over 10% will be offered, bringing the total course fees to **\$4,000**.

Please note that these fees do not include the licence/registration application fees payable to the NSW Office of Fair Trading or any other external/government fees payable.

### Payment

#### Face to Face Courses

Payment must be received no later than one week prior to the course date. Payments can not be accepted on the day. 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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