

PROPERTY SERVICES (OPERATIONS) CERTIFICATE IV *NRT

National code: CPP40609 Training package: CPP07

TAFE number: 18366

Overview

Completion of this qualification fulfils the educational requirement for a NSW Licence in Strata and Community Management and a NSW Registered Managers Certificate of Registration.

This qualification will be of benefit to people who are working in the Property Industry in the areas of Strata and Community management.

*NRT – Nationally Recognised Training - this indicates that the course is an accredited course and is nationally recognised.

This course is suitable to study from a correctional centre, however you will need access to the internet.

Vocational outcomes

This qualification fulfils the educational requirement for a NSW Strata and Community Management Licence and a NSW Registered Manager's Certificate of Registration as issued by the NSW Office of Fair Trading.

Application for a Certificate of Registration/Licence is made to the NSW Office of Fair Trading. Full details: www.fairtrading.nsw.gov.au

Entry requirements

The school leaving age is changing from 2010 and will impact on those who are under 17 wishing to enrol.

If you are:

- under 17
- left school at or after the end of 2009
- have not completed Year 10

You must contact your school or school region to seek approval to leave school and undertake a Year 10 equivalent qualification at TAFE.

More information for young people can be found on the OTEN website at www.oten.edu.au.

Students applying to enrol in this qualification must have completed the NSW School Certificate (or equivalent statement from another educational authority) or appropriate industry experience.

In addition, students must have regular access to a computer and an internet connection, as well as an email address. If you do not have your own computer, you can access computers through a TAFE NSW library.

The TAFE NSW fee and charges

The TAFE NSW fee and the OTEN Student Materials and Handling Charge apply when enrolling or re-enrolling with OTEN. These fees apply for 12 months from the date of your initial enrolment.

Annual TAFE NSW fee	\$934
OTEN Student Materials and Handling Charge	\$50

You may choose to pay the TAFE NSW fee in two instalments. The first instalment of \$467 and the OTEN Student Materials and Handling Charge are paid on enrolment. TAFE NSW will send you an invoice for payment of the second instalment.

If you do not finish the course within 12 months and want to complete the course, you will need to re-enrol and pay the TAFE NSW fee and the OTEN Student Materials and Handling charge again.

This course is generally open for enrolment at any time of the year, subject to the availability of places in the course.

Other associated costs:

You will need to either buy additional textbooks and CDs or borrow them from a TAFE NSW library. The approximate cost to buy all of these resources is \$100.

Full details of additional reference materials are listed in your learning materials.

If you are a Temporary Visa Holder and you are eligible to enrol, you may need to pay additional tuition fees depending on your visa subclass number. Go to www.oten.edu.au for more information or phone Course Information on (02) 9715 8333 or 1300 362 346.

This course is suitable for study if you reside overseas. However special conditions apply if you are not an Australian citizen or Australian permanent resident. Visit the OTEN website at www.oten.edu.au.

Duration

This qualification has a duration of 590 nominal hours.

However, students can complete with OTEN in less than this time. It is possible to complete your study in this course **within one year**.

You are encouraged to complete your course with the course timeframe, or earlier.

In exceptional circumstances you may apply for an extension of study by contacting your teaching section.

Centrelink

Some students may be eligible for financial assistance to study from Centrelink. Applications for assistance are assessed by Centrelink, so you should contact your nearest Centrelink office to discuss your eligibility.

If you receive a Centrelink student payment to study, you are expected to **complete** your qualification within the **time allocated by Centrelink**. This time may be less than the time OTEN allows. You are also required to show consistent and regular **progress** through your course, and complete units regularly throughout your enrolment. If not, you may incur a Centrelink debt which you will have to repay.

Conditions of enrolment

It is a condition of your enrolment with OTEN that you actively participate in your studies. Active participation is submitting assessments, attending practical sessions if applicable, sitting exams or tests, submitting an application for recognition of prior learning, accessing activities and unit support pages on the Online Learning Support (OLS) website, completing units or making satisfactory progress in learner support and any other student interactions for a unit. **If you do not participate in your studies, future enrolment applications may be declined.**

Hardware and software required

You will need an IBM compatible computer with up- to- date virus protection to complete this course and:

- Regular access to broadband internet connection (preferable) or 56k dialup internet
- email access
- at least 512MB RAM
- Windows XP or later
- Adobe Acrobat Reader – available free from the Adobe website
- Software such as Microsoft Office or Open Office that can read and write .doc and .xls files
- CD/DVD drive.

Structure

To meet both the course completion requirements and the NSW Strata and Community Management Licence requirement the student must complete the 21 compulsory units of competency (units).

The course is completed by:

- studying at home at your own pace
- assignment work which you send in to us for comment and assessment

All units **MUST** be completed in the order specified in this document.

If you hold a property qualification, such as a Certificate of Registration, you should attach a certified copy to your enrolment application form. This may reduce the number of units you will need to complete.

All of the units needed to complete this course are available through OTEN. This qualification also has electives not offered by OTEN. Contact the teaching section for further information.

Licensing and regulatory requirements

On completion of the course, you may apply to the NSW Office of Fair Trading for a NSW Strata and Community Managers Licence.

