

Introduction to the National Certificate in Real Estate (Salesperson) (Level 4) (Version 2)

Trainee Information Handbook

IMPORTANT NOTE:

Make sure that you read this information before you start any of the assessments for this qualification.

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1.1 ABOUT THIS QUALIFICATION

National Certificate in Real Estate (Salesperson) (Level 4)

This qualification is the entry-level qualification to the real estate industry and meets the legislative requirements for a licence to operate as a salesperson in the industry.

Qualification Pathways

The qualification shares several standards in common with the National Certificate in Real Estate (Branch Manager) (Level 5).

Candidates are encouraged to undertake further training to progress to the

- National Certificate in Real Estate (Branch Manager) (Level 5), and
- National Diploma in Real Estate (Agent) (Level 5).

1.2 ABOUT THE SKILLS ORGANISATION

The Skills Organisation is the national standards setting body for the real estate industry. One of the organisation's responsibilities is to provide assessment resources and ensure the consistency and quality of workplace assessment.

We invite feedback on our assessment materials from both trainees and assessors via our dedicated email address, resourcedeveloper@skills.org.nz.

1.3 UNIT STANDARDS ASSESSMENT

If you have never been assessed before under unit standards, you will find it quite different to the more traditional way of tests and assignments. Unit standards focus on applying theory to the every-day working environment.

Unit standards are broken up into:

- **Outcomes** – what you are required to do overall
- **Evidence requirements (ERs)** – more detail on what is expected as proof
- **Range statements** – what you need to show or do, as well as examples that you can use as evidence
- **Explanatory notes** – important information relating to the assessment that you and the assessor need to know, e.g. Definitions, References, and special information relating to the unit standard.

You may read the unit standard you are being assessed against if you wish to get more information on what you are expected to do. Copies of unit standards are available from the NZQA website <http://www.nzqa.govt.nz/>.

Unit standards assessments

Each unit standard has its own **assessment** which you must complete.

There are four main types of assessment used to assess competence of the unit standards within this qualification:

- **Questions** - for you to demonstrate knowledge of the subject or process
- **Observation** – for the observer to watch you undertaking specific tasks/practical tests to prove that you are competent in a particular activity.
- **Questions about the observation activities** – to support the observation activities and to prove that you understand the processes, or explain what you did and why you did it.
- **Workplace documents** – these are sometimes completed during the observation exercises. These are documents that you have created or completed and must be attached to the assessment when required.

See each individual assessment for information on the evidence you need to provide.

NOTE: You will see the following red icons in the assessment material. The meanings of the icons are found below:



Something important that the trainee / assessor needs to be aware of



Workplace documents



Questions for the trainee to answer



Observation from the assessor or supervisor required

1.4 ASSESSMENT PROCESS

Before starting each assessment

Before you start each assessment you should read through the assessment document (preferably before printing it) so that you understand what you have to do.

For each assessment you must complete a checklist to confirm that you understand the following:

- that the health and safety of everyone involved must be maintained when assessment of the unit standard is being undertaken
- that you must inform your assessor/observer of any special needs that you have so that they can be accommodated
- that you understand what is required to gain competency
- that you know what you need to do with your assessment material when you have completed it (how to submit your assessment material)
- how you will get your results
- how the appeals process works
- that The Skills Organisation will report your results to NZQA.

Most of this information is found in the assessment document or later in this handbook. If you are unsure of any of the above when you are about to start completing the assessment, refer back to this handbook or read the assessment document. If you are still not clear, ask your workplace assessor (if you have one) or contact The Skills Organisation on 0508 Skills (0508 754 557).

Completing the assessment

The assessment documents are Microsoft Word forms that you type your answer into.

To complete an assessment electronically

- open the document using the links on the Skills Bank site
- save the document to your computer
- type your answers into the assessment document, saving frequently.

If you are not able to type in your answers, you need to contact The Skills Organisation on 0508SKILLS (0508 754557) for an alternative method of completing your assessment.

Submitting your assessment

If you have a workplace assessor you should submit assessments as instructed by the assessor.

