



Developing industry skills.

CASE FOR ENDORSEMENT

CPP PROPERTY SERVICES TRAINING PACKAGE RELEASE 8.0

Property Services Real Estate Project

Submitted by Artibus Innovation
on behalf of the
Property Services IRC

February 2019

Artibus Innovation

Artibus Innovation is the Skills Service Organisation supporting the Industry Reference Committees (IRCs) for the Construction, Plumbing and Services, and Property Services sectors in Australia. It develops, manages and supports nationally recognised Training Packages.

The IRCs are responsible for providing guidance, direction, and advice in relation to the workforce training and skills development needs of these two industry sectors. Together industry, employees and enterprises contribute significantly to Australia's infrastructure, underpinning the nation's economic and social fabric.

Acknowledgement of Support

Artibus Innovation is funded by the Australian Government Department of Education and Training through the Training Product Development Programme.

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CASE FOR ENDORSEMENT
CPP PROPERTY SERVICES TRAINING PACKAGE RELEASE 8.0
REAL ESTATE PROJECT

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A. Administrative details of the Case for Endorsement

Name of allocated IRC

Property Services Industry Reference Committee (IRC)

Name of the SSO

Artibus Innovation

Training package components submitted for approval

This submission puts forward the Case for Endorsement for three qualifications, 71 units of competency and 12 skill sets.

Qualifications (3)

Code	Title
CPP31519	Certificate III in Real Estate Practice
CPP41419	Certificate IV in Real Estate Practice
CPP51119	Diploma of Property (Agency Management)

Units of competency (71)

Code	Title
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
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
CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts
CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4103	Establish vendor relationships
CPPREP4104	Establish buyer relationships
CPPREP4105	Sell property
CPPREP4121	Establish landlord relationships

Code	Title
CPPREP4122	Manage tenant relationships
CPPREP4123	Manage tenancy
CPPREP4124	End tenancy
CPPREP4125	Transact in trust accounts
CPPREP4141	Establish and maintain property management portfolio
CPPREP4142	Promote property management products and services
CPPREP4161	Undertake pre-auction processes
CPPREP4162	Conduct and complete sale by auction
CPPREP4163	Complete post-auction process and contract execution
CPPREP4171	Represent buyer in sales process
CPPREP4172	Develop and promote property industry knowledge – buyers’ agent
CPPREP4173	Complete purchase of property as buyers’ agent
CPPREP4181	Manage onsite residential property
CPPREP4201	Appraise commercial property
CPPREP4202	Establish and maintain vendor and lessor relationships and networks
CPPREP4203	Complete commercial property sale
CPPREP4204	Establish commercial property lease
CPPREP4231	Manage commercial property maintenance
CPPREP4232	Manage commercial property financial reports
CPPREP4233	Manage lessee relationships – commercial
CPPREP4234	Manage lessor relationships – commercial
CPPREP4235	End commercial property lease
CPPREP4261	Appraise business for sale
CPPREP4262	Establish vendor relationships in business broking
CPPREP4263	Manage buyer relationships in business broking
CPPREP4264	Manage the sales process in business broking
CPPREP4301	Confirm and market livestock for sale
CPPREP4302	Prepare livestock for sale
CPPREP4303	Establish vendor and buyer relationships in livestock sale
CPPREP4304	Complete sales process – livestock
CPPREP4501	Prepare to complete the sales process – off the plan properties
CPPREP4502	Support providers of social and community housing
CPPREP4503	Present at hearings in real estate
CPPREP4504	Deliver presentations to clients in real estate
CPPREP4505	Value goods, chattels, plant and equipment
CPPREP4506	Manage offsite and lone worker safety in real estate
CPPREP4507	Provide property sustainability information in real estate
CPPREP4508	Conduct livestock auction

Code	Title
CPPREP4509	Auction goods, chattels or equipment
CPPREP4510	Manage short-term or holiday letting
CPPREP5001	Manage compliance in the property industry
CPPREP5002	Establish and monitor property industry trust account management practices
CPPREP5003	Manage ethical practice in the property industry
CPPREP5004	Manage a safe workplace in the property industry
CPPREP5005	Manage teams in the property industry
CPPREP5006	Manage operational finances in the property industry
CPPREP5007	Develop a strategic business plan in the property industry
CPPREP5008	Market the property agency
CPPREP5009	Develop a marketing and service strategy in real estate
CPPREP5010	Manage customer service activities in the property industry
CPPREP5201	Develop and maintain commercial property market intelligence
CPPREP5311	Develop and maintain rural property market knowledge and intelligence

Deleted units (4)

Code	Title
CPPDSM3013A	Perform and record property management activities and transactions
CPPDSM4051A	Lease rural property
CPPDSM4052A	List and market rural property for sale or lease
CPPDSM4023A	Act as a tenant's agent

Skill sets (12)

Code	Title
CPPSS00065	Residential Property Sales
CPPSS00066	Residential Property Management
CPPSS00067	Property Management Business Development
CPPSS00068	Auctioneering
CPPSS00069	Buyer's Agent
CPPSS00070	Onsite Property Management
CPPSS00071	Commercial Sales and Leasing
CPPSS00072	Commercial and Property Management
CPPSS00073	Business Broking
CPPSS00074	Stock and Station, Stock
CPPSS00075	Stock and Station, Station
CPPSS00076	Administration Management/Office Support

For a detailed mapping of the components, please refer to **Section H: Proposed training package components**.

Case for Change details

The TPD/2016-17/010 Activity Order was signed by the Commonwealth Department of Education and Training on 29 June 2017.

AISC requirements

The requirements set by the Australian Industry and Skills Committee (AISC) relating to the suite of CPP07 Property Services Training Package real estate qualifications is to:

- update and redesign the qualifications to meet industry needs
- develop components that align with the licensing requirements across jurisdictions
- remove any obsolete, duplicative and superfluous qualifications and units of competency.

B. Description of work and request for approval

Description of work undertaken and why

A technical review of the existing suite of the CPP07 Property Services Training Package real estate qualifications was undertaken, which identified:

- duplication and overlap of content across the qualifications and units of competency
- obsolete qualifications, which did not reflect current occupational roles
- a gap between the qualifications and jurisdictional licensing requirements.