On completion of the three units listed below, students may apply to the NSW Office of Fair Trading (OFT) for a Certificate of Registration to work in the Strata and/or Community Title Management sector of the property industry as a Registered Manager.

CPPDSM3016A	Work in the property industry
CPPDSM3017A	Work in the strata/community management sector
CPPDSM3019A	Communicate with clients as part of agency operations

This document contains a list of compulsory and elective modules. The attached document, *Your Study Pathway to Completion* shows the relationship between these units and the units.

You should keep this document handy, so that you can track your progress, and know which units to ask for next.

You can request additional units to be added to your current enrolment as you progressively complete the units you are initially enrolled into. Ring or email your teaching section to request more units.

The course has been developed to enable learners to satisfy the requirements for the qualification by completing the following groups of units:

Unit Code	Name	Hrs
CPPDSM4072A	Provide leadership in the property industry	30
CPPDSM4048A	Implement customer service strategies in the property industry	40
CPPDSM4028A	Identify and analyse risks and opportunities in the property industry	20
CPPDSM4034A	Assess and implement strata/community management agreement	50
BSBRKG304B	Maintain business records	20
BSBSMB402A	Plan small business finances	40
CPPDSM4006A	Establish and manage agency trust accounts	30
BSBSMB406A	Manage small business finances	40
BSBFIA402A	Report on financial activity	50
CPPDSM4047A	Implement and monitor procurement process	20
CPPDSM4056A	Manage conflict and disputes in the property industry	20
CPPDSM4045A	Facilitate meetings in the property industry	20
CPPDSM4057A	Monitor a safe workplace in the property industry	40
CPPDSM4063A	Participate in developing and establishing property or facilities contracts	30
CPPDSM4074A	Select and appoint	10

	contractors in the property industry	
CPPDSM4044A	Coordinate maintenance and repair of properties and facilities	30
BSBLED401A	Develop teams and individuals	40
BSBREL401A	Establish networks	30

Recognition

TAFE NSW provides a means of assessing and recognising your previous learning and current work experience relevant to the course you wish to study.

For instructions on how to apply, visit www.oten.edu.au and search for course number 18366. Scroll to the bottom of the course page for specific Recognition information and forms. You can also contact our **Recognition Helpdesk**.

- Ph: (02) 9715 8486 or 1300 362 165
- Email: oten.recognitionhelp@tafensw.edu.au

Please note: Some industries have their own legislative or licensing requirements. TAFE NSW recognition does not apply to these.

Embedded qualifications

This course does not have embedded qualifications.

Learning materials

OTEN will provide learning materials in this qualification in the form of:

- Electronic (online); or
- CD-ROM. You may be required to print certain parts of the CD-ROM. OTEN does not provide written learning material.

Assessment

Assessment for this course is by:

- Online quizzes
- Assignment work which can be uploaded electronically and should be sent to us on a regular basis.

You will receive more information about assessment in the *Assessment Guide* for each unit after enrolment.

Refunds

Please enrol carefully, as refunds are only granted in exceptional circumstances. Refer to the OTEN Course and Career Guide for more information or the OTEN website www.oten.edu.au

For further assistance

The Counselling and Careers Service at OTEN may be able to help you to:

- clarify your career or educational goals
- choose an appropriate course (or courses) to achieve these goals.

Contact Counselling and Careers on
Ph: (02) 9715 8446 or 1300 655 993
Email: oten.counselling@tafensw.edu.au

OTEN also provides assistance through the:

- Disabilities Unit Ph: 1300 362 890
- Aboriginal Education and Training Unit Ph: 1300 888 010
- Multicultural Education and Support Unit Ph: 1800 637 535.
- Correctional Centre Liaison Officer
ph: 02 9715 8802 email: oten.correctionalcentres@tafensw.edu.au

Related courses

OTEN also offers courses for:

- Certificates of Registration only, such as Real Estate, Stock and Station, Business Agent, Registered Manager (Strata) and Onsite Residential Property Manager
- Licensing Courses for Real Estate Agents, Stock and Station Agents, Business Agents and Onsite Residential Property Managers
- Registration Courses for Property Valuers
- Traineeships in Real Estate and Strata Management
- Continuing Professional Development (CPD)

To apply to enrol

It is important to read this Course Information Leaflet carefully, as well as the OTEN Course and Career Guide.

Complete the OTEN enrolment application form.

Attach your payment by cheque or money order (payable to OTEN), or include your credit card details to pay the TAFE NSW fee, the OTEN Student Materials and Handling Charge and any other associated course costs and send to:

OTEN

Locked Bag 2012
Strathfield NSW 2135

For security reasons we do not accept cash.

Re-enrolling

If you are re-enrolling into the same course and paying by credit card, you can do so **either** online – go to www.tafensw.edu.au, log onto Student e-Services and follow the prompts or by phone – call the Re-enrolment Hotline between 9am and 5pm (Australian Eastern Standard Time) on 1300 881 114.

Enquiries

For further information on this qualification, call the **Property Services teaching section**

Ph: (02) 9715 8057 or 1300 366 175

Email: oten.property@tafensw.edu.au

Course information

Ph: (02) 9715 8333 or 1300 362 346

Fax: (02) 9715 8445

Email: oten.courseinfo@tafensw.edu.au

For the latest information on course availability visit the OTEN website www.oten.edu.au

OTEN

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