



**CPP40307 Certificate IV  
in Property Services (Real Estate)**  
*recognition of prior learning*

**LEARNER GUIDE**



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## Introduction

Welcome to the Real Estate Institute of New South Wales (REINSW) Recognition of Prior Learning (RPL) process.

This guide has been developed for people who work in the real estate industry, who have developed a wide range of industry skills, capabilities and experiences but do not have a Nationally Recognised Australian Qualification relevant for licensing by NSW Fair Trading.

## What is Recognition?

Recognition, which is often called Recognition of Prior Learning (RPL), is the process by which your existing skills, knowledge and experience gained throughout your life, regardless of how these were acquired, are recognised towards the achievement of a Nationally Recognised Qualification or Statement of Attainment (SoA).

At REINSW our RPL philosophy is that you shouldn't have to spend time relearning skills in which you are already capable. Therefore, we offer all learners the opportunity to access recognition.

## How does recognition work?

Obtaining formal recognition of your competence, based on your life and work experience is, as you might expect, covered by a set of rules which must be followed.

The recognition process is an assessment process that takes into consideration your existing knowledge, skills and experience.

For an assessor to make a judgement of your capability, against units of competency as set out in nationally accredited Training Packages, you will be asked to provide evidence demonstrating your existing knowledge, skills and experience.

This will take the form of documentary evidence but will also include other forms of evidence, such as data gathered through interviews and practical demonstrations. An assessor can observe your skills and ask you relevant questions to determine your level of knowledge and expertise.

Evidence must be current. REINSW defines this as within the last 12 to 18 months. Evidence is also required to meet current industry standards, legislation and practices.

Don't worry too much about the rules of evidence, this is why you have an assigned REINSW assessor to guide you through the RPL process.

## Stakeholders in the recognition process

The key stakeholders in any recognition process are you, the applicant, the assessor, and your employer.

### **Applicant role**

- To gather and collate relevant evidence
- Complete the necessary documentation
- Participate in a competency conversation and other assessment focused tasks as required

### **Assessor role**

- Guide, and where appropriate, facilitate the applicant's evidence collection
- Map the applicant's evidence to the unit(s) of competence
- Assess the applicant's evidence against the unit(s) of competency assessment criteria
- Assess the applicant via the evidence provided and the competency conversation

As an applicant for recognition you must collect information that proves you have the skills and knowledge that align to an Australian Nationally Recognised Qualification or Statement of Attainment.

An assessor will look at your evidence to determine which skills can be recognised against all the units of competence within the qualification, or for the unit(s) of competence for which you are requesting recognition.

If you do not have enough evidence to prove that you have the skills and knowledge required for the qualification, you will first have the opportunity to collect and provide additional evidence.

If the evidence you have provided is still insufficient, you will be advised of the training requirements to fill any remaining gaps. If this is necessary there may be additional costs associated. If this is the case REINSW will fully explain these costs to you.

It is important that the evidence you collect is relevant and current to the qualification and its corresponding units of competence, and that all your evidence relates to work that only you have done, not someone else.

## The RPL Process Explained

The RPL process is made up of three stages, as detailed below.

<p><b>Stage 1</b></p>	<p><b>Self-assessment</b></p> <ul style="list-style-type: none"> <li>• Application and payment of administration fee \$500 GST free</li> <li>• Self-assessment questions and documentation upload</li> <li>• Evidence Kit including Third Party Report</li> </ul>
<p><b>Stage 2</b></p>	<p><b>Competency Conversation with REINSW</b></p> <ul style="list-style-type: none"> <li>• Additional Evidence supplied if needed</li> <li>• REINSW recommendation on recognition and path forward</li> </ul>
<p><b>Stage 3</b></p>	<p><b>Payment of Recognition fee \$1300 GST free. Issue of Statement of Attainment or Qualification</b></p> <ul style="list-style-type: none"> <li>• Gap training undertaken where required Please note that the Recognition fee includes an allowance of a certain level of gap training per individual.</li> <li>• Should you require more gap training than is allowed for in the fee, then additional costs will be applicable. REINSW will ensure that to the best of its capacity any addition fees will be kept to a minimum.</li> </ul>

### Stage 1 - Self Assessment

The purpose of self-assessment is to allow you to complete a series of questions to assist you in determining whether you have the skills and knowledge relevant to the units of competence contained within the qualification.