The work undertaken with industry, state/territory training authorities (STAs) and the Technical Advisory Group (TAG) focussed on:

- following the AISC requirements and consolidating qualifications and units of competency
- developing streamlined qualifications that reflect current occupational roles
- designing skill sets that align with licensing requirements.

Drivers of change

This project is a result of robust industry consultation to address the following areas of industry need:

- eliminate ambiguity around qualification outcomes
- clearly define skills, roles, and career progression
- ensure qualifications reflect real industry roles
- future proof qualifications by considering technology, industry and social changes.

Changes undertaken

The table below outlines the key project changes.

Framework	Qualifications
Existing framework	<ul style="list-style-type: none">• CPP30211 Certificate III in Property Services (Agency)• CPP30311 Certificate III in Property Services (Operations)• CPP40307 Certificate IV in Property Services (Real Estate)• CPP40407 Certificate IV in Property Services (Stock and Station Agency)• CPP40507 Certificate IV in Property Services (Business Broking)• CPP40611 Certificate IV in Property Services (Operations)• CPP50307 Diploma of Property Services (Agency Management)• CPP50409 Diploma of Property Services (Business Broking)
Proposed framework	<ul style="list-style-type: none">• CPP31519 Certificate III in Real Estate Practice• CPP41419 Certificate IV in Real Estate Practice• CPP51119 Diploma of Property (Agency Management)

Key Change (KC)	Description
KC 1	CPP30211 Certificate III in Property Services (Agency) and CPP30311 Certificate III in Property Services (Operations) were merged to reduce duplication. Both qualifications are superseded and are equivalent to CPP31519 Certificate III in Real Estate Practice.
KC 2	CPP40307 Certificate IV in Property Services (Real Estate), CPP40407 Certificate IV in Property Services (Stock and Station Agency), CPP40507 Certificate IV in Property Services (Business Broking) and CPP40611 Certificate IV in Property Services (Operations) were merged to reduce duplication. The qualifications are superseded and are not equivalent to CPP41419 Certificate IV in Real Estate Practice.
KC 3	CPP50307 Diploma of Property Services (Agency Management) and CPP50409 Diploma of Property Services (Business Broking) were merged to reduce duplication. Both qualifications are superseded and are not equivalent to CPP51119 Diploma of Property (Agency Management).
KC 4	44 units of competency updated.
KC 5	Development of 27 new units of competency.
KC 6	4 units of competency will be deleted from the National Register.
KC 7	The development of 12 new skill sets: 11 of the 12 skill sets are aligned to licensing requirements. CPPSS00076 Administration Management/Office Support is not associated with licensing requirements.

Summary of mapping information

Training Package Components	Amount
Updated qualifications	3
Updated units	44
New units	27
Number of units to be deleted	4
New skill sets	12

Decision being sought from the AISC

To note and approve the training package components being put forward in this Case for Endorsement.

C. Evidence of industry support

Support by Industry Reference Committee (IRC)

The members of the Property Services IRC have discussed and endorsed this submission as identified in the Minutes of the IRC meetings detailed below.

- April 2016 (IRC 4-Year-Work-Plan)
- April 2017 (Skills Forecast 2017)
- April 2018 (Skills Forecast 2018).

The project was formally signed off at all three IRC meetings.

Refer to **Appendix B: IRC Support** for written evidence of support.

Industry consultation and validation

During the development and review of the training package components, a range of communication strategies were used to conduct consultation, provide information and seek feedback from stakeholders.

Project page

At the commencement of the project, a project page was set up on the Artibus Innovation website and kept updated throughout the duration of the project.

It provided industry stakeholders with information about national forums, workshops, the status of the project and opportunities to provide input on the components.

http://www.artibus.com.au/project/?project_id=21

Technical Advisory Group (TAG)

Nominations for the formation of a TAG were published on the project page. The TAG was formed and validated by the Property Services IRC to provide technical input on the draft components.

Working groups

A working group comprising of experts in the real estate industry was established. The working group focussed on discussing the development of units of competency and the structure of the suite of real estate qualifications.

Members of the working group participated in the consultation process by attending national workshops, facilitating face-to-face broad industry engagement and participating in online video workshops.

Subject Matter Experts (SMEs)

Subject matter experts also engaged with the project where additional expert knowledge was sought, particularly for areas that were outside the scope of knowledge of the working group. Experts attended workshops or video/phone conferences to discuss and review industry skills, qualifications frameworks and units of competency, relevant to their areas of expertise.

Additionally, forums, webinars, newsletter and email updates were sent to stakeholders to provide details on the draft materials and ensure opportunity for feedback.

Industry Forum

Stakeholder Type	Number
Associations	4
Employers	32
RTOs	4
Total	40

Industry Webinar – Information Session

Stakeholder Type	Number
Associations	1
Employers	27
RTOs	9
STAs	1
Total	38

In both the forum and the webinar, there was strong support for:

- to streamline 8 existing CPP07 qualifications into 3 qualifications
- the skill set approach, which has been developed to reflect licensing outcomes
- to update the qualifications to reflect industry expectations.

Updates were provided to the state and territory chapters of the Real Estate Institute (REI) and relevant stakeholder network.

Consultation overview

Ongoing consultation and involvement of industry via working group workshops and videoconferences occurred from December 2017 to July 2018.

Industry feedback and consultation was sought during the months of March through April 2018. The draft materials were made available online on the Artibus Innovation website. The initial feedback period was extended to allow further consultation with Regulators and STAs until end of May 2018.

The purpose of requesting the feedback during this period was to ensure that the content of the qualifications and units of competency met industry requirements. Following this extensive feedback period, updates to the draft materials were considered by the TAG for actioning. This was followed by another round of consultation.

Consultation was broad and covered a variety of methods including mailouts, newsletters, surveys, a forums, workshops, webinars and one-on-one meetings.

Please refer to the Project Register for names and organisational details of individual, state-by-state stakeholder lists.

State/Territory Training Authorities (STAs)

STAs were informed via newsletters, emails and face-to-face about the development of draft components and of any outstanding issues relating to licensing requirements, skill sets and packaging rules.

STAs were notified and kept updated throughout the duration of the project. Consideration was given to specific STA feedback and individual STA members were contacted directly via phone and email to address concerns and requests in the development of training package components.