If you do not have an assessor in the workplace you should submit Real Estate assessments to The Skills Organisation by either email, or courier to the Auckland office address.

To submit Real Estate assessments by email

Email assessments and all supporting workplace documents/evidence to assessments@skills.org.nz

- Complete your assessment and print the front page of the document
- Sign the front cover of the assessment document to confirm the assessment submitted is your own work
- Scan the signed page and any supporting evidence/documents
- Attach all files to the email to submit as your assessment.

All filenames should contain the trainee's name, e.g. 23134_Joe Bloggs_1, 23134_Joe Bloggs_2
(Please note: there is a 10mb size limit for email attachments, so you may need to send more than one email)

To submit Real Estate assessments by courier

- Complete your assessment and print the document
- Sign the front cover of the assessment document to confirm the assessment submitted is your own work
- Attach your workplace evidence
- Make a copy of all the documents that you are submitting for your assessment and courier the original documents to our Auckland office address

The Skills Organisation

Attention: Assessment Coordinator

Level 2, LG House
The Crossing, 60 Highbrook Drive,
East Tamaki
Auckland 2013

Please do not send assessments to our PO Box address. There will be delays if you:

- post assessments (instead of emailing or couriering); or
- use our PO Box address (instead of our physical address).

Note: The assessor will hold on to your assessment for moderation purposes. It is therefore essential to keep a copy of your assessment. If the assessor needs further evidence it will also help if you can refer back to what you have sent in.

1.5 ACHIEVING COMPETENCY

Competency in a unit standard is achieved when you complete all the answers and observations in the assessment; when you provide all the required workplace documents and when your work meets all of the required criteria.

Questions

It is your responsibility to answer all the questions as required.

Workplace Documents

It is your responsibility to collect and provide all the specified workplace documents or evidence you need.

The evidence that you collect must show that you have complied with (obeyed):

- the policies, procedures and requirements of the organisations involved
- the standards of relevant professional bodies, including their code of ethics
- any relevant legislation or regulations.

The key points to remember when you gather any evidence is that the evidence must be:

- Valid – it must relate to the unit standard you are being tested for
- Direct – it must be or must represent a real situation that you would come across in your day-to-day workplace
- Authentic – it must be your own work
- Sufficient – it must prove that you can perform the task at the stated level all the time

All workplace documents that you submit as evidence must be clearly labeled with your name, the unit standard number and the task number so as to match up with the relevant assessment task.

The documents must be verified by your manager or an experienced supervisor as being your own work.

You may use the same piece of evidence for more than one ER, or more than one unit standard. You must make it clear on the document where each part of evidence is found. The assessor needs to be able to go straight to the right part, without reading the whole document.

All answers you provide must be in your own words. Copying directly from any learning resource is considered plagiarism and will lead to your assessment being invalid.

Observation Activities

Before you undertake any observation exercises, you should make yourself familiar with the content of the assessment so that you understand what your observer will want to see you do. The checklist that the observer completes is in your assessment document.

The observation exercise may naturally flow in a different order to the checklist but your observer will expect to see you covering all the points in the checklist. By making yourself familiar with the checklist you can help ensure that the points are covered.

Each observation may be completed by different people (if required), but the observation must be carried out by an experienced professional in your workplace (e.g. a supervisor with at least two years' experience), or your assessor. The contact details of all observers must be provided as they may need to be contacted to verify the information supplied in the observation activity.

You should provide the observer with a copy of the 'Observer/Verifier's Guide', so that they understand their role.

If the observer is unsure of what they must do, then they must contact assessorinfo@skills.org.nz to ask for assistance.

It is preferred that observations are completed in real situations. However, if this is not possible the assessments may be completed in simulated environments. The observer should ensure that any simulations are as realistic as possible.

You must discuss when and where the observation will take place with your observer.

Your observer may ask you to print off the assessment material before you get to the assessment, or they may prefer to complete it electronically and then print it off to sign it.

