



**CPP50307 Diploma of Property  
Services (Agency Management) - SA**

# Course outline

## Course overview

Kaplan Professional’s online CPP50307 Diploma of Property Services (Agency Management) is ideal if you wish to become a Registered Land Agent or further your real estate knowledge. It provides you with an overview of the property industry in SA, including the relevant legislation and compliance aspects.

You will gain an introductory understanding of both the sales and property management aspects of working in real estate, as well as learning interpersonal communication techniques and strategies which will assist you to develop the skills required in the real estate industry.

Successful completion meets the educational requirement for you to apply for registration with SA Consumer and Business Services to work in the property sector. This course also meets the educational requirements needed for application to SA Consumer and Business Services for a land agents licence.

*Part 1: SA Sales Representative and Part 2: SA Registered Land Agents Licence* need to be completed to be awarded the CPP50307 Diploma of Property Services (Agency Management).

## Units of competency

### Part 1: SA Sales Representative

Subject Code	Title	Core/ Elective	Quiz	Written Assignment	Oral Assignment
CPPDSM4080A	Work in the real estate industry	Core	Yes	Yes	Yes, completed as last subject.
CPPDSM4079A	Work in the business broking sector	Elective	No	Yes	
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work	Core	Yes	Yes	
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work	Core	Yes	Yes	
CPPDSM4005A	Establish and build agency client relationships	Elective	Yes	Yes	
CPPDSM4009	Interpret legislation to complete work in the property industry	Core	Yes	Yes	
CPPDSM4003A	Appraise property	Elective	Yes	Yes	
CPPDSM4012A	List property for sale	Elective	Yes	Yes	
CPPDSM4014A	Market property for sale	Elective	Yes	Yes	
CPPDSM4018A	Prepare and present property reports	Elective	No	Yes	

CPPDSM4017A	Negotiate effectively in property transactions	Elective	Yes	Yes	
CPPDSM4022A	Sell and finalise sale of property by private treaty	Elective	Yes	Yes	
CPPDSM4019A	Prepare for auction and complete sales	Elective	No	Yes	
CPPDSM4010A	Lease property	Elective	Yes	Yes	
CPPDSM4015B	Minimise agency and consumer risk	Core	Yes	Yes	
CPPDSM5012A	Develop a strategic business plan in the real estate industry	Common	No	Yes	
CPPDSM5032A	Market the agency	Common	No	Yes	

## Part 2: SA Registered Land Agents Licence

Subject Code	Title	Core/ Elective	Quiz	Written Assignment	Oral Assignment
CPPDSM4080A	Work in the real estate industry*	Core	Yes	Yes	Yes, completed as last subject.
CPPDSM4079A	Work in the business broking sector*	Core	No	Yes	
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work*	Core	Yes	Yes	
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work*	Core	Yes	Yes	
CPPDSM4005A	Establish and build agency client relationships*	Elective	Yes	Yes	
CPPDSM4009B	Interpret legislation to complete agency work*	Core	Yes	Yes	
CPPDSM4003A	Appraise property*	Elective	Yes	Yes	
CPPDSM4012A	List property for sale*	Elective	Yes	Yes	
CPPDSM4014A	Market property for sale*	Elective	Yes	Yes	
CPPDSM4018A	Prepare and present property reports*	Elective	No	Yes	
CPPDSM4017A	Negotiate effectively in property transactions*	Elective	Yes	Yes	
CPPDSM4022A	Sell and finalise sale of property by private treaty*	Elective	Yes	Yes	
CPPDSM4019A	Prepare for auction and complete sales*	Elective	No	Yes	
CPPDSM4010A	Lease property*	Elective	Yes	Yes	
CPPDSM4015B	Minimise agency and consumer risk*	Core	Yes	Yes	
CPPDSM5012A	Develop a strategic business plan in the real estate industry*	Common	No	Yes	
CPPDSM5032A	Market the agency*	Common	No	Yes	

CPPDSM5020A	Manage and monitor effective client service in the real estate industry	Common	No	Yes
CPPDSM4011A	List property for lease	Elective	Yes	Yes
CPPDSM4013A	Market property for lease	Elective	Yes	Yes
CPPDSM4016A	Monitor and manage lease or tenancy agreement	Elective	Yes	Yes
BSBFIM501	Manage budgets and financial plans	Common	No	Yes
CPPDSM4006A	Establish and manage agency trust accounts	Elective	No	Yes
BSBMGT517	Manage operational plan	Elective	No	Yes
BSBHRM402A	Recruit, select and induct staff	Common	Yes	Yes
BSBMGT502	Manage people performance	Common	No	Yes

\*These units of competency are covered in *Part 1: SA Sales Representative* and are completed prior to *undertaking Part 2: SA Registered Land Agents Licence*. They will not be included in the *Part 2: SA Registered Land Agents Licence* content or assessments.

Students who successfully complete *Part 1: SA Sales Representative* will receive a Statement of Attainment for the units of competency listed in that part.

Students who successfully complete *Part 2: SA Registered Land Agents Licence* will receive CPP50307 Diploma of Property Services (Agency Management) qualification certificate.

**Note:** The assessment is listed by unit of competency above. The quiz and written assignment are specific to each unit of competency; however, the oral assignment covers the oral components for all units. Refer to 'Assessment tasks' for further information.

## Course entry requirements

There are no entry requirements.

## Course duration

Students have a total of 52 weeks (12 months) to complete the learning and assessment requirements for *Part 1: SA Sales Representative* and *Part 2: SA Registered Land Agents Licence* from their initial activation date. The subject breakdown for Part 1 is below:

Part 1: Subjects	
CPPDSM4080A	Work in the real estate industry
CPPDSM4079A	Work in the business broking sector
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4005A	Establish and build agency client relationships
CPPDSM4009	Interpret legislation to complete work in the property industry

CPPDSM4003A	Appraise property
CPPDSM4012A	List property for sale
CPPDSM4014A	Market property for sale
CPPDSM4018A	Prepare and present property reports
CPPDSM4017A	Negotiate effectively in property transactions
CPPDSM4022A	Sell and finalise sale of property by private treaty
CPPDSM4019A	Prepare for auction and complete sales
CPPDSM4010A	Lease property
CPPDSM4015B	Minimise agency and consumer risk
CPPDSM5012A	Develop a strategic business plan in the real estate industry
CPPDSM5032A	Market the agency
SARegOA	Oral Assignment (completed last, covering oral components of above UOCs)

*Part 2: SA Registered Land Agents Licence.* The subject breakdown for Part 2 is below:

<b>Part 2: Subjects</b>	
CPPDSM4080A*	Work in the real estate industry
CPPDSM4079A*	Work in the Business broking sector
CPPDSM4007A*	Identify legal and ethical requirements of property management to complete agency work
CPPDSM4008A*	Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4005A*	Establish and build client-agency relationship
CPPDSM4009B*	Interpret legislation to complete agency work
CPPDSM4003A*	Appraise property
CPPDSM4012A*	List property for sale*
CPPDSM4014A*	Market property for sale
CPPDSM4018A*	Prepare and present property reports
CPPDSM4017A*	Negotiate effectively in property transactions
CPPDSM4022A*	Sell and finalise the sale of property by private treaty
CPPDSM4019A*	Prepare for auction and complete sale
CPPDSM4010A*	Lease property
CPPDSM4015B*	Minimise agency and consumer risk

CPPDSM5012A*	Develop a strategic business plan in the real estate industry
CPPDSM5032A*	Market the agency
CPPDSM5020A	Manage and monitor effective client service in the real estate industry
CPPDSM4011A	List property for lease
CPPDSM4013A	Market property for lease
CPPDSM4016A	Monitor and manage lease or tenancy agreement
BSBFIM501	Manage budgets and financial plans
CPPDSM4006A	Establish and manage agency trust accounts
BSBMGT517	Manage operational plan
BSBHRM402A	Recruit, select and induct staff
BSBMGT502	Manage people performance
SALicOA	Oral Assignment (completed last, covering all UOC's from subjects above except the top eighteen (18) from the SA Sales Representative)

\*Covered in *Part 1: SA Sales Representative Program*. These units will not be covered in the course material or assessments for *Part 2: SA Registered Land Agents Licence Program*.

Students have a total of 52 weeks (12 months) to complete the CPP50307 Diploma of Property Services (Agency Management). Students may attempt the quizzes and/or submit their written assignments at any time if they believe they are adequately prepared.

In both Parts, all subjects except the oral assignment subjects will be activated upon initial enrolment. Students are required to complete all other subjects prior to attempting the oral assignments. The above is the recommended study order of subjects; however, students have the flexibility to complete these in any order, with the oral assignment as the last subject.

The **amount of training** for this course may be up to 15 hours per week. The amount of training is the hours a student can expect to spend to complete their course work and assessments.

In addition to the amount of training, students could need up to 5 hours per week known as **unsupervised hours**. These additional hours are for study skills or further research. For example, a student not working in industry would need more time to review industry websites that are usually introduced in workplace compliance training.

**Students in job roles related to the real estate industry may be able to complete the course requirements in a shorter timeframe or less hours per week.**

## Delivery mode

This course is delivered online.

Kaplan's online learning portal KapLearn enables the provision of innovative, interactive learning resources and support. KapLearn can be accessed anywhere at any time using a computer or mobile device that has internet access.

KapLearn is the access point for course notes, supplementary learning material, practice activities and assessments. KapLearn is also the access point for ongoing support.

## Assessment tasks

The assessment tasks for this course are listed below. The quiz and written assignment are specific to each unit of competency, whereas the oral assignment covers the oral components of all units of competency and is completed last.

### Part 1: SA Sales Representative

Subject	Assessment	Assessment Detail
CPPDSM4080A - Work in the real estate industry	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Project</li> <li>• Case study</li> </ul>
CPPDSM4079A - Work in the business broking sector	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Case study</li> <li>• Short answer questions</li> </ul>
CPPDSM4007A - Identify legal and ethical requirements of property management to complete agency work	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> <li>• Project</li> </ul>
CPPDSM4005A - Establish and build agency client relationships	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4009 - Interpret legislation to complete work in the property industry	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> </ul>
	1 Quiz	Open book multiple choice examination, four (4) attempts.

CPPDSM4003A - Appraise property	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4012A - List property for sale	1 Quiz	• Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4014A - Market property for sale	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> </ul>
CPPDSM4018A - Prepare and present property reports	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Analysis</li> <li>• Case study</li> <li>• Short answer questions</li> </ul>
CPPDSM4017A - Negotiate effectively in property transactions	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> <li>• Case study</li> </ul>
CPPDSM4022A - Sell and finalise sale of property by private treaty	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4019A - Prepare for auction and complete sales	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Case study</li> <li>• Short answer questions</li> </ul>
CPPDSM4010A - Lease property	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4015B - Minimise agency and consumer risk	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> </ul>
CPPDSM5012A - Develop a strategic business plan in the real estate industry	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> </ul>



CPPDSM5032A - Market the agency	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Project</li> </ul>
SARegOA - Oral assignment (covers oral components of above UOCs, completed last)	1 Oral Assignment	Oral assignment – two (2) attempts <ul style="list-style-type: none"> <li>• Oral questions</li> <li>• Role plays</li> </ul> The mode of oral assessment is by phone/Skype.

## Part 2: SA Registered Land Agents Licence

Subject	Assessment	Assessment Detail
CPPDSM4080A - Work in the real estate industry*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Project</li> <li>• Case study</li> </ul>
CPPDSM4079A - Work in the business broking sector*	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Case study</li> <li>• Short answer questions</li> </ul>
CPPDSM4007A - Identify legal and ethical requirements of property management to complete agency work*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> <li>• Project</li> </ul>
CPPDSM4005A - Establish and build agency client relationships*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4009B - Interpret legislation to complete agency work*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> </ul>
	1 Quiz	Open book multiple choice examination, four (4) attempts.

CPPDSM4003A - Appraise property*	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4012A - List property for sale*	1 Quiz	• Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4014A - Market property for sale*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> </ul>
CPPDSM4018A - Prepare and present property reports*	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Analysis</li> <li>• Case study</li> <li>• Short answer questions</li> </ul>
CPPDSM4017A - Negotiate effectively in property transactions*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> <li>• Case study</li> </ul>
CPPDSM4022A - Sell and finalise sale of property by private treaty*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4019A - Prepare for auction and complete sales*	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Case study</li> <li>• Short answer questions</li> </ul>
CPPDSM4010A - Lease property*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4015B - Minimise agency and consumer risk*	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> </ul>
CPPDSM5012A - Develop a strategic business plan in the real estate industry*	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> </ul>

CPPDSM5032A - Market the agency*	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Project</li> </ul>
CPPDSM5020A - Manage and monitor effective client service in the real estate industry	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> </ul>
CPPDSM4011A - List property for lease	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Case study</li> </ul>
CPPDSM4013A - Market property for lease	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> </ul>
CPPDSM4016A - Monitor and manage lease or tenancy agreement	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Project</li> </ul>
BSBFIM501 - Manage budgets and financial plans	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
CPPDSM4006A - Establish and manage agency trust accounts	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Practical activity</li> </ul>
BSBMGT517 - Manage operational plan	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Project</li> </ul>
BSBHRM402A - Recruit select and induct staff	1 Quiz	Open book multiple choice examination, four (4) attempts.
	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Short answer questions</li> <li>• Case study</li> </ul>
BSBMGT502 - Manage people performance	1 Written Assignment	Two (2) attempts: <ul style="list-style-type: none"> <li>• Case study</li> </ul>
SALicOA - Oral assignment (covers oral components of above UOCs, completed last)	1 Oral Assignment	Oral assignment – two (2) attempts: <ul style="list-style-type: none"> <li>• Oral response to questions</li> <li>• Role play/s</li> </ul> The mode of oral assessment is by phone/Skype.

\*Covered in *Part 1: SA Sales Representative Program*. These units will not be covered in the course material or assessments for *Part 2: SA Registered Land Agents Licence Program*.

Students may attempt the quizzes and/or submit their written assignments at any time if they believe they are adequately prepared. The oral assignments may only be attempted when all other subjects and assessments are completed. Students will receive personal reminder emails as they approach their enrolment expiry deadline.

Students must be deemed competent in all assessment tasks, including demonstrating competency in all of the quiz questions, to be awarded their qualification.

## Recognition of Prior Learning

Students may be able to obtain Recognition of Prior Learning (RPL – previously known as exemptions) for a Kaplan award subject based on their previous study and/or work experience. To do this, students must submit evidence that demonstrates they have already met the requirements of the subject through these other means.

Evidence can take many forms, such as information about approved study, information about work experience, certificates, transcripts or other credentials.

Kaplan's RPL policy and the RPL kit are available at: <[www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au)>.

## Fees

An updated schedule of fees is available at the Kaplan Professional website: <[www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au)>.

## Student policies

Students who enrol in a Kaplan course are bound by our published policies, including the policy that sets out our rules for assessment. Students can review these policies and our terms and conditions before they enrol by going to the Kaplan website: <[www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au)>. The policies also assist students when their study program does not go as planned and they need extra support.