The self-assessment contains questions related to the standard tasks performed by real estate agents in a variety of contexts, REINSW calls these clusters. In total there are eight clusters. They are:

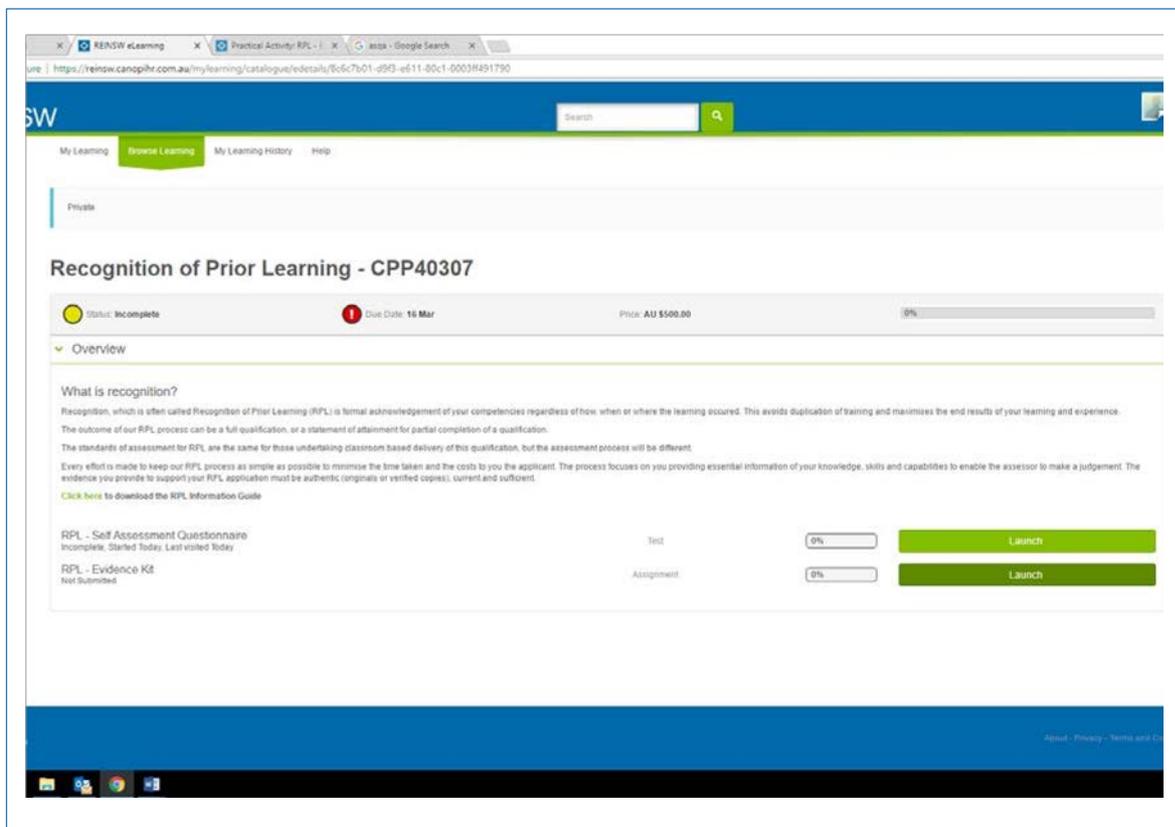
- Client Relationships
- Risk Management

- Trust Accounting
- Keeping the Books
- List and Market Property
- Property Sales
- Property Management
- Present at Tribunals

The questions for each cluster also relate to how frequently you perform the task and the standard to which you perform the task.

Do not fear if there is a cluster or two that you are not confident with or are unable to present much evidence for – this will be handled as part of the process.

