



**Certificate IV in Real Estate Practice  
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.

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?**

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.

## 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 first instalment</li> <li>• Self-assessment questionnaire</li> </ul>
<p><b>Stage 2</b></p>	<p><b>Competency Conversation</b></p> <ul style="list-style-type: none"> <li>• Discussion with an Assessor</li> <li>• REINSW recommendation on recognition and path forward</li> </ul>
<p><b>Stage 3</b></p>	<p><b>Gap training and assessment</b></p> <ul style="list-style-type: none"> <li>• Gap training undertaken where required</li> <li>• 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 keep to a minimum.</li> <li>• Evidence Kit including Third Party Report</li> </ul>
	<p><b>Issue of Statement of Attainment or Qualification</b></p>

## **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:

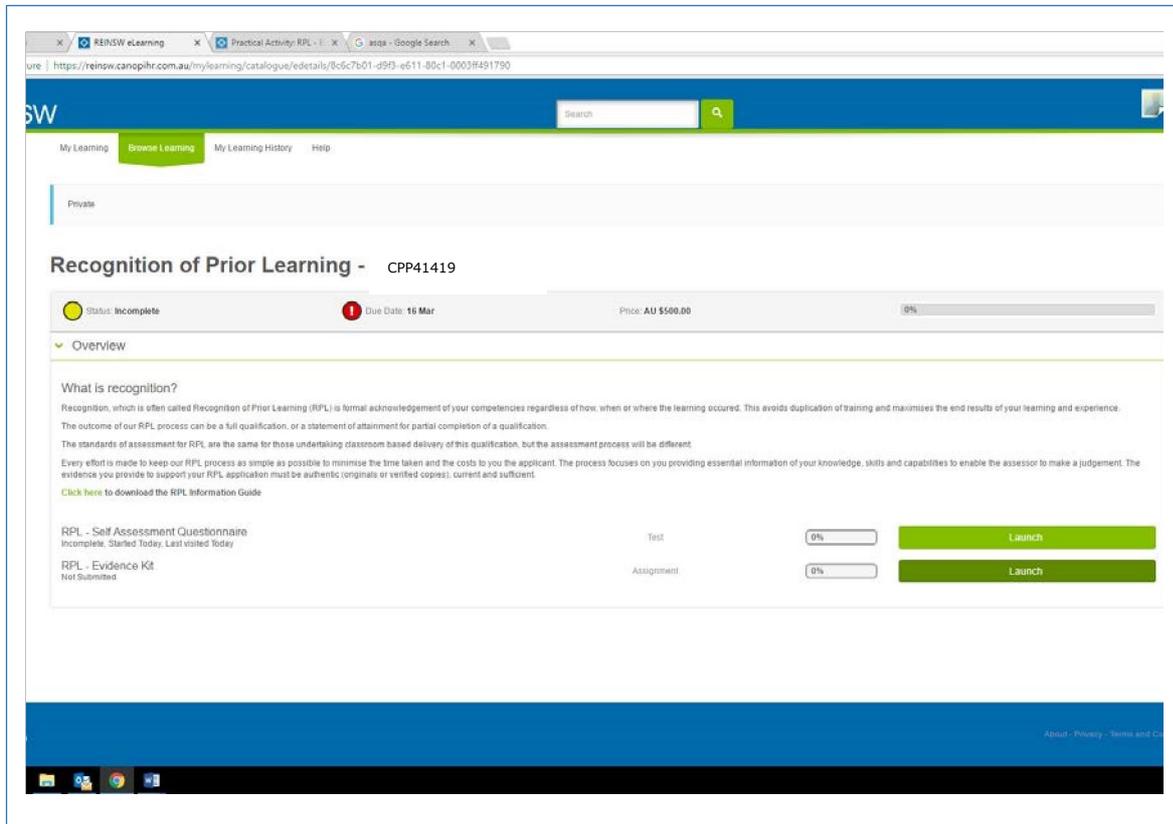
- Legislation and compliance
- Professional Practice
- Property Appraisal
- Property Marketing
- Property Management
- Property Sales
- Elective (to be determined)

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

Don't be concerned if there is a cluster or two that you are not confident with or are unable to present 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.

