



**Property
Training
Solutions**

***Prepare To Succeed
with PTS.....***



About Us

Welcome to Property Training Solutions.

We are a Registered Training Organisation (RTO ID 91220), registered by the Australian Skills Quality Authority (ASQA).

We exist to serve existing workers in the Real Estate and Property industry, as well as those looking to take their first steps in Real Estate. Our qualified trainers and assessors have broad and relevant Real Estate industry experience.

PTS can help employers, employees, trainees and students to get the training and skills they need, when they need them.

Our Mission

Training is essential to enable those in the Real Estate industry to reach and achieve their potential. Our mission is to contribute to the career success and job satisfaction of our clients and help people succeed in the Real Estate industry.

We aim to change the misconceptions about real estate careers and at the same time, continue to make training more attractive and flexible.

Our Values

- ▶ Professionalism in managing our client's expectations, setting and maintaining our standards of service
- ▶ Excellence in education and the pursuit of knowledge
- ▶ Respect and recognition for the individual circumstances and needs of all our clients
- ▶ Development and encouragement of best practice and ethical standards in Real Estate
- ▶ Innovation and flexibility in developing training to meet the future challenges and changing the legislative requirements of the Real Estate industry

Courses and Services

Real Estate

- ▶ Certificate of Registration NSW / ACT
- ▶ Real Estate Registration QLD
- ▶ Accelerated Licence Course NSW
- ▶ Real Estate Licence Course QLD
- ▶ Continuing Professional Development (CPD) *(NSW/ACT)*
- ▶ Certificate III in Property Services (Agency) CPP30207
- ▶ Certificate IV in Property Services (Real Estate) CPP40307
- ▶ Buyers Agent Licence NSW
- ▶ Auctioneer Accreditation NSW
- ▶ Auctioneer Licence QLD
- ▶ Real Estate Traineeships

Business

- ▶ Certificate III in Business BSB30110
- ▶ Certificate IV in Business BSB40207
- ▶ Certificate IV in Frontline Management BSB40807
- ▶ Compliance Reviews
- ▶ Business Traineeships

Registration Courses

In Focus

This course provides participants with the skills and underpinning knowledge to perform the multifaceted role of a Real Estate Salesperson and/or Property Manager. It is recommended that administration staff in agencies are registered to maintain compliance.

Outline

- ▶ The legislative framework
- ▶ Fundamental principles of real estate
- ▶ Ethical practices
- ▶ The Rules of Conduct
- ▶ Risk management concepts
- ▶ Professional development requirements
- ▶ Real estate work practices
- ▶ Establishing rapport with customers
- ▶ Handling client enquiries
- ▶ Meeting client expectations



Available Courses

- ▶ NSW Certificate of Registration
- ▶ QLD Real Estate Registration
- ▶ ACT Salesperson Registration (*for all Real Estate personnel*)

All Registration courses are available via correspondence or via workshops dependant on participant numbers.

PTS' Certificate IV Traineeships include the required units of competency to complete registration courses.

Launch your property career

Accelerated Licence Courses

In Focus

These courses are designed for those people seeking to progress their career in Real Estate. Upon successful completion you will receive a statement of attainment which will allow you to apply for a Real Estate licence in your respective state or territory.

Outline

- ▶ The legislative & regulatory framework
- ▶ Build and maintain client relationships
- ▶ Appraise properties
- ▶ Obtain property listings for sale and lease
- ▶ Market and sell property
- ▶ Lease and manage property
- ▶ Property auctions
- ▶ Manage risks to clients, customers and the business
- ▶ Manage small business finances
- ▶ Trust accounts
- ▶ Develop teams and individuals
- ▶ Manage conflict



Training Delivery

PTS' licence courses offer flexible delivery options based upon your personal work experience and tailor to meet your individual training needs. Your course may include recognition of prior learning/current competence, attendance at workshops or self study by correspondence.