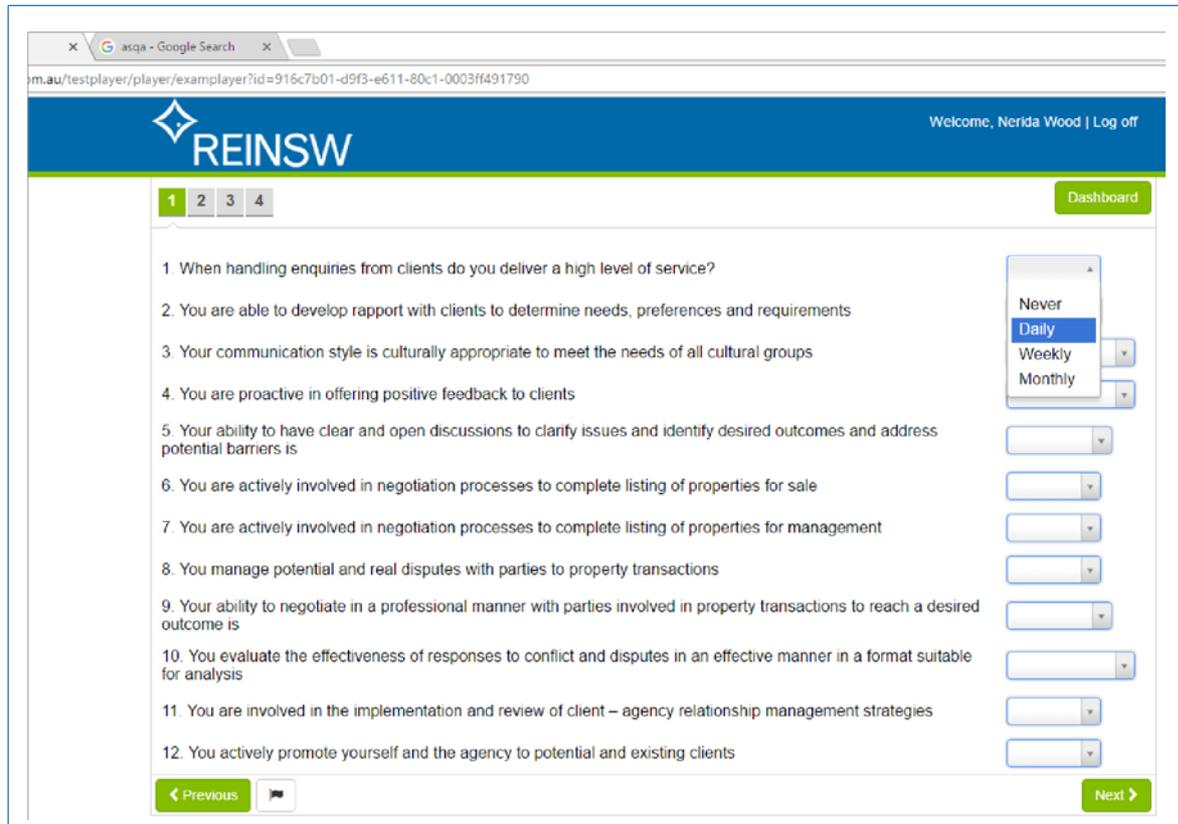
REINSW expects that most learners will need more support or gap training for up to two clusters.



The screenshot shows the REINSW eLearning interface for the 'Recognition of Prior Learning - CPP40307' course. The page features a search bar at the top, navigation tabs for 'My Learning', 'Browse Learning', 'My Learning History', and 'Help'. Below the navigation, there is a 'Private' indicator and the course title 'Recognition of Prior Learning - CPP40307'. A progress bar shows the status as 'Incomplete' with a 'Due Date: 16 Mar' and a price of 'AU \$500.00'. The 'Overview' section explains that RPL is formal acknowledgement of competencies and provides information on the assessment process. At the bottom, there are two items listed: 'RPL - Self Assessment Questionnaire' (Status: Incomplete, Started Today, Last visited Today, Type: Test, Progress: 0%, Launch button) and 'RPL - Evidence Kit' (Status: Not Submitted, Type: Assignment, Progress: 0%, Launch button).

In each cluster there are four sections that need to be completed.

**STEP 1:** Read each statement or question and answer by selecting the best option from the corresponding drop-down box.



The screenshot shows a web browser window with a REINSW assessment page. The browser address bar shows a URL from 'm.au/testplayer/player/examplayer?'. The page header includes the REINSW logo and the text 'Welcome, Nerida Wood | Log off'. A 'Dashboard' button is in the top right. Below the header is a navigation bar with tabs 1, 2, 3, and 4, where tab 1 is selected. The main content area contains 12 numbered questions, each followed by a dropdown menu. The first dropdown menu is open, showing options: 'Never', 'Daily' (highlighted), 'Weekly', and 'Monthly'. At the bottom of the question list are 'Previous' and 'Next' buttons.