It is important to note that recognition for the full qualification is highly unlikely as REINSW considers the high-risk areas of compliance with legislation and trust accounting very seriously and will require you to complete gap assessment to confirm competency in these areas.



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## Recognition of Prior Learning - CPP41419

Status: Incomplete Due Date: 16 Mar Price: AU \$500.00 0%

Overview

**What is recognition?**

Recognition, which is often called Recognition of Prior Learning (RPL) is formal acknowledgement of your competencies regardless of how, when or where the learning occurred. This avoids duplication of training and maximises the end results of your learning and experience. The outcome of our RPL process can be a full qualification, or a statement of attainment for partial completion of a qualification.

The standards of assessment for RPL are the same for those undertaking classroom based delivery of this qualification, but the assessment process will be different.

Every effort is made to keep our RPL process as simple as possible to minimise the time taken and the costs to you the applicant. The process focuses on you providing essential information of your knowledge, skills and capabilities to enable the assessor to make a judgement. The evidence you provide to support your RPL application must be authentic (originals or verified copies), current and sufficient.

[Click here to download the RPL Information Guide](#)

RPL - Self Assessment Questionnaire Incomplete. Started Today. Last visited Today	Test	<span>0%</span>	<a href="#">Launch</a>
RPL - Evidence Kit Not Submitted	Assignment	<span>0%</span>	<a href="#">Launch</a>

About Privacy Terms and Conditions

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.

Browser tabs: x asqa - Google Search x

URL: m.au/testplayer/player/examplayer?id=916c7b01-d9f3-e611-80c1-0003ff491790

REINSW Welcome, Nerida Wood | Log off

[Dashboard](#)

1 2 3 4

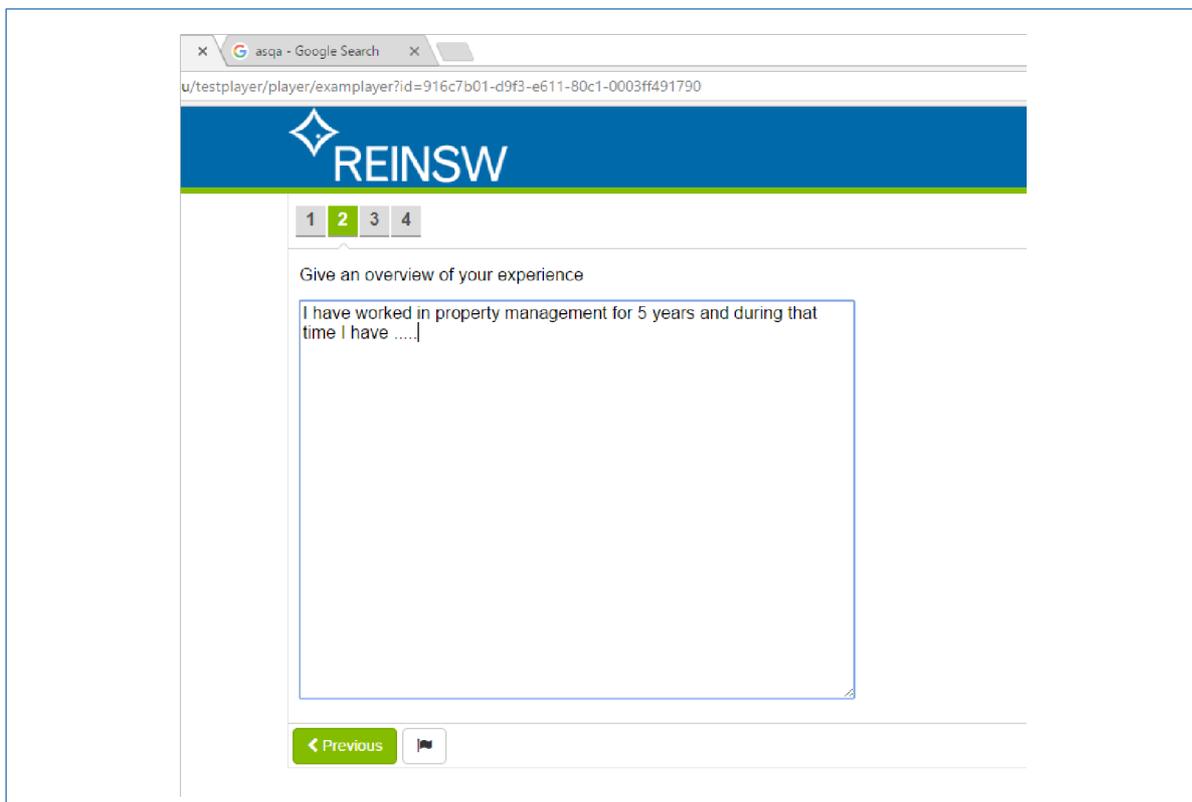
1. When handling enquiries from clients do you deliver a high level of service?
2. You are able to develop rapport with clients to determine needs, preferences and requirements
3. Your communication style is culturally appropriate to meet the needs of all cultural groups
4. You are proactive in offering 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

Never  
 Daily  
 Weekly  
 Monthly

[← 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.

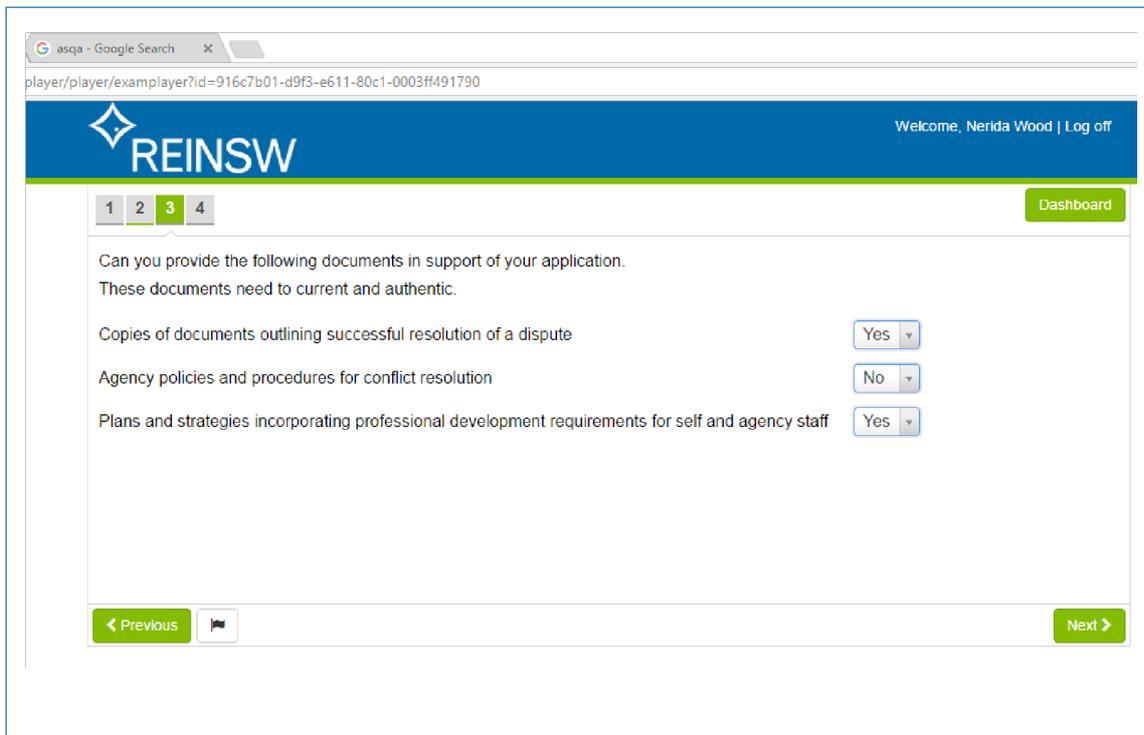


The screenshot shows a web browser window with a Google search bar at the top. Below the search bar is a URL: `u/testplayer/player/examplayer?id=916c7b01-d9f3-e611-80c1-0003ff491790`. The main content area features the REINSW logo in a blue header. Below the header is a navigation bar with four tabs labeled 1, 2, 3, and 4. Tab 2 is selected and highlighted in green. Underneath the tabs, the instruction "Give an overview of your experience" is displayed. A text input field contains the text: "I have worked in property management for 5 years and during that time I have .....". At the bottom of the form, there is a green button labeled "Previous" with a left-pointing arrow, and a small icon of a document with a checkmark.

**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.



The screenshot shows a web browser window with the REINSW logo and a navigation bar. The main content area contains a form with the following text and options:

Can you provide the following documents in support of your application.  
These documents need to be current and authentic.

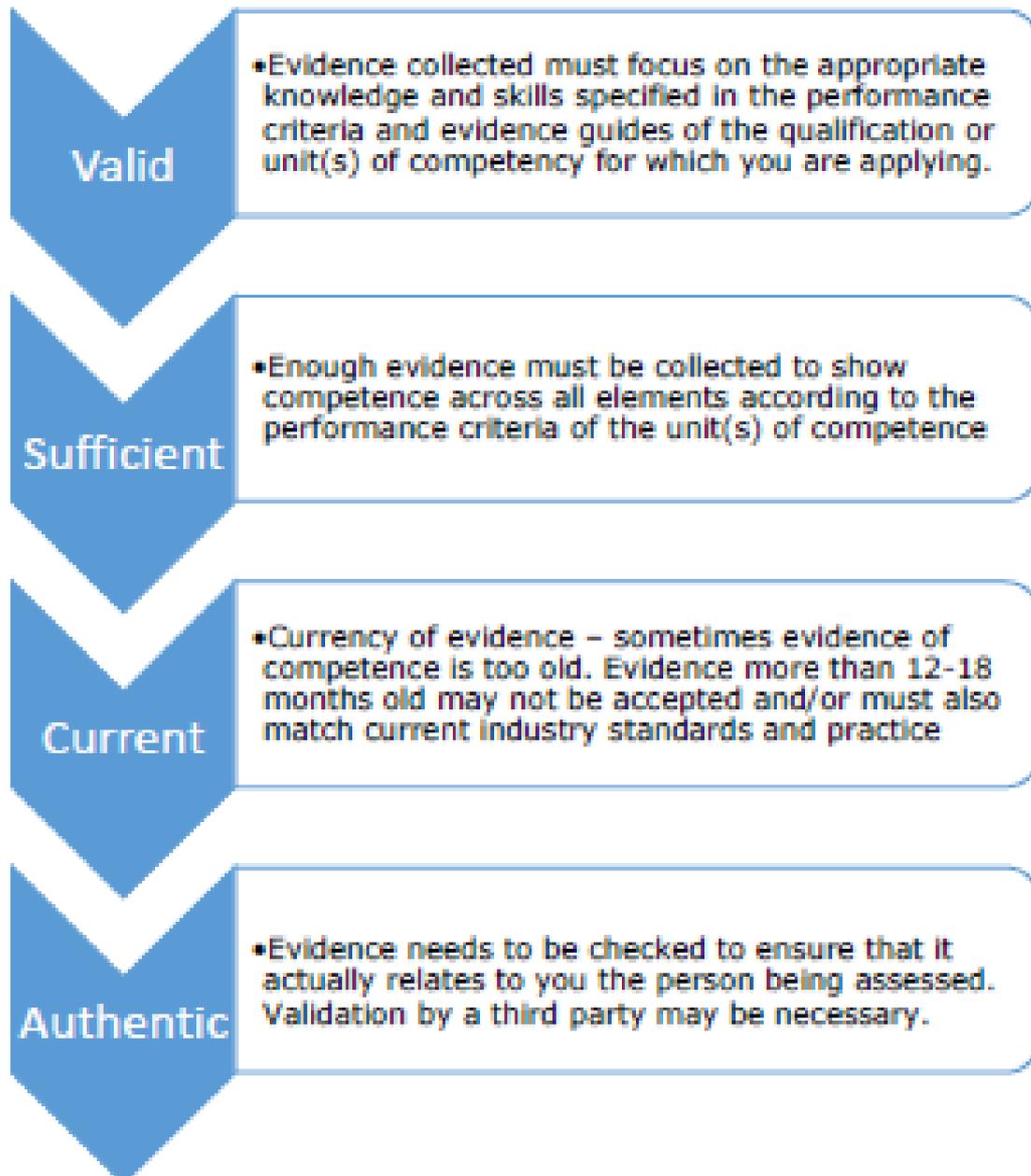
Copies of documents outlining successful resolution of a dispute	Yes
Agency policies and procedures for conflict resolution	No
Plans and strategies incorporating professional development requirements for self and agency staff	Yes

Navigation buttons: < Previous, Next >

**Now repeat the above three steps for each of the seven clusters!**

## Rules of evidence

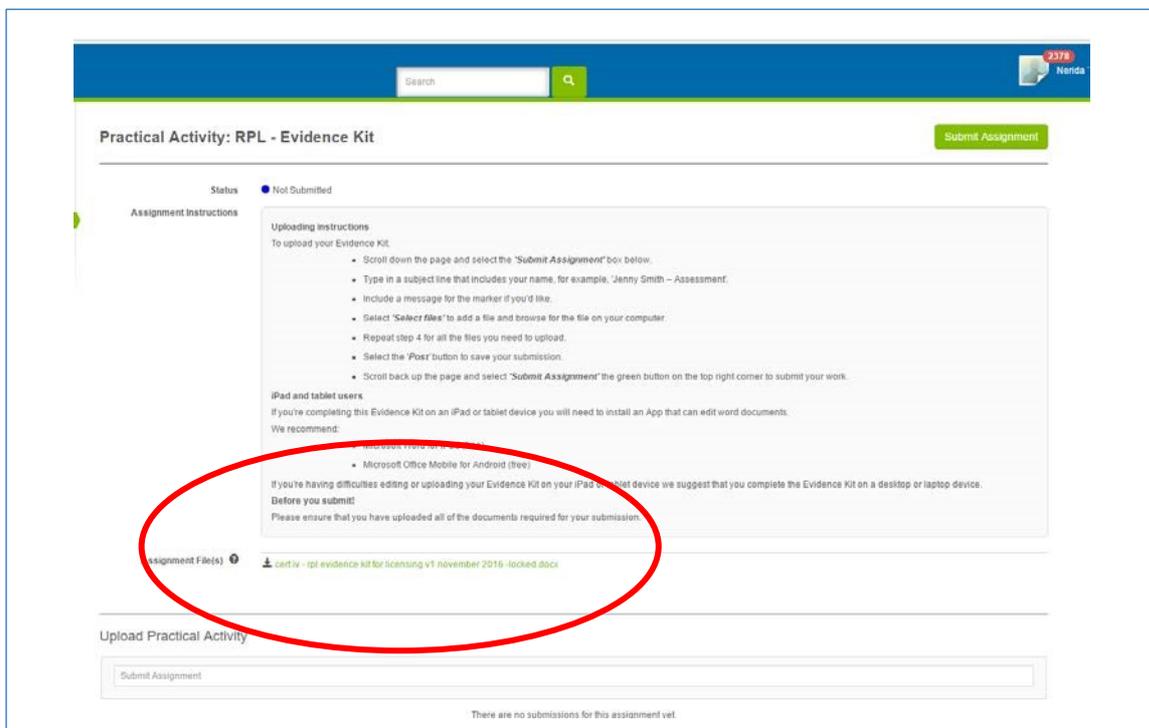
All the evidence you provide must meet the rules of evidence as set out in the Standards for training organisations before your assessor is able to assess the evidence.



## RPL Evidence Kit

The third 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 an assessor will:

- Review your application 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
- 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
- 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

## 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.

## 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. 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 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.

This stage is the end game in the recognition process once all fees are paid you will be:

- Issued your Certificate or Statement of Attainment

### **Additional Fees**

Should the recommendation made at the conclusion of Stage 2 determine that you require a third cluster to be completed by training, that cost will be in addition to the 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.