As well as comprehensive course notes for each unit of study, you will receive copies of the relevant legislation and, where appropriate, guides to additional reading material to enhance your learning experience.

NSW—24 Units of Competency

QLD—19 Units of Competency

Accelerate your property career

Traineeships



In Focus

Traineeships provide a cost effective, flexible, focused and nationally recognised mode of learning, which is relevant to the workplace and offers many benefits to individuals and employers.

Benefits for the employer:

- ▲ Up-skill employees to meet business needs
- ▲ Receive government incentives
- ▲ Promote employee loyalty
- ▲ Provide opportunity for employees to mentor others
- ▲ Increase workplace productivity

Benefits for the trainee:

- ▲ Achieve a nationally accredited qualification
- ▲ Learn valuable workplace skills
- ▲ Receive comprehensive training
- ▲ Flexible study options to suit learning needs
- ▲ Increase career opportunities

Trainees may be eligible to attract government incentives, offsetting the costs of the training. PTS can put you in touch with an Australian Apprenticeship Centre who can advise whether the trainee's employer will receive Commonwealth incentives. State funding may also be available to subsidise the cost of training and assessment for new entrant trainees. Contact PTS for more information and a course outline for your state.

Traineeship Qualifications:

CPP30207—Certificate III in Property Services (Agency)

CPP40307—Certificate IV in Property Services (Real Estate)

BSB30110—Certificate III in Business

BSB40207—Certificate IV in Business

BSB40807—Certificate IV in Frontline Management

Progress your property career

Real Estate Traineeship Qualifications



Certificate III in Property Services (Agency) CPP30207

The Certificate III in Property Services (Agency) is an entry level qualification for the real estate industry. The qualification provides participants with formal national recognition of their skills, knowledge and abilities to perform the tasks involved in assisting a salesperson or property manager, or in agency administration.

Participants undertaking the Certificate III in Property Services (Agency) are required to complete 14 units of competency.

PTS has customised the Certificate III qualification to incorporate four units that are included in Certificate IV in Property Services (Real Estate). This means that students completing a PTS Certificate III qualification will have already achieved part of the next step on their career path, and can transition easily into the Certificate IV qualification.



Certificate IV in Property Services (Real Estate) CPP40307

On completion of the Certificate IV in Property Services (Real Estate), participants will have acquired the knowledge and skill required to perform the multifaceted work of a Salesperson or Property Manager, enabling them to achieve personal potential and succeed in their real estate career.

To successfully complete the Certificate IV in Property, competency must be achieved in 24 units of competency covering the sales process, property management, trust accounting, understanding business finance, and real estate business management.

The Certificate IV qualification is customised for each state or territory in order to align as closely as possible to the state requirements for the Real Estate Licence.

Progress your property career

CPD—Continuing Professional Development (NSW / ACT)



In Focus

In order to renew your Certificate of Registration or Licence, 12 CPD points must be completed each year. This is made easy with PTS' convenient courses that provide all 12 points.

Outline

Our CPD training days are compliant with the CPD guidelines for each state or territory—a cost and time effective way to ensure that you are fully compliant with the legislation.

During the training sessions you will complete your assessments and, upon completion, will qualify for your CPD points.



Training Delivery

Training workshops are held regularly throughout the year and we also offer in-office CPD training! We will tailor a programme that is designed to suit the needs of your business. What an ideal CPD solution!

Can't leave your office? Work in a rural area? Can't get to a course venue?

Property Training Solutions has the ideal solution for you — CPD by correspondence! Once you have registered for the correspondence CPD course, you will be able to work at your own pace and in your own time to complete the CPD modules required to obtain your points.

Advance your property career

Buyer's Agents (NSW)

In Focus

Buyer's Agents represent buyers and assist them by sourcing suitable properties, negotiating the purchase and bidding at Auction on their behalf.

In NSW a Buyer's Agent is a separate licence category requiring the completion of a Unit of Competency.