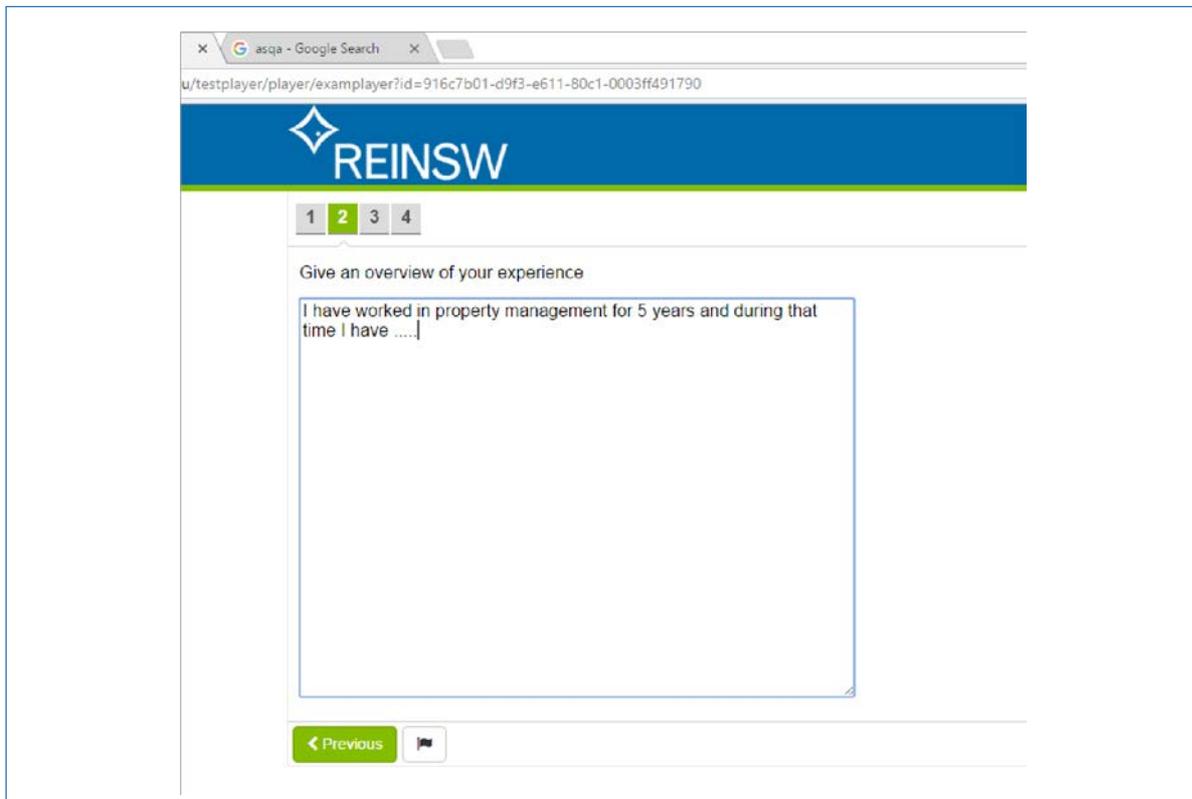
1 2 3 4 Dashboard

1. When handling enquiries from clients do you deliver a high level of service?
2. You are able to develop rapport with clients to determine needs, preferences and requirements
3. Your communication style is culturally appropriate to meet the needs of all cultural groups
4. You are proactive in offering positive feedback to clients
5. Your ability to have clear and open discussions to clarify issues and identify desired outcomes and address potential barriers is
6. You are actively involved in negotiation processes to complete listing of properties for sale
7. You are actively involved in negotiation processes to complete listing of properties for management
8. You manage potential and real disputes with parties to property transactions
9. Your ability to negotiate in a professional manner with parties involved in property transactions to reach a desired outcome is
10. You evaluate the effectiveness of responses to conflict and disputes in an effective manner in a format suitable for analysis
11. You are involved in the implementation and review of client – agency relationship management strategies
12. You actively promote yourself and the agency to potential and existing clients

Previous Next

**STEP 2:** Give an overview of your experiences related specifically to the cluster. Be sure to include examples along with timeframes. You are free to detail as much as you believe is relevant to give REINSW the best picture of your knowledge and skills. If we need more we will come back to you and request it.

The information can be presented as dot points or as standard paragraphs, whatever you are comfortable with will work for REINSW.