Alternative approaches explored

The TAG and industry supported an updated CPP41419 Certificate IV in Real Estate Practice that included elective groupings that align with licensing outcomes. These elective groups are also packaged as skill sets outside the qualification to facilitate licensing pathways. A concern was raised by the Victorian Regulator that this approach would disrupt licensing in Victoria.

Meetings were held in February 2018 to openly discuss regulatory expectations, and at the Victorian Regulator's request, a Regulators meeting was arranged in Melbourne for the 16th of March 2018. An additional meeting, at the request of the Queensland Regulator, was held in Sydney on the 16th May 2018 to discuss the rationale of the training package as well as seek endorsement and implementation of the training package.

Other jurisdictional regulators were informed of the Victorian Regulator's concerns and were supportive of the skill set approach and packaging of the CPP41419 Certificate IV in Real Estate Practice.

As a result of this consultation, the Victorian regulator supports the CPP41419 Certificate IV in Real Estate Practice and the 11 skill sets that align with licensing outcomes.

Report by exception

No report by exception.

D. Industry expectations about training delivery

Advice about industry's expectations of training delivery

This project followed the AISC requirements and supported the COAG Industry and Skills Council reforms to training packages by:

- streamlining qualifications
- developing:
 - qualifications that better reflect occupational standards
 - units of competency that provide a clear intended outcome
- creating 11 skill sets that align with licensing requirements. Note, CPPSS00076 Administration Management/Office Support is not associated with licensing requirements.

The units of competency have also been transitioned to align with the *Standards for Training Packages 2012*.

The impact of the changes of the proposed endorsed components are as follows:

- RTOs will be notified through training.gov.au about the updated qualifications and units of competency and their assessment requirements
- RTOs will be required to adapt all aspects of training and assessment against the updated units of competency and their assessment requirements.

RTOs will be required to:

- implement and assess the mandatory delivery and assessment requirements
- adjust training and assessment strategies
- review delivery and assessment resources
- update and enhance supporting material and resources to address assessment requirements.

Impact on existing learners

The newly endorsed qualifications will require RTOs to update their scope, including their training and assessment strategies to align with the new requirements of the qualifications.

A teach out period will apply when the newly endorsed components are on training.gov.au. During this period, RTOs can begin to transition existing learners into the updated qualifications.

No further enrolments will be possible for the suite of CPP07 real estate qualifications once the updated qualifications are live on training.gov.au.

Quality Principles: Flexibility, Recognition, Access and Equity

Flexibility

The proposed qualifications are packaged to meet the demands of a regulated real estate industry. The real estate qualifications were developed to facilitate and foster quality training outcomes.

Recognition

Industry can expect an upskilled workforce that meets industry demands. The skills and knowledge embedded in the units of competency will support national training and assessment consistency. Industry can, therefore, expect consistent learner outcomes.

Refer to the *CPP Property Services Training Package Release 8.0 Companion Volume Implementation Guide* for further information about the skill set approach and link to licensing outcomes.

The assessment requirements in the proposed endorsed components are designed to:

- provide valid evidence of performance and knowledge based on workplace competencies
- provide RTOs with a flexible framework to develop and administer assessment material
- offer a consistent standard of assessment to support positive workplace outcomes.

Access

There are no entry requirements in the proposed endorsed qualifications.

Equity

The proposed endorsed real estate qualifications have been designed to allow direct entry and facilitate occupational pathways within the industry.

The proposed endorsed real estate qualifications promote and support cross-sector movement by including a range of elective units imported from two other training packages.

IRC recommendation on traineeships and apprenticeships

The Property Services IRC has endorsed the development of a Property Services Pathway qualification.

A key objective of this project will be to embed units packaged within the suite of real estate qualifications into the proposed Property Service Pathway qualification.

The intent of this approach is to:

- develop a qualification that can be delivered in VET-in-Schools programs
- support learning progression in the property services industry
- enable the attraction and retention of new entrants to the industry.

The Property Service Pathway Project is being developed and will be put forward in the Property Service Skills Forecast 2019.

E. Implementation of the new training package components

Advice on occupational and licensing requirements

This project aimed to develop skill sets that align with licensing requirements across all jurisdictions.

Further licensing advice is provided in the *CPP Property Services Training Package Release 8.0 Companion Volume Implementation Guide*.

Rationale for skill set approach:

- streamline qualifications
- specify alignment between skill sets with areas of specialisation/job roles
- facilitate regulatory usage by outlining clear relationships to job activities
- provide a tool for direct alignment with licensing outcomes
- support issues around inconsistent licensing requirements by different jurisdictions
- remove uncertainty around licensing transferability/mutual recognition
- eliminate ambiguity around qualification outcomes
- address industry needs for clarity and consistency
- minimise risk of students selecting units/qualifications that do not align with a job outcome.

Industry supported the development of 27 new units of competency. These units align with:

- industry best practice
- current and emerging technological equipment, processes and protocols
- regulatory requirements
- current and emerging skills and knowledge needs.

Implementation issues of note and management strategy

The proposed endorsed components have been developed to:

- align with the *Standards for Training Packages 2012*
- support the approach of the Standards to develop qualifications that are accessible in content, format and logic
- support industry-relevant training and assessment practices.

The impact for enterprises is expected to be a positive one. The proposed endorsed components will provide enterprises with a workforce that can apply relevant skills and knowledge across sectors.

The proposed endorsed components meet the requirements for the *Standards for Training Packages 2012* and will be uploaded onto the National Register through the Training Package Content Management System (TPCMS) and published on Training.gov.au (TGA).

Advice on downstream effects of the changes

N/A.

F. Quality assurance reports

Quality reports

An external editorial report and an external equity report have been undertaken by Kerry Jennings. A quality report has been undertaken by Maree Thorne.

Declaration

Artibus Innovation declares that the proposed endorsed components of the *CPP Property Services Training Package Release 8.0* adhere to the requirements of the *Standards for Training Packages 2012*, the *Training Package Products Policy*, and the *Training Package Development and Endorsement Process Policy*.

Companion Volume Implementation Guide

The *CPP Property Services Training Package Release 8.0 Companion Volume Implementation Guide* can be located on the VETNet website at:

- <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>
- Artibus Innovation official website, through an external link: www.artibus.com.au.

