

Qualification

Qualification code CPP51122

Qualification title Diploma of Property (Agency Management)

Qualification description

This qualification reflects the role of property services principals who apply knowledge of property agency and compliance requirements, ethical standards and consumer preferences to establish and control property services functions.

This qualification applies to residential or commercial practice in real estate sales, real estate property management, strata management, business broking, stock and station, or auctioneering. Depending on units selected in the qualification, one of two occupational options may be awarded:

- Diploma of Property (Agency Management), or
- Diploma of Property (Agency Management – Strata).

Occupational titles include:

- Real Estate Agency Principal
- Senior Strata Manager
- Strata Management Principal
- Agency Manager
- Agency Director.

Staff who hold this qualification are responsible and accountable for the work of others and are engaged with:

- understanding business systems, structures, property agency practices and business entities
- understanding legal and ethical frameworks for property agency operations
- developing systems, procedures and protocols for managing property agency functions
- establishing and controlling trust accounts and property agency business finances
- coordinating ethics, risk and consumer protection systems to meet industry legal and customer expectations and requirements
- developing and maintaining knowledge of industry trends
- developing and maintaining relationships with lessors, tenants, vendors and buyers, buyers' agents, owners and owners' agents
- establishing and implementing strategic business plans and operational plans
- establishing and implementing agency and individual branding
- leading and managing people, including recruitment, induction, coaching and mentoring for teams and individuals
- managing work health and safety (WHS) risk to ensure a safe working environment in the property services industry.

Licensing, legislative, regulatory or certification requirements

Licensing, legislative, regulatory or certification requirements apply to real estate practices in all states and territories and may apply to strata community management in some 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 be awarded this qualification, competency in one of the two occupational options must be achieved.

Option 1: Diploma of Property (Agency Management)

For the award of CPP51122 Diploma of Property (Agency Management) competency must be demonstrated in:

- 12 units of competency:
 - 7 core units
 - 5 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 in Group B below
- up to 2 elective units may be chosen that are packaged in other current Diploma or Advanced Diploma Training Package qualifications provided they do not duplicate the outcome of another unit chosen for the qualification.

Option 2: Diploma of Property (Agency Management - Strata)

For the award of CPP51122 Diploma of Property (Agency Management - Strata) competency must be demonstrated in:

- 12 units of competency:
 - 7 core units
 - all 5 elective units in Group A: Strata specialist electives.

Core units

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| 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 |

Elective units

Group A: Strata specialist electives

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| CPCSUS5002 | Develop action plans to retrofit existing buildings for energy efficiency |
| CPPSCM5001 | Manage strata community resilience |

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| CPPSCM5002 | Conduct strategic planning for strata community sustainable practices and operation |
| CPPSCM5003 | Manage strata community asset maintenance and defects |
| CPPSCM5004 | Perform strategic financial management of a strata community |

Group B: General electives

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| BSBMKG552 | Design and develop marketing communication plans |
| BSBHRM524 | Coordinate workforce plan implementation |
| BSBHRM528 | Coordinate remuneration and employee benefits |
| BSBHRM612 | Contribute to the development of employee and industrial relations strategies |
| BSBLDR522 | Manage people performance |
| BSBLDR602 | Provide leadership across the organisation |
| BSBMKG543 | Plan and interpret market research |
| BSBOPS502 | Manage business operational plans |
| CPPREP4507 | Provide property sustainability information in real estate |
| 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 market intelligence |
| CPPREP5311 | Develop and maintain rural property market knowledge and intelligence |

QUALIFICATION MAPPING INFORMATION

CPP51122 Diploma of Property (Agency Management) supersedes and is not equivalent to CPP51119 Diploma of Property (Agency Management).

Links

An Implementation Guide to this Training Package is available at:

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>