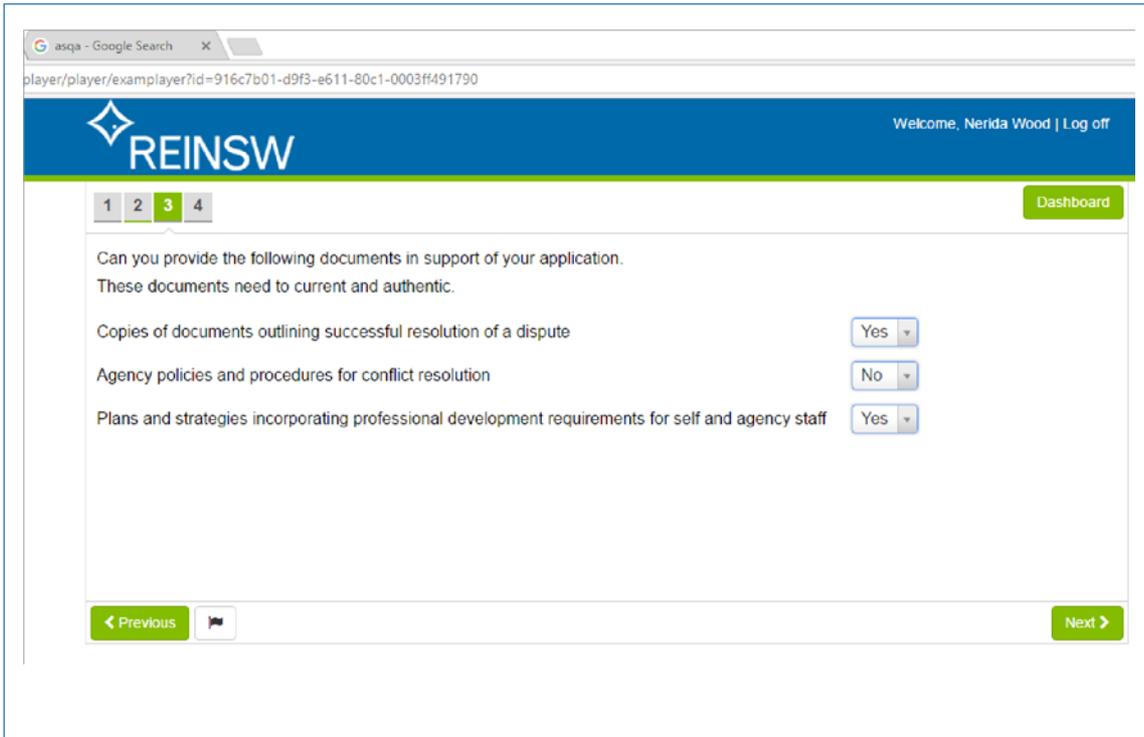


The screenshot shows a web browser window with the REINSW logo at the top. Below the logo is a navigation bar with tabs numbered 1, 2, 3, and 4. Tab 2 is selected. The main content area is titled "Give an overview of your experience" and contains a text input field with the text "I have worked in property management for 5 years and during that time I have ....". Below the text field are two buttons: a green "Previous" button and a "Next" button.

**STEP 3:** It is your responsibility to collect relevant and current evidence related to each cluster. Keep in mind the following three key points when collecting your evidence:

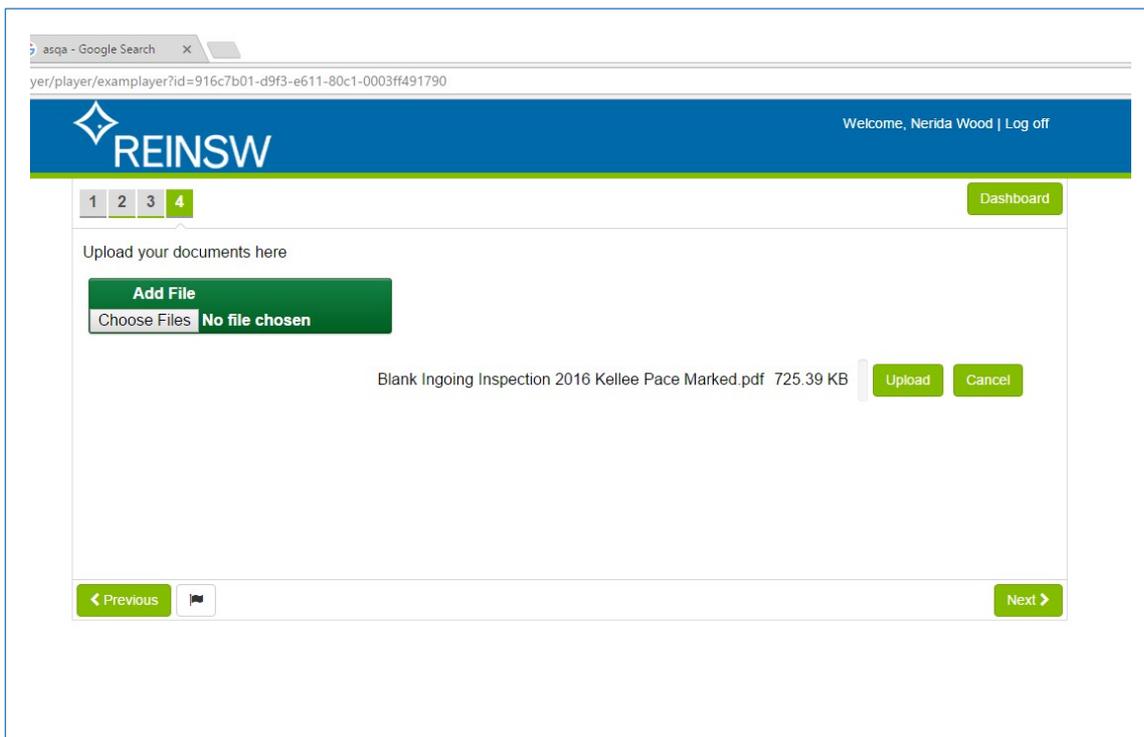
- The evidence you provide must be evidence of your own work, not someone else's
- Your evidence needs to match that specific cluster (units of competency)
- The skills you are claiming and evidence you provide must be current. (It is no good trying to claim recognition for something you did once 6 years ago and have never done again).

To assist you, Tab 3 on the REINSW online portal gives examples of the type of evidence and documents needed. You can, of course, supply additional documents so long as they are relevant and appropriate to the cluster.



A screenshot of a web browser showing a REINSW application form. The browser address bar contains "asqa - Google Search" and "player/player/examplayer?id=916c7b01-d9f3-e611-80c1-0003ff491790". The REINSW logo and "Welcome, Nerida Wood | Log off" are visible in the header. A progress bar at the top shows steps 1, 2, 3, and 4, with step 3 highlighted. A "Dashboard" button is in the top right. The main content area asks: "Can you provide the following documents in support of your application. These documents need to be current and authentic." Below this are three questions with dropdown menus: "Copies of documents outlining successful resolution of a dispute" (Yes), "Agency policies and procedures for conflict resolution" (No), and "Plans and strategies incorporating professional development requirements for self and agency staff" (Yes). At the bottom are "Previous" and "Next" buttons.

**STEP 4:** Upload all your evidence at this point for the specific cluster. This is also your opportunity to supply any relevant additional documentation.

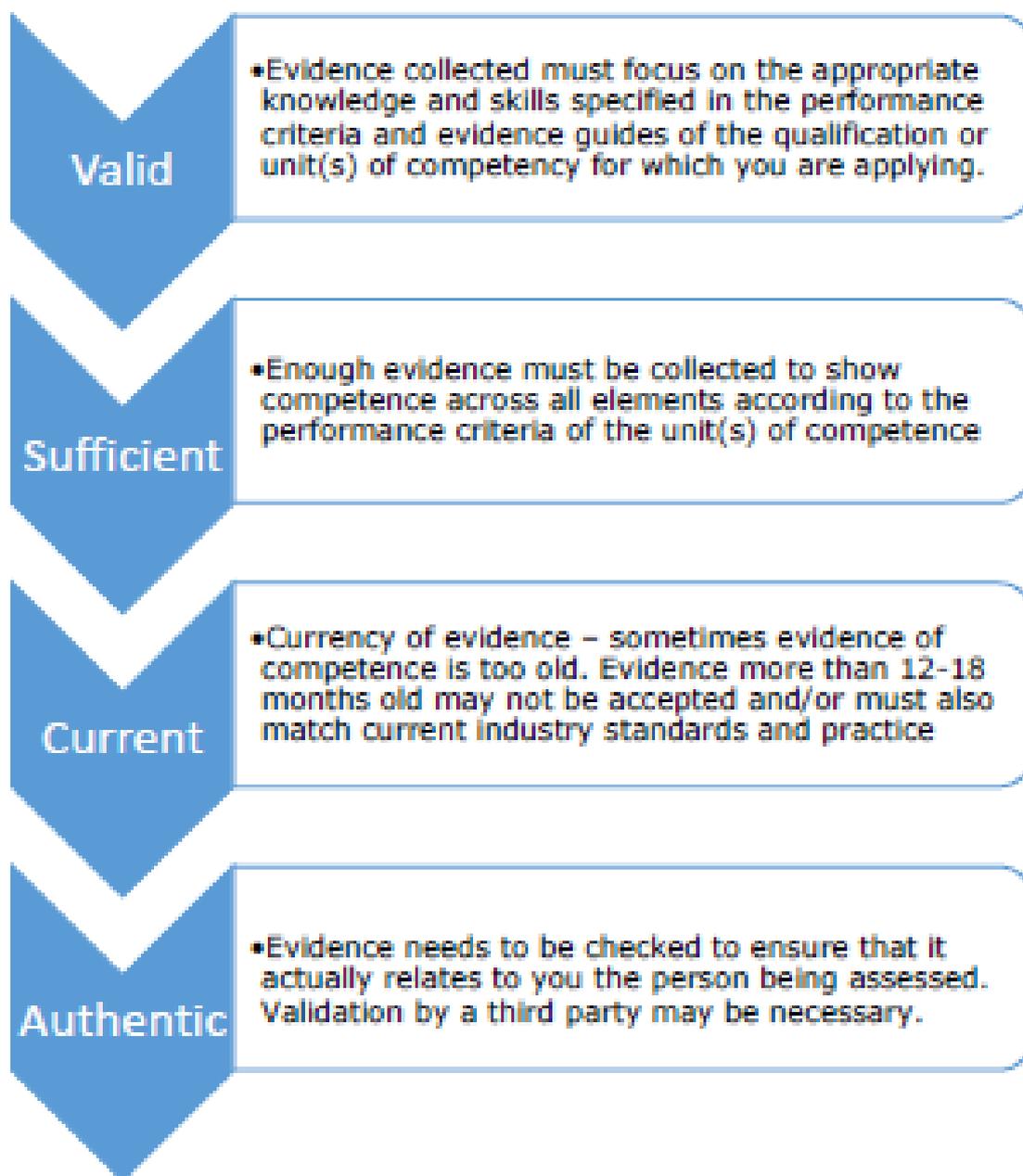


A screenshot of a web browser showing the REINSW application form at step 4. The browser address bar contains "asqa - Google Search" and "yer/player/examplayer?id=916c7b01-d9f3-e611-80c1-0003ff491790". The REINSW logo and "Welcome, Nerida Wood | Log off" are visible in the header. A progress bar at the top shows steps 1, 2, 3, and 4, with step 4 highlighted. A "Dashboard" button is in the top right. The main content area says "Upload your documents here" and features an "Add File" button with a "Choose Files" link and "No file chosen" text. Below this, a file named "Blank Ingoing Inspection 2016 Kellee Pace Marked.pdf" (725.39 KB) is listed with "Upload" and "Cancel" buttons. At the bottom are "Previous" and "Next" buttons.

**Now repeat the above four steps for each of the eight clusters!**

Are there any rules about the evidence I need to collect?

All the evidence you provide must meet the rules of assessment as set out in the Standards for training organisations before your assessor is able to assess the evidence.



## RPL Evidence Kit

The second part of your self-assessment is the Evidence Kit, which you download directly from the portal. The RPL Evidence Kit is an editable Microsoft Word document and as such the best approach is to download and save it to your desktop so that you can work on it easily.

Once you have fully completed the RPL Evidence Kit simply upload to the platform – more information on this is contained later in this document.

## Work History

Within the RPL Evidence Kit you will need to provide evidence of at least one year's current work history.

Please supply correct and up to date contact details for previous and current employers. The contacts you provide may be called upon to confirm your skills against the qualification as part of the recognition process.

Good practice would be to contact these people prior to supplying their details. Advise them that you are undertaking a recognition process with REINSW and to expect a call from an REINSW assessor.

## Third Party Report

The purpose of this report is to allow a “third party” to confirm that you can competently complete all the tasks that are relevant to working in the real estate industry to an acceptable industry standard.

A “third-party” needs to be an employer, either past or present, or current supervisor or team leader. Ideally, this third-party will be able to verify that you can perform the tasks described in the Third Party report.

As with your work history your “third party” will be contacted by an REINSW assessor to authenticate the report and confirm your skills.

## Stage 2

After you have submitted your self-assessment, third party report, and all the required evidence that you have gathered against the clusters on the online platform REINSW will undertake the following steps:

- Review all forms of evidence and reports initially to confirm that you have supplied a valid submission; if not REINSW will notify you and offer you the opportunity to resubmit with the additional information
- Assign you to a specific REINSW assessor once we have verified your valid recognition submission
- Your assigned REINSW assessor will complete a thorough review of all submitted documentation. Your assessor will be looking at the alignment of the self-assessment to the evidence supplied and the comments and points from the third party report
- If there are any gaps or questions about your self-assessment, a REINSW assessor will be in touch promptly to address these.
- Competency conversation will take place - the goal is to allow you to go into greater detail and further explain how you do things at work, providing further evidence of your skills, knowledge and capabilities

## Competency Conversation

During the interview you will be required to answer a broad range of predetermined and relevant questions that will aid the assessor in gaining a full picture of your competence against the units of competence that make up the qualification.

Please be prepared for this process to take some time. Allow at least two to three hours.

In some cases we may require an additional interview. This would occur as a result of either insufficient time for the first interview or to gather more information about your experience. If another interview is required with you, an alternative time and date will be booked.

The information provided in the competency conversation will be recorded, and kept as a record of the conversation for the purpose of evidence of competence and will be held for auditing purposes by REINSW.

## Additional Evidence

The assessor may also request further documentary evidence as an extension of items discussed within the competency conversation.

While it may appear that REINSW is collecting a lot of evidence, we believe that the more evidence we have from you about your skills and experience, the more straightforward it is for us to determine your capability for recognition.

Also, it's good to note that all the evidence you supply is regarded as confidential. If you are concerned, please request a copy of our privacy policy.

## REINSW Recommendation on Recognition

REINSW will advise you on the outcome of your recognition application once all the steps and processes above are concluded.

It is important to remember that each individual's recognition outcome will be unique to their skills and experiences.

If appropriate the recommendation will include options if there are gaps in your skills and experience that will be best resolved by undertaking training.

The outcomes may include:

- Recognition for a full qualification with the recommendation being issuance of the Certificate for that qualification in STAGE 3
- Recognition for specific units of competency will occur if your skills and expertise are specialised in a particular area of practice in the industry. Therefore, the recommendation will be the issuance of a Statement of Attainment for those units of competency in STAGE 3. In addition, the recommendation will also detail the recommended pathway to fill the gaps and obtain the full qualification which will most likely involve participating in gap training.

## Stage 3

This stage is the end game in the recognition process and commences with the final payment of the Recognition Fee of \$1300 GST free.

The fee covers the following:

- Issuance of your Certificate or Statement of Attainment
- Two clusters of training to fill the identified skills gaps from the recommendation at the end of Stage 2

## Gap Training

If you were unsuccessful in your recognition application for up to two of the clusters and you are unable to provide further valid and sufficient evidence you will be required to complete the unit(s) or cluster(s) either by eLearning or in class learning. If this is the case you will be advised of the options for further training.

The options recommended will be specific to you and your circumstances and designed to support you to easily move towards attainment of the full qualification.

## Additional Fees

Should the recommendation made at the conclusion of Stage 2 determine that you require a third cluster to be completed via training, that cost will be in addition to the Recognition Fee and will be at 50% of the applicable member or non-member cost for that individual course.

Lastly, if the recommendation from Stage 2 is that you need four or five of the clusters to be undertaken via training REINSW will transfer all fees you have paid to date to your enrollment in the standard Certificate IV program.

The units of competency you have achieved from the recognition program will also be transferred and you will not complete any further work or training in relation to them.

All additional fees payable will be clearly identified to you and should you wish to seek clarification please do not hesitate to contact REINSW.

## Please Note: Confidentiality issues

It is important that sensitive information is not included as part of any documentation you submit as evidence. You may need authorisation from your supervisor to use some of your evidence, so it is always best to check the privacy and confidentiality policies of your agency.

Client names should be deleted and financial figures or other personal details should be blacked out or made unidentifiable. Your evidence portfolio will be returned unassessed if evidence does contain sensitive documents. Consequently, you will be required to resubmit.

## What happens if I don't have enough evidence?

If you are unable to gather sufficient evidence to prove your competency, the REINSW assessor will help you by either giving you more time to gather additional evidence or suggesting different options for the evidence that you gather for the recognition process.

Alternatively, you will have the option to undertake additional training in units or clusters for which you did not have enough evidence. This could be via eLearning or in a classroom.

Also, you could participate in a workplace assessment. This can be done by the assessor who will observe you undertaking specific tasks in your workplace. If you elect to attend additional training, the assessments you undertake during that training will be used to determine your level of competence.

Similarly, if the assessor comes to your workplace to observe you carrying out your work duties, their observations together with your responses to additional questions will be used as evidence to make a judgement of your competence.

## What if I disagree with my assessment result?

REINSW endeavors to address any disagreements on assessment results as fairly and equitably as possible and in a timely manner. Please refer to the assessment appeals process in REINSW learner handbook.