This Implementation Guide has been quality assured by the Artibus Innovation internal quality process and by an external editing process.

G. Implementation of the COAG Industry Skills Council reforms to training packages

The decision being sought from the AISC will support the COAG Industry and Skills Council reforms to training packages by endorsing components that have been developed to ensure they reflect:

Principle	Evidence
1. Reflect identified workforce outcomes	<ul style="list-style-type: none"> This project was driven by the industry need to update the qualifications to meet current work place skilling needs. The CPP41419 Certificate IV in Real Estate Practice and 11 skill sets have been developed to align and reflect licensing workforce outcomes.
2. Support national (and international) portability of skills and competencies including reflecting licensing and regulatory requirements	<ul style="list-style-type: none"> 11 elective groups packaged in The CPP41419 Certificate IV in Real Estate Practice are intended to align with licensing outcomes 11 industry endorsed skill sets have been developed to harmonise national licensing requirements.
3. Reflect national agreement about the core transferable skills and core job-specific skills required for job roles as identified by industry;	<ul style="list-style-type: none"> Robust consultation was undertaken with peak bodies, employers and regulators to ensure jurisdictional legislative requirements can be met. The core skills packaged across the qualifications outline the scope of work required by an individual operating in the real estate industry.
4. Be flexible enough to meet the diversity of individual and employer needs, including the capacity to adapt to changing job roles and workplaces	<ul style="list-style-type: none"> The real estate industry is heavily regulated, which requires employers to have licensed real estate agents in operation. The updated training package components facilitate access to, and acquiring of, relevant licenses in the industry. The development of the 11 skills sets, that have been developed to align with licensing outcomes, supports changing job roles.
5. Facilitate recognition of an individual's skills and competencies and support movement between the school, vocational education and higher education sectors	<ul style="list-style-type: none"> The qualifications have been developed to facilitate learner progression in the real estate industry. Note: the Property Services IRC has supported the development of a property services pathway qualification that is intended to support attraction and retention into the property industry.
6. Support interpretation by training providers and others through the use of simple, concise language and	<ul style="list-style-type: none"> The training package components have been developed in plain English and to ensure greater clarity and usability of the units of

Principle	Evidence
clear articulation of assessment requirements	competency in the training and assessment space.

Evidence of completion of the training package development work

This Case for Endorsement will be put forward to the AISC February 2019.

Evidence that training package components are prepared for publication

The proposed endorsed components will be ready for publication on endorsement and the official release of the AISC communiqué.

H. Proposed training package components

Qualification mapping

CPP Property Services Training Package	CPP07 Property Services Training Package	Comments	Equivalent statement
CPP31519 Certificate III in Real Estate Practice	CPP30211 Certificate III in Property Services (Agency)	Supersedes and is equivalent to CPP30211 Certificate III in Property Services (Agency). Updated to meet the Standards for Training Packages.	E
CPP31519 Certificate III in Real Estate Practice	CPP30311 Certificate III in Property Services (Operations)	Supersedes and is equivalent to CPP30311 Certificate III in Property Services (Operations). Updated to meet the Standards for Training Packages.	E
CPP41419 Certificate IV in Real Estate Practice	<p>CPP40307 Certificate IV in Property Services (Real Estate)</p> <p>CPP40407 Certificate IV in Property Services (Stock and Station Agency)</p> <p>CPP40507 Certificate IV in Property Services (Business Broking)</p> <p>CPP40611 Certificate IV in Property Services (Operations)</p>	<p>Supersedes and is not equivalent to CPP40307 Certificate IV in Property Services (Real Estate), CPP40407 Certificate IV in Property Services (Stock and Station Agency), CPP40507 Certificate IV in Property Services (Business Broking) and CPP40611 Certificate IV in Property Services (Operations).</p> <p>Qualifications were merged to reduce duplication and to provide clearer alignment with licensing outcomes.</p> <p>Updated to the Standards for Training Packages.</p>	N
CPP51119 Diploma of Property (Agency Management)	CPP50307 Diploma of Property Services (Agency Management)	Supersedes and is not equivalent to CPP50307 Diploma of Property Services (Agency Management) and CPP50409 Diploma of Property Services (Business Broking).	N

CPP Property Services Training Package	CPP07 Property Services Training Package	Comments	Equivalent statement
	CPP50409 Diploma of Property Services (Business Broking)	Qualifications were merged to reduce duplication. Updated to the Standards for Training Packages.	

Units of competency mapping

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
CPPREP3001 Comply with ethical practice in real estate		CPPDSM3018B Identify risks to agency operations	Supersedes but is not equivalent to CPPDSM3018B Identify risks to agency operations. Updated to the Standards for Training Packages.	N
CPPREP3002 Communicate effectively to support customer service in real estate	CPPDSM3010 Meet customer needs and expectations in the property industry CPPDSM3019 Communicate with clients in the property industry		Supersedes but is not equivalent to CPPDSM3010 Meet customer needs and expectations in the property industry and CPPDSM3019 Communicate with clients in the property industry. Merged to reduce duplication.	N
CPPREP3003 Access and process property information in real estate		CPPDSM3006B Collect and process property information CPPDSM3015B Use and maintain property and client information databases	Supersedes but is not equivalent to CPPDSM3006B Collect and process property information and CPPDSM3015B Use and maintain property and client information databases. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP3101 Assist in listing and marketing properties for lease		CPPDSM3001A Assist in listing properties for lease CPPDSM3003A Assist in marketing properties for lease	Supersedes but is not equivalent to CPPDSM3001A Assist in listing properties for lease, CPPDSM3003A Assist in marketing properties for lease and CPPDSM4010A Lease property.	N

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
		CPPDSM4010A Lease property	Merged to reduce duplication. Updated to the Standards for Training Packages.	
CPPREP3102 Assist in listing and marketing properties for sale		CPPDSM3002A Assist in listing properties for sale CPPDSM3004A Assist in marketing properties for sale	Supersedes but is not equivalent to CPPDSM3002A Assist in listing properties for sale and CPPDSM3004A Assist in marketing properties for sale. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP3103 Assist with the sale of properties		CPPDSM3005A Assist with the sale of properties	Supersedes and is equivalent to CPPDSM3005A Assist with the sale of properties. Updated to the Standards for Training Packages.	E
CPPREP3104 Assist with maintaining and protecting condition of managed properties		CPPDSM3008A Maintain and protect condition of managed properties	Supersedes and is equivalent to CPPDSM3008A Maintain and protect condition of managed properties. Updated to the Standards for Training Packages.	E
CPPREP3105 Assist with property inspection	CPPDSM3011 Monitor building facilities	CPPDSM3014A Undertake property inspection	Supersedes but is not equivalent to CPPDSM3011 Monitor building facilities and CPPDSM3014A Undertake property inspection. Merged to reduce duplication. Updated to the	N

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
			Standards for Training Packages.	
CPPREP4001 Prepare for professional practice in real estate	CPPDSM3009 Maintain workplace safety in the property industry CPPDSM3016 Work in the property industry		Supersedes but is not equivalent to CPPDSM3009 Maintain workplace safety in the property industry and CPPDSM3016 Work in the property industry. Merged to reduce duplication.	N
CPPREP4002 Access and interpret ethical practice in real estate	CPPDSM4057 Monitor a safe workplace in the property industry	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 CPPDSM4015B Minimise agency and consumer risk	Supersedes but is not equivalent to 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, CPPDSM4015B Minimise agency and consumer risk and CPPDSM4057 Monitor a safe workplace in the property industry. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP4003 Access and interpret legislation in real estate		CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to	Supersedes and is equivalent to CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work.	E

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
		complete agency work	Updated to the Standards for Training Packages.	
CPPREP4004 Establish marketing and communication profiles in real estate		CPPDSM4005A Establish and build client-agency relationships	Supersedes and is equivalent to CPPDSM4005A Establish and build client-agency relationships. Updated to the Standards for Training Packages.	E
CPPREP4005 Prepare to work with real estate trust accounts		CPPDSM4006A Establish and manage agency trust accounts CPPDSM4080A Work in the real estate industry	Supersedes but is not equivalent to CPPDSM4006A Establish and manage agency trust accounts and CPPDSM4080A Work in the real estate industry. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP4101 Appraise property for sale or lease		CPPDSM4003A Appraise property CPPDSM4012A List property for sale CPPDSM4025A Advise on performance of asset CPPDSM4030A Appraise rural property CPPDSM4064A Participate in research of property investment	Supersedes but is not equivalent to CPPDSM4003A Appraise property, CPPDSM4012A List property for sale, CPPDSM4025A Advise on performance of asset, CPPDSM4030A Appraise rural property and CPPDSM4064A Participate in research of property investment. Merged to reduce duplication. Updated to the Standards for Training Packages.	N

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
CPPREP4102 Market property		<p>CPPDSM4014A Market property for sale</p> <p>CPPDSM4061A Obtain prospects for listing</p>	<p>Supersedes but is not equivalent to CPPDSM4014A Market property for sale, and CPPDSM4061A Obtain prospects for listing.</p> <p>Merged to reduce duplication. Updated to the Standards for Training Packages.</p>	N
CPPREP4103 Establish vendor relationships		<p>CPPDSM4056A Manage conflict and disputes in the property industry</p> <p>CPPDSM4060A Negotiate sale and manage sale to completion or settlement</p>	<p>Supersedes but is not equivalent to CPPDSM4056A Manage conflict and disputes in the property industry and CPPDSM4060A Negotiate sale and manage sale to completion or settlement.</p> <p>Merged to reduce duplication. Updated to the Standards for Training Packages.</p>	N
CPPREP4104 Establish buyer relationships			New unit of competency.	NA
CPPREP4105 Sell property		<p>CPPDSM4017A Negotiate effectively in property transactions</p> <p>CPPDSM4021A Sell and finalise sale of rural property by private treaty</p> <p>CPPDSM4022A Sell and finalise the sale of</p>	<p>Supersedes but is not equivalent to CPPDSM4017A Negotiate effectively in property transactions, CPPDSM4021A Sell and finalise sale of rural property by private treaty, CPPDSM4022A Sell and finalise the sale of property by private treaty, CPPDSM4067A Plan for and complete sale of rural property by auction and CPPDSM4078A</p>	N

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
		<p>property by private treaty</p> <p>CPPDSM4067A Plan for and complete sale of rural property by auction</p> <p>CPPDSM4078A Sell rural property by tender</p>	<p>Sell rural property by tender.</p> <p>Merged to reduce duplication. Updated to the Standards for Training Packages.</p>	
CPPREP4121 Establish landlord relationships		<p>CPPDSM4011A List property for lease</p> <p>CPPDSM4013A Market property for lease</p> <p>CPPDSM4016A Monitor and manage lease or tenancy agreement</p>	<p>Supersedes but is not equivalent to CPPDSM4011A List property for lease, CPPDSM4013A Market property for lease, CPPDSM4016A. Monitor and manage lease or tenancy agreement.</p> <p>Merged to reduce duplication. Updated to the Standards for Training Packages.</p>	N
CPPREP4122 Manage tenant relationships		CPPDSM4046A Manage tenancy disputes	<p>Supersedes but is not equivalent to CPPDSM4046A Manage tenancy disputes.</p> <p>Updated to the Standards for Training Packages.</p>	N
CPPREP4123 Manage tenancy	CPPDSM4049 Implement maintenance program for managed properties		Supersedes but is not equivalent to CPPDSM4049. Implement maintenance program for managed properties.	N

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
			Updated to the Standards for Training Packages.	
CPPREP4124 End tenancy			New unit of competency.	NA
CPPREP4125 Transact in trust accounts			New unit of competency.	NA
CPPREP4141 Establish and maintain property management portfolio			New unit of competency.	NA
CPPREP4142 Promote property management products and services			New unit of competency.	NA
CPPREP4161 Undertake pre-auction processes			New unit of competency.	NA
CPPREP4162 Conduct and complete sale by auction		CPPDSM4004A Conduct auction CPPDSM4019A Prepare for auction and complete sale	Supersedes but is not equivalent to CPPDSM4004A Conduct auction and CPPDSM4019A Prepare for auction and complete sale. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP4163 Complete post-auction process and contract execution			New unit of competency.	NA
CPPREP4171 Represent buyer in sales process		CPPDSM4001A Act as a buyer's agent	Supersedes and is equivalent to CPPDSM4001A Act as a buyer's agent.	E