1.6 AFTER THE ASSESSMENT

After your work has been assessed, your assessor will inform you whether or not you have met the assessment requirements.

If the assessment requirements **have** been met, your assessor will inform you and The Skills Organisation of your achievement and arrange for the credits to be uploaded to NZQA.

If the assessment requirements **have not** been met, your assessor will inform you of where you need to provide further evidence in order to meet the requirements. You will be given the opportunity to re-submit your evidence to be re-assessed.

1.7 APPEALS PROCESS

If you are not satisfied with the outcome of an assessment you are entitled to take up the appeals process:

- The first step is to try to come to an agreement with the assessor.
- If both of you cannot reach an agreement, you can make an appeal to The Skills Organisation.
- Use the assessment appeals form which can be found on The Skills Organisation website for this.
- Your appeal must be lodged within 30 days of receiving the assessment decision.
- The Skills Organisation will complete the review of your appeal within three weeks of the date they receive it.

1.8 MODERATION OF ASSESSMENTS

The Skills Organisation moderates assessor judgements to ensure the judgement is appropriate. This is done to ensure quality and consistency of assessment across the industry.

1.9 REPORTING OF CREDITS TO NZQA

The Skills Organisation records the units completed on your Skills record and then sends NZQA a record of the unit standard credits achieved, for registration on your Record of Learning.

1.10 THE PRIVACY ACT

Any workplace documents that you attach as evidence for your assessments MUST have any personal and/or confidential information 'blacked out' to protect the privacy and confidentiality of the people and organisations referred to in the documents.

Assessors/Employers must keep assessment records secure and confidential. The reporting of results to candidates, employers and The Skills Organisation must comply with the requirements of the Privacy Act 1993.

1.11 SUGGESTED ORDER FOR COMPLETING THE UNIT STANDARDS

Unit Standard 23137

It is recommended that the assessment for Unit Standard 23137 *Demonstrate knowledge of the sale and purchase agreement and facilitate sale of real estate* is completed after **at least eight** unit standards assessments for this qualification have been done, as it draws on knowledge learnt through the other unit standards.

Part of the 23137 assessment is a face to face role play with an assessor. You will need to phone Skills on 0508 SKILLS (0508 754557) to make a booking for this face to face assessment. You should only arrange this assessment once you have completed **at least eight** of your other assessments.

Suggested order of completion of the unit standards assessments

The suggested order of completion of the unit standards is as listed in the Unit Standard Checklist on the next page.

Send each unit standard assessment to The Skills Organisation for assessment once you have completed it, following the steps outlined in Section 1.4 *Assessment Process*.

1.12 MORE DETAIL ABOUT THE UNIT STANDARDS IN THIS QUALIFICATION

There are 11 unit standards in this qualification and all are compulsory. This means **you must complete all 11 assessments**. On the next page there is a checklist that you can use to keep a record of your progress through the qualification.

1.13 UNIT STANDARD LIST

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This list shows all the unit standards in this qualification.

You must gain all 11 unit standards to complete the qualification.

Unit No.	Unit Standard Title	Level	Credit
26149	Demonstrate knowledge of licensing and code of professional conduct under the Real Estate Act 2008	4	4
15500	Establish a presence in the real estate market	4	4
26148	Demonstrate knowledge and use of inspection, appraisal and agency agreement for real estate property	4	6
26150	Demonstrate knowledge of methods of sale of real estate in New Zealand	4	4
23140	Develop marketing plans for real estate, quality customers, and present properties for sale	4	4
23141	Demonstrate understanding of legal matters affecting real estate licensees	5	4
23135	Demonstrate knowledge of the law of contract and the law of agency in a real estate context	4	5
23136	Demonstrate knowledge of misleading and deceptive conduct and misrepresentation for real estate practice	4	4
23138	Demonstrate knowledge of council zoning and building law needed to act as a real estate salesperson	3	3
23134	Demonstrate knowledge of land ownership, transfer of ownership, and titles	5	4
23137	Demonstrate knowledge of the sale and purchase agreement and facilitate sale of real estate	4	5