



# Agents Representative Course

*Incorporating Accredited Competencies CPPDSM4080A, CPPDSM4008A and CPPDSM4007A*

Registration Pack

# Agents Representative Program

## Course Outline

The first step in establishing a real estate career is to become an Agent's Representative. Agent's Representatives perform a variety of real estate roles under the supervision of a licensed estate agent.

The Agents Representative Course has been designed to meet the educational requirements for eligibility for employment as a real estate agents' representative.

It provides basic vocational training in the law and practice of selling and leasing property. Special emphasis is given to interpretation of legislation and preparation of documentation to a legally acceptable standard.

Once employed, an agents' representative can expect to undergo further training on-the-job in sales and/or property management.

## Course Structure

There are 3 Units of competency required for Agent's Representatives in Victoria as prescribed in regulations by Consumer Affairs Victoria. Completion of all 3 units will lead to a Statement of Attainment.

### **Unit CPPDSM4080A Work Effectively in the Real Estate Industry**

Work ethically and effectively in the real estate industry. This includes applying knowledge of ethical and conducts standards, the core functions of real estate agency operations, and the legislative framework within which the industry operates in Victoria and industry employment requirements.

### **Unit CPPDSM4008A Address Legal and Ethical Requirements of Property Sales**

Meet the core legal and ethical requirements associated with property sales in Victoria. This includes applying knowledge of legislation related to property sales, the role and responsibility of agency personnel in property sales, the administration of sales transactions and the completion of sales documentation.

### **Unit CPPDSM4007A Address Legal and Ethical Requirements of Property Management**

Meet the core legal and ethical requirements associated with property management in Victoria. This includes applying knowledge of legislation dealing with the leasing and management of property, the role and responsibility of agency personnel in property management, the recording of property management transactions and the completion of property management documentation.

## Booking Form

### Venue:

The Boardroom  
Level One - 122 Toorak Road  
South Yarra Victoria 3141

Click [HERE](#) to access a Google Map



Course Date:

First Name:

Last Name:

Name as it should appear on Certificate:

Date of Birth (required as proof of identity):

Female

Male

Business Name:

**What is your Postal Address:**

Address:

Suburb:

State:

Post Code:

Phone:

Fax:

Mobile:

Email Address:

Office Use Only	Invoice No.:
Date Received:	Date Processed:
Participant ID Number:	Course ID Number:

To register - simply fax the completed form to 1300 855 568

## Booking Form

How well do you speak English?

- Very Well       Well       Not Well       Not At All

Are you of Aboriginal or Torres Strait Islander origin? (You may select both Aboriginal and Torres Strait Islander)

- No       Yes, Aboriginal       Yes, Torres Strait Islander

Do you consider yourself to have a disability, impairment or long-term condition?       Yes       No

If, YES, then please indicate the areas of disability, impairment or long-term condition?

- Hearing/Deaf       Physical       Intellectual       Learning
- Mental Illness       ABI       Vision       Medical Condition
- Other

What is your highest COMPLETED school level?

In which YEAR did you complete that school level?

Are you still attending secondary school?       Yes       No

Have you SUCCESSFULLY completed any of the following qualifications?       Yes       No

- Bachelor Degree       Advanced Diploma       Diploma       Certificate IV
- Certificate II       Certificate I       Certificate other than above

To register - simply fax the completed form to 1300 855 568

## Booking Form

Of the following categories, which BEST describes your current employment status?

- Full Time       Part Time       Self Employed       Employer
- Employed (unpaid worker)       Unemployed (seeking full time)       Unemployed (seeking parttime)       Not Employed

Of the following categories, which BEST describes your reason for study?

- To get a job       Develop business       Start own business       Career change
- Promotion       Requirement       Extra Skills       Pathway
- Self Interest       Other

To register - simply fax the completed form to 1300 855 568

### Important things to know about your Course

Prior to commencing your course, you are required to have paid for your course registration. Your receipt will act as proof of registration.

**It is important that you bring with you a pen, calculator and a note pad or similar for making notes during the day.**

To successfully complete a course you will need to:

- Attend the workshop
- Undertake a range of self directed activities
- Complete the Theory Assessment contained in your assessment portfolio

\$595.00

### Payment Options:

Pay Now details below       Pay by Invoice (payment required prior to training)

Payment Method       Direct Deposit       Cheque       Visa/MasterCard

Name on Card:

Card No.     

Expiry Date:     

Account Name: LMG Consulting BSB: 033226 Account No. 354179 Reference: Invoice No. & Name

Please send form & cheque to: LMG Pty Limited PO Box 2273 Fitzroy Victoria 3065

It is a requirement that your Invoice be paid in **FULL** a minimum of 10 days prior to attending your workshop.

If you are unable to attend or want to transfer your registration - please contact us on 9938 1230

**NOT APPLICABLE**

## **The Fine Print ...**

### **Course Fee**

Along with this Application, you may have received an Invoice for your course. This invoice will indicate the total cost of the course. A Statement of Attainment will be issued on successful completion of the course at no additional charge. Should you fail to meet the minimum requirements of this course, you will be provided with two (2) additional opportunities to re-submit course work, submit additional evidence or demonstrate competence as part of your course fee. Additional opportunities remain the discretion of the individual trainer.

### **Confirmation**

The Tax Invoice issued prior to the commencement of the course acts as confirmation of receipt of registration only. Full payment of the invoice is required to guarantee your participation in the program.

### **Cancellation, Refund and Course Transfer**

LMG Commercial Property (Training) Services Pty Limited or The Benchmarque Group will make appropriate financial arrangements to guarantee the refund of course fees when:

- The course is cancelled or discontinued;
- The customer has a acceptable reason for discontinuing the course (eg. medical)

If a participant cancels their registration, they will need to provide notice in writing prior to the commencement of the course. Should notification be received 14 days or more prior to the course commencing, we will refund 90% of your course fee. Should notification be received less than 14 days prior to the course commencing, no refund will be provided.

If LMG Commercial Property (Training) Services Pty Limited or The Benchmarque Group cancels or discontinues a course, fees already paid by a participant will be refunded in full. Alternatively, a substitute course or date may be offered and mutually agreed on.

If a customer is unable to attend a course a substitute person may take their place at no additional cost. Enrolled customers who fail to attend without notification will not be entitled to a refund. Transfer to other courses can be organised. Please provide notice in writing at least 14 days prior to the commencement of the course to allow time for transfer. A \$10.00 course transfer fee may be incurred.

### **Record Keeping and Access to Records**

We will keep records of your participation with The Benchmarque Group Pty Limited in secure, confidential storage, including copies of the qualifications you have obtained. Records will also be stored on a secure database. Please keep your certificate in a safe place and show it to employers, prospective employers, or future trainers. Remember to use photocopies to accompany your resumes.

As the participant you are able to access this information at any time on request. If your training was completed within the previous 12 months, these records are archived in hard copy and records can be provided within one (1) working day. If your training was completed more than 12 months prior to your enquiry, records may be required to be retrieved from our archive system. This process may take up to five (5) working days to complete. When you contact The Benchmarque Group, you will be required to establish your identity by answering some questions regarding your original registration.

### **Certificates**

On the successful completion of your training, we will issue you with a qualification, Statement of Attainment or Certificate of Attendance, depending on the training you have completed. This will include your name, completion date, and the name of the qualification, unit of competency or training program achieved. Where units of competency are involved, the certificate will list the competencies.

Nationally recognised qualifications are issued when you are assessed as competent in a nationally recognised qualification. Nationally recognised Statements of Attainment are issued when you achieve units of competency, but less than the amount for a full qualification. Statements of Attendance are issued for industry training that is useful for your employment, but not part of the nationally recognised training system. Qualifications and Statements of Attainment issued by The Benchmarque Group are recognised throughout Australia by other Registered Training Organisations, so, if you choose to undertake further courses, your training with us may give you credits into other courses.

### **Complaints and Assessment Appeals**

Customers who undertake training offered by LMG Commercial Property (Training) Services Pty Limited or The Benchmarque Group retain have the right to lodge complaints about the service received and to lodge appeals against decisions made by personnel. LMG Commercial Property (Training) Services Pty Limited or The Benchmarque Group will respond personally to any written complaint made by a customer within 5 working days of receipt. The complaint will then be investigated and resolved in a timely manner and the outcome will be advised appropriately. A full copy of our Complaints and Assessment Appeals Policy is available on request.

### **Access and Equity**

The Benchmarque Group will ensure every attempt is made to allow access to our courses for every individual regardless of disability and in accordance with equal opportunity legislation. It also ensures that at all times customers are treated in an ethical and responsible manner that is consistent with the principles of social justice. If you have any concerns or particular requirements, for example assistance with a disability, numeracy or literacy, please contact us directly.

### **Feedback**

As part of our continuous improvement program, we are constantly seeking ways to gain feedback about the training and services we provide. Evaluation Forms will be either provided for you to complete at the conclusion of your training. In addition, you may be randomly requested to provide feedback at any stage during or after your training. The aim of these surveys is to allow you, the client to have an input into the workings of The Benchmarque Group Pty Limited and to help us achieve a better and more efficient service.

### **Acceptance**

By commencing your study, you are accepting the terms and conditions as detailed above. Should you have any questions or queries related to these terms and conditions, please contact us on 1300 855 568 prior to commencing your study.



***This program is delivered in Partnership between***

***LMG Commercial Property (Training) Services Pty Limited  
and The Benchmark Group Pty Limited***

PO Box 2273  
Fitzroy Victoria 3065

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**F** 1300 855 572

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**W** [www.benchmarkgroup.com.au](http://www.benchmarkgroup.com.au)