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
			Updated to the Standards for Training Packages.	
CPPREP4172 Develop and promote property industry knowledge – buyers' agent			New unit of competency.	NA
CPPREP4173 Complete purchase of property as buyers' agent		New unit of competency.	New unit of competency.	NA
CPPREP4181 Manage onsite residential property		New unit of competency.	New unit of competency.	NA
CPPREP4201 Appraise commercial property	CPPDSM4026 Analyse property and facility information	CPPDSM4032A Arrange valuation of facilities and assets	Supersedes but is not equivalent to CPPDSM4026 Analyse property and facility information and CPPDSM4032A Arrange valuation of facilities and assets. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP4202 Establish and maintain vendor and lessor relationships and networks			New unit of competency.	NA
CPPREP4203 Complete commercial property sale		CPPDSM4036A Broker sale of industrial, commercial and retail property	Supersedes and is equivalent to CPPDSM4036A Broker sale of industrial, commercial and retail property.	E

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
			Updated to the Standards for Training Packages.	
CPPREP4204 Establish commercial property lease		<p>CPPDSM4041A Contribute to development of a tenancy mix strategy</p> <p>CPPDSM4050A Lease industrial, commercial and retail property</p> <p>CPPDSM4063 Participate in developing and establishing property or facility contracts</p>	<p>Supersedes but is not equivalent to CPPDSM4041A Contribute to development of a tenancy mix strategy, CPPDSM4050A Lease industrial, commercial and retail property and CPPDSM4063 Participate in developing and establishing property or facility contracts.</p> <p>Merged to reduce duplication. Updated to the Standards for Training Packages.</p>	N
CPPREP4231 Manage commercial property maintenance	<p>CPPDSM4042 Coordinate construction contract</p> <p>CPPDSM4044 Coordinate maintenance and repair of properties and facilities</p> <p>CPPDSM4074 Select and appoint contractors in the property industry</p>	<p>CPPDSM4043A Coordinate fit-out of property and facilities</p> <p>CPPDSM4058A Monitor service requirements in the property industry</p> <p>CPPDSM4059A Monitor space use in the property industry</p>	<p>Supersedes but is not equivalent to CPPDSM4042 Coordinate construction contract, CPPDSM4043A Coordinate fit-out of property and facilities, CPPDSM4044 Coordinate maintenance and repair of properties and facilities, CPPDSM4058A Monitor service requirements in the property industry, CPPDSM4059A Monitor space use in the property industry and CPPDSM4074 Select and appoint contractors in the property industry.</p>	N

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
			Merged to reduce duplication. Updated to the Standards for Training Packages.	
CPPREP4232 Manage commercial property financial reports			New unit of competency.	NA
CPPREP4233 Manage lessee relationships – commercial		CPPDSM4062A Occupy space	Supersedes but is not equivalent to CPPDSM4062A Occupy space. Updated to the Standards for Training Packages.	N
CPPREP4234 Manage lessor relationships – commercial			New unit of competency.	NA
CPPREP4235 End commercial property lease			New unit of competency.	NA
CPPREP4261 Appraise business for sale		CPPDSM4029A Appraise business CPPDSM4079A Work in the business broking sector CPPDSM5033A Merge or acquire a business CPPDSM5038A Value a business	Supersedes but is not equivalent to CPPDSM4029A Appraise business, CPPDSM4079A Work in the business broking sector, CPPDSM5033A Merge or acquire a business and CPPDSM5038A Value a business. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP4262 Establish vendor relationships in			New unit of competency.	NA

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
business broking				
CPPREP4263 Manage buyer relationships in business broking			New unit of competency.	NA
CPPREP4264 Manage the sales process in business broking		CPPDSM4053A List business for sale CPPDSM4069A Promote and market listed business	Supersedes but is not equivalent to CPPDSM4053A List business for sale and CPPDSM4069A Promote and market listed business. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP4301 Confirm and market livestock for sale		CPPDSM4068A Prepare livestock for sale at saleyards CPPDSM4075A Select livestock for sale	Supersedes and is non-equivalent to CPPDSM4068A Prepare livestock for sale at saleyards and CPPDSM4075A Select livestock for sale. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP4302 Prepare livestock for sale		CPPDSM4077A Sell livestock by private sale	Supersedes but is not equivalent to CPPDSM4077A Sell livestock by private sale. Updated to the Standards for Training Packages.	N
CPPREP4303 Establish vendor and buyer relationships in livestock sale		CPPDSM4024A Advise clients on livestock sale and purchase options	Supersedes but is not equivalent to CPPDSM4024A Advise clients on livestock sale and purchase options.	N

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
			Updated to the Standards for Training Packages.	
CPPREP4304 Complete sales process – livestock			New unit of competency.	NA
CPPREP4501 Prepare to complete the sales process – off the plan properties			New unit of competency.	NA
CPPREP4502 Support providers of social and community housing			New unit of competency.	NA
CPPREP4503 Present at hearings in real estate		CPPDSM4020 Present at tribunals	Supersedes and is equivalent to CPPDSM4020 Present at tribunals. Updated to meet industry currency.	E
CPPREP4504 Deliver presentations to clients in real estate		CPPDSM4018A Prepare and present property reports	Supersedes but is not equivalent to CPPDSM4018A Prepare and present property reports. Updated to the Standards for Training Packages.	N
CPPREP4505 Value goods, chattels, plant and equipment		CPPDSM4033A Assess and value goods, chattels, plant and equipment	Supersedes and is equivalent to CPPDSM4033A Assess and value goods, chattels, plant and equipment. Updated to the Standards for Training Packages.	E
CPPREP4506 Manage offsite and lone worker safety in real estate			New unit of competency.	NA

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
CPPREP4507 Provide property sustainability information in real estate			New unit of competency.	NA
CPPREP4508 Conduct livestock auction		CPPDSM4039A Conduct livestock sale by auction	Supersedes and is equivalent to CPPDSM4039A Conduct livestock sale by auction. Updated to the Standards for Training Packages.	E
CPPREP4509 Auction goods, chattels or equipment		CPPDSM4038A Conduct goods, chattels or equipment clearing sale or auction	Supersedes and is equivalent to CPPDSM4038A Conduct goods, chattels or equipment clearing sale or auction. Updated to the Standards for Training Packages.	E
CPPREP4510 Manage short-term or holiday letting			New unit of competency.	NA
CPPREP5001 Manage compliance in the property industry	CPPDSM5009 Coordinate risk management systems in the property industry		Supersedes but is not equivalent to CPPDSM5009 Coordinate risk management systems in the property industry. Updated to meet industry currency.	N
CPPREP5002 Establish and monitor property industry trust account management practices			New unit of competency.	NA
CPPREP5003 Manage ethical			New unit of competency.	NA

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
practice in the property industry				
CPPREP5004 Manage a safe workplace in the property industry	CPPDSM5018 Ensure a safe workplace in the property industry		Supersedes and is equivalent to CPPDSM5018 Ensure a safe workplace in the property industry. Updated to meet industry currency.	E
CPPREP5005 Manage teams in the property industry			New unit of competency.	NA
CPPREP5006 Manage operational finances in the property industry			New unit of competency.	NA
CPPREP5007 Develop a strategic business plan in the property industry		CPPDSM5012A Develop a strategic business plan in the real estate industry	Supersedes and is equivalent to CPPDSM5012A Develop a strategic business plan in the real estate industry. Updated to the Standards for Training Packages.	E
CPPREP5008 Market the property agency		CPPDSM5032A Market the agency	Supersedes and is equivalent to CPPDSM5032A Market the agency. Updated to the Standards for Training Packages.	E
CPPREP5009 Develop a marketing and service strategy in real estate		CPPDSM5014A Develop property marketing and sales strategy	Supersedes and is equivalent to CPPDSM5014A Develop property marketing and sales strategy. Updated to the Standards for Training Packages.	E

CPP Property Services Training Package Release 8.0	CPP Property Services Training Package Release 4.0	CPP07 Property Services Training Package	Comments	Equivalence statement
CPPREP5010 Manage customer service activities in the property industry	CPPDSM5006 Coordinate customer service activities in the property industry	CPPDSM5020A Manage and monitor effective client service in the real estate industry	Supersedes but is not equivalent to CPPDSM5006 Coordinate customer service activities in the property industry and CPPDSM5020A Manage and monitor effective client service in the real estate industry. Merged to reduce duplication. Updated to the Standards for Training Packages.	N
CPPREP5201 Develop and maintain commercial property market intelligence		New unit of competency.	New unit of competency.	NA
CPPREP5311 Develop and maintain rural property market knowledge and intelligence		CPPDSM4037A Conduct auction of rural property CPPDSM4073A Provide rural property management services CPPDSM4081A Work in the stock and station agency sector	Supersedes and is non-equivalent to CPPDSM4037A Conduct auction of rural property, CPPDSM4073A Provide rural property management services and CPPDSM4081A Work in the stock and station agency sector. Merged to reduce duplication. Updated to the Standards for Training Packages.	N

Skill sets

Code	Title
CPPSS00065	Residential Property Sales
CPPSS00066	Residential Property Management
CPPSS00067	Property Management Business Development
CPPSS00068	Auctioneering
CPPSS00069	Buyer's Agent
CPPSS00070	Onsite Property Management
CPPSS00071	Commercial Sales and Leasing
CPPSS00072	Commercial and Property Management
CPPSS00073	Business Broking
CPPSS00074	Stock and Station, Stock
CPPSS00075	Stock and Station, Station
CPPSS00076	Administration Management/Office Support

Imported units of competency

Code and title	Parent Training Package
BSBADV507 Develop a media plan	BSB Business Services Training Package
BSBDIV301 Work effectively with diversity	BSB Business Services Training Package
BSBFIA304 Maintain a general ledger	BSB Business Services Training Package
BSBHRM405 Support the recruitment, selection and induction of staff	BSB Business Services Training Package
BSBHRM505 Manage remuneration and employee benefits	BSB Business Services Training Package
BSBHRM513 Manage workforce planning	BSB Business Services Training Package
BSBHRM604 Manage employee relations	BSB Business Services Training Package
BSBITU309 Produce desktop published documents	BSB Business Services Training Package
BSBMGT502 Manage people performance	BSB Business Services Training Package
BSBMGT517 Manage operational plan	BSB Business Services Training Package
BSBMGT605 Provide leadership across the organisation	BSB Business Services Training Package
BSBMKG507 Interpret market trends and developments	BSB Business Services Training Package
BSBWHS302	BSB Business Services Training Package

Code and title	Parent Training Package
Apply knowledge of WHS legislation in the workplace	
BSBWOR301 Organise personal work priorities and development	BSB Business Services Training Package
SIRXCEG003 Build customer relationships and loyalty	SIR Retail Services Training Package
SIRXCOM002 Work effectively in a team	SIR Retail Services Training Package
SIRXMGT001 Supervise and support frontline team members	SIR Retail Services Training Package

Appendix A: Industry Support

Technical Advisory Group (TAG) Members

TAG Member	Organisation
Danielle Andrews	Chair – REINSW
Nerida Wood	REINSW
Mitch Elton	REINT
Anna MacMaster	REIQLD
Chris Jansse	REISA
William Green	REIV
Patricia Donnelly	REIT
Lesley Reagon	REIWA
Liz McIlhone (retired)	REIWA
Alicia Hutton	Tasmania Regulator
Kathy Townsend	NSW Regulator
Bobi Viktor	Rent Select
Rob Honeycombe	Bees Nees City Consultancy
Andy Madigan	ALPA – Stock and Station
Michelle Davis	Towers Francis Property
Nicole Bush	Wisdom
Tom French	APSA – Employee union
Cameron Way (retired 01/2018)	Woodards

Working Group Members

Working Group Member	Organisation
Danielle Andrews	Chair – REINSW
Nerida Wood	REINSW
Mitch Elton	REINT
Anna MacMaster	REIQLD
Chris Jansse	REISA
William Green	REIV
Patricia Donnelly	REIT
Lesley Reagon	REIWA
Liz McIlhone (retired)	REIWA
Nicole Bush	Wisdom Learning (ACT)

Subject Matter Experts (SMEs)

Subject Matter	Expert name and organisation
Onsite property manager	Trevor Rawnsley, ARAMA
Stock and Station	Andy Madigan, ALPA
	Kylie Walsh, Di Jones Realty
	Michael Wright, Schute Bell
	Luke Scicluna, DCCO
Commercial	Anna MacMaster, REIQLD
	Rauhena Chase, Raine and Horne Commercial
Home sustainability	Cecile Weldon, Weldenco
Office manager	Kylie Walsh, Di Jones Realty
Onsite property manager	Trevor Rawnsley, ARAMA

State and Territory Regulators

Regulator Name	State or Territory
Kathy Townsend	NSW
Carolyn Parsell	NT
Peter Reinhold	QLD
Brian Bauer	QLD
Alicia Hutton	TAS
Dale Pegg	ACT
Heather Kellie	ACT
Ian Johnston	SA
Christine Bowley	WA
Christine Nigro	VIC

Appendix B: IRC Support

The Property Services IRC supports the submission of the submission of the training package components put forward in this Case for Endorsement.

Signed on behalf by the appointed Chair of the Property Services IRC.

Name of Chair: Noel Hamey

Signature of Chair:

A handwritten signature in black ink, appearing to read 'N Hamey', written in a cursive style.

Date: 17 January 201

Appendix C: Industry Stakeholders

Real Estate Information Session – Forum

Location: The Real Estate Institute of Victoria - 335 Camberwell Road/Camberwell, VIC 3124

Date: Tuesday, 3 July 2018 from 6:00 pm to 7:30 pm (AEST)

Industry attendees

Surname	Name	Organisation
Allan	Carmel	Real Estate Institute of Victoria – VIC
Bane	Paule	Paule Bane Real Estate - VIC
Bevacqua	Diana	APEX HR - VIC
Bevacqua	Peter	APEX HR - VIC
Buck	Geoff	Real Estate Education Company - VIC
Cramer	Chris	Castran Gilbert - VIC
Croxford	Alastair	Precision Property Advisory - VIC
Day	Teghan	Chisholm Institute - VIC
Doyle	Shaun	Ray White – VIC & TAS
Furlong	Michael	Rent Roll Maximiser – MAP Real Estate – VIC
Goding	Matt	Ray White - VIC
Green	William	Byron Beach Realty - NSW
Griffin	Matthew	Sparrow Real Estate - QLD
Heng	Ian	Benchmark Real Estate
Iliopoulos	Belinda	The Real Estate Institute of Victoria - VIC
Kemal	Yuksel	Create Real Estate - VIC
Kimpton	Catherine	Beyond Business Sales - VIC
King	Gil	Real Estate Institute of Victoria - VIC
Koutoumas	Rose	First National Real Estate - VIC
Lim	Andrew	Reed Estate Agents - VIC

Surname	Name	Organisation
Lorkin	Margaret	Stockdale & Leggo Caulfield - VIC
Maher	Allen	Maher Real Estate - VIC
Maxwell	Alessandra	Rise Property Management - VIC
Mehegan	Daniel	Gersbach Firman Real Estate - NSW
Mitten-Galvin	Gail	GMG Management Services - VIC
Musat	Phillip	Thompson Property
Osborne	Victoria	Console Group - VIC
Parker	Lisa	Buyers Advocate - VIC
Pitra	Tom	Pitra Real Estate Group – VIC
Roberts	Joel	Real Estate Institute of Victoria - VIC
Ryan	Harris	Create Real Estate - VIC
Sier	John	John D. Sier and Associates - VIC
Spragg	John	Tsimos Commercial Real Estate - VIC
Vlek	Anthony	iTRAK Real Estate - VIC
Watt	Chris	Century 21 - VIC
Webb	Jenny	Barry Plant - VIC
Weston	Susan	Weston Real Estate - VIC
Whatham	Sandra	TAFE NSW
Wilson	Robert	Boxhill Institute
Young	Leah	O`brien Real Estate - VIC

Real Estate Webinar Session

Location: On-line

Date: March 28, 2018

National Industry Participants

Surname	First Name	Organisation
Abell	John	City & Rural Real Estate - TAS
Andrew	Jason	Ray White Real Estate - NSW
Beckers	Jemma	Aspire Performance Training - WA
Boe	Sasha	Real Estate Training Solutions - NSW
Buck	Geoff	Real Estate Education Company - VIC
Cannan	Brian	Think Real Estate - NSW
Cannan	Lucas	Think Real Estate - NSW
Chen	Ming	Berala Real Estate - VIC
Chernishov	Karen	Hodges Real Estate - VIC
Chu	Danielle	Donley Real Estate - NSW
Coulson	Andrew	Think Real Estate - NSW
Cuthill	Fiona	Real Coach - NSW
Daniel	Alan	RE/MAX Legends - VIC
Davis	Lauren	Nicheliving Real Estate - WA
Doyle	Alan	Real Estate Training Solutions - NSW
Freitas	Carmen	Real Estate Training Solutions - NSW
Haddad	Paul	Haddad Real Estate Brokers - VIC
Hamilton	Jo	Harcourts - WA
Irvine	Daniel	Open Colleges -
Irvine	Paula	Harcourts - QLD
Johnson	Tracey	Ray White Real Estate - WA
Keenan	Michael	Real Coach - NSW
Lim	Rosemary	TAFE NSW

Surname	First Name	Organisation
McFarlane	Melanie	MCM Property Services
Muenchow	Paul	Dep. Of Training and Workforce Development – WA
Peirce	Jose	Katherine Real Estate - NT
Ram	Robin	Mallison Real Estate - WA
Reid	Tony	Halliwell Propert Agents - TAS
Richter	Steven	Elders Brown & Banks - TAS
Rosier	Glenn	Brookes Partners - NSW
Ross	Alison	Elders Real Estate - NT
Rowe	Tony	My Real Estate Training - NSW
Sienesi	Beverley	Real Estate Institute of Tasmania
Soundy	John	Ripple Realty - TAS
Turner	Kay	Turner Real Estate - SA
Welling	Mandy	Exceed Property - TAS
Williams	Alison	McGrath Estate Agents - NSW
Wilson	Christopher	Chris Wilson Real Estate - NSW