Training Delivery

Training delivery is customised to your individual requirements and may include recognition of prior learning, correspondence courses or attending workshops.

Auctioneer Courses

In Focus

To be an auctioneer in NSW or Queensland you need to hold a separate licence or accreditation. PTS' courses ensure that you have the skills and knowledge required to meet the obligations of auctioneering, including:

- ▶ Preparing for the Auction
- ▶ Conducting Auctions
- ▶ Completing the Auction sale

Note: In Queensland you'll need to conduct 5 Auctions as a trainee auctioneer under the supervision of a licensed auctioneer to complete the requirements of the PAMD Act 2000.

Business Traineeship Qualifications



Certificate III in Business BSB30110

The Certificate III in Business is an entry level qualification designed for those people joining an agency as a receptionist, sales support, administration assistant or PA to a salesperson or property manager. The qualification provides participants with formal national recognition of their skills, knowledge and abilities to perform the tasks involved in working effectively in an administrative role in a real estate agency.

Participants undertaking the Certificate III in Business are required to complete 12 units of competency. *(For NSW students, this can include the NSW Certificate of Registration)*

PTS has customised the Certificate III qualification to include units from the property qualification which means students will not only learn how to effectively work in a business environment, they will also learn about the real estate industry, and the ethical framework under which all real estate salespeople and property managers operate.



Certificate IV Business BSB40207

On completion of the Certificate IV in Business, participants will have acquired the knowledge and skill required to work effectively in a supervisory capacity in a real estate agency or other business environment.

It has been designed for staff who are looking to advance their career towards agency management. *(For NSW students, this can include the NSW Certificate of Registration)*

To successfully complete the Certificate IV in Business, competency must be achieved in 10 units of competency covering the OH&S, customer service, product & services promotion, managing trust accounts, identifying risks to the agency, making presentations, coordinating business resources, developing teams and individuals and interpreting real estate legislation. Alternatively, NSW participants can elect to incorporate the NSW Certificate of Registration into a Certificate IV in Business qualification.

Enhance your property career

Compliance Reviews



In Focus

Property Training Solutions are offering all Real Estate Offices the opportunity to have their current business practices assessed and reviewed. The review will result in a written report which will include areas of concern and recommendations in regard to possible system changes to ensure your agency's compliance. How much is your reputation worth?

Protect your Income and Reputation!

Most offices believe they comply with the requirements of our current Real Estate legislation and would not be found to breach any parts of that legislation when inspected by officers of the Department of Fair Trading.

The reality is that most offices will have some aspect of their business which will be found non-compliant with the requirements. If an inspection undertaken by Fair Trading investigators uncovers any breach of the regulations or the act, it could lead to an infringement notice being issued. This can potentially cost your business thousands of dollars, but more importantly, damage your reputation as a professional, local real estate agent.

Scope of the Compliance Review

Our review will check:

- ▶ Licences
- ▶ Signage
- ▶ All trust accounts
- ▶ Sales and property management documents
- ▶ Contracts
- ▶ Auctions
- ▶ Advertising



Testimonials

"Whilst I find audits about as pleasurable as root canal treatment, Stephen made the whole process very palatable with his easy going manner and quiet efficiency. An audit of our Trust and Franchise Operation gave me the peace of mind and I believe lessened the risk to my business."

Brian Dorling

Principal, LJ Hooker Dapto

Inspect your property agency

Our Services

When you choose Property Training Solutions as your training provider you will receive personalised service, including flexible and responsive trainer support to help you achieve success in the course or qualification you have enrolled in.

All of our trainers and assessors are real estate professionals with extensive industry experience and hold a formal training and assessment qualification.

Property Training Solutions strive to ensure our administrative systems are efficient and accurate, and we pride ourselves on the service we provide to our students and their employers.

Further Information

Phone: 02 8303 7073

Email: admin@pts.edu.au

Website: www.pts.edu.au

“Contributing to the career success and job satisfaction of our clients and the people they in turn do business with.”

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