

Case for Endorsement to the National Quality Council

for the following changes to
CPP07 Property Services Training Package:

- Category 2 change to the packaging rules of CPP60207 Advanced Diploma of Property Services (Asset and Facility Management)
- Clarification of the packaging rules of CPP40307 Certificate IV in Property Services (Real Estate).



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May 2008

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PART 1 The Training Package

1.1 Title and code of Training Package

This submission relates to the endorsed Property Development, Sales and Management sector in the endorsed CPP07 Property Services Training Package.

1.2 Date original Training Package was published and available for use

The Property Development, Sales and Management sector in the endorsed CPP07 Property Services Training Package was endorsed in August 2007.

1.3 CPP07 Property Services Training Package

CPP07 Property Services Training Package now includes the redeveloped qualifications framework and units of competency for the following sectors:

- **property development, sales and management** (including business broking, property operations and development, real estate and stock and station agency sectors from the former PRD01 Training Package)
- **spatial information services** (including spatial information services from the former PRD01 Training Package)
- **security** (including security operations, technical security, investigative services, biometrics, and security and risk management sectors from the former PRS03 Training Package).

The **access consulting** sector (from the former PRD01 Training Package) has been redeveloped and lodged with the Department of Education, Employment and Workplace Relations.

1.4 Training Package issues

Two issues relating to the Property Development, Sales and Management sector in the endorsed CPP07 Property Services Training Package have culminated in the need for this submission. The first issue concerns the packaging rules to CPP60207 Advanced Diploma in Property Services (Asset and Facility Management) and the second concerns clarification of the packaging rules for CPP40307 Certificate IV in Property Services (Real Estate).

1.4.1 CPP60207 Advanced Diploma of Property Services (Asset and Facility Management)

The endorsed CPP60207 Advanced Diploma of Property Services (Asset and Facility Management) is a sixteen unit qualification (see Appendix 1 for detail). The qualification is structured with a common unit pool and a specialist unit pool. To gain the qualification it is necessary to complete eight of the common units and eight of the specialist units.

In December 2007 the BSB07 Business Services Training Package was endorsed. To ensure that the imported units in CPP07 remain the most relevant for the needs of the Property Development, Sales and Management sector and those candidates undertaking the qualifications, a process of mapping BSB07 units to BSB01 units was undertaken (using the *BSB07 Mapping of Units of Competency* table, reproduced here in Appendix 3). In general, the process was straightforward as there was a clear relationship between most BSB01 and BSB07 units (as documented in the *BSB07 Mapping of Units of Competency* table). The general upgrading of BSB01 units to BSB07 units is not the subject of this endorsement submission, as this can be managed through the ISC upgrade provisions.

However, the upgrading of BSB units did impact upon the packaging rules of CPP60207. This occurred because four BSB01 units used in the common pool were merged into two BSB07 units and a further unit was not redeveloped. As a consequence, when the BSB07 units were mapped to the imported units in the common units pool of CPP60207 the number of common units decreased from ten to seven (see Appendix 2 for detail).

1.4.2 CPP40307 Certificate IV in Property Services (Real Estate)

In preparing for CPP07 implementation, an issue was identified relating to the interpretation of the packaging rules for the CPP40307 qualification, in particular the source from where the elective units can be selected. The endorsed CPP40307 is included as Appendix 4 and the same qualification with the amended packaging rules wording is included as Appendix 5.

The endorsed packaging rules state:

'To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the five core units, plus nineteen electives (total twenty-four units). The candidate must select elective units from:

- *property sales and management*
- *specialist*
- *common.*

Of these elective units, at least ten must be selected from the property sales and management units.'

In essence there were two possible interpretations of the rule:

Interpretation 1

That the candidate must select elective units from all three groups, i.e.:

- property sales and management
- specialist
- common.

Interpretation 2

That the candidate is not required to do any specialist or common units. The candidate could select all their electives from the property sales and management units.

1.5 The review and validation process

As the endorsement of the redevelopment of Property Development, Sales and Management sector in CPP07 Property Services Training Package had occurred last year it was decided to use the Project Steering Committee to review and validate the proposed changes.

1.5.1 CPP60207 Advanced Diploma of Property Services (Asset and Facility Management)

A mapping table showing the relationship between the imported BSB01 and BSB07 units (Appendix 3) was prepared and circulated to all Project Steering Committee members.

A further email detailing the impact of the unit upgrading on CPP60207 was sent to all Project Steering Committee members. The email showed the existing qualification modified to reflect the upgraded BSB07 units and recommended that the qualification be altered to a fifteen unit qualification with seven common units (down from the previous requirement of eight) and eight specialist units. The email advised that the new BSB07 units represent the same workplace functions as the BSB01 units and therefore the proposed fifteen unit qualification was considered equivalent to the endorsed sixteen unit qualification.

The three Project Steering Committee members with the strongest interest in this qualification all responded in writing supporting the proposed changes. There were no negative or opposing views received to the proposed changes to the packaging rules.

1.5.2 CPP40307 Certificate IV in Property Services (Real Estate)

An issues paper was prepared (Appendix 6) and distributed to all Project Steering Committee members for consideration and response. The same issues paper was forwarded to the contact in the regulatory agency in each jurisdiction.

The Project Steering Committee members with the strongest interest in this qualification all responded in writing supporting the proposed changes. Two regulators also responded in the affirmative. There were no negative or opposing views received to the proposed changes to the packaging rules.

PART 2 Quality of the review and validation process

2.1 Stakeholder involvement

2.1.1 Project Steering Committee

The Project Steering Committee that oversaw the development of the Property Development, Sales and Management sector of CPP07 was used to review the proposed changes to this sector of the Training Package. The Project Steering Committee represented the broad and diverse range of interested parties in this sector.

As would be expected of such a broad group, not all Project Steering Committee members have specific interests relating to the two qualifications that are the subject of this document. However, the inclusion of all Project Steering Committee members in the distribution of documents allowed interested parties to respond as they deemed appropriate.

Table 1: CPP07 Property Development, Sales and Management Project Steering Committee Members

| Member | Organisation |
|-------------------------------|---|
| Kareena Ballard (Chair) | Quinn Ballard Real Estate Pty Ltd |
| Jill Bailey | Business Training ACT Advisory Board |
| Ann Maree Bullard | Facilities Management Association of Australia |
| Jeannie Cotterall | ACT Training Authority |
| Anna Edwards | National Community Title Institute |
| Robert Farrell | Australian Commercial Property Agents Association |
| Bernie Galletti | TAFE NSW |
| Mike Iverson | Australian Property College |
| Kym Kirk | Centre Plan Pty Ltd |
| Alan Lambert | National Real Estate Franchise Association |
| Sarah Gray | Real Estate Institute of Queensland |
| David Magee (Project Manager) | Construction and Property Services Industry Skills Council |
| Andy Madigan | Australian Livestock and Property Agents Association |
| John Minns | Independent Property Group |
| Christine Nigro | Office of Fair Trading, Department of Justice, Victoria |
| Des Rogers | Real Estate Salesman Association of Victoria and Real Estate Association of NSW |
| Alan Ross | Construction and Property Services Industry Skills Council |
| Bob Rossi | Real Estate and Business Agents Supervisory Board, Western Australia |

| Member | Organisation |
|-----------------------------|--|
| Angelo Russo | National Real Estate Franchise Association (representing Alan Lambert) |
| Rob Stowell (Consultant) | Learning Australia |
| Alison Verhoeven | Real Estate Institute Australia |
| Dominic Wong | Office of Fair Trading, Department of Commerce, NSW |

2.1.2 Industry licensing authorities and regulators

A number of occupational areas covered by qualifications in the Property Development, Sales and Management sector are regulated in either some or all jurisdictions. There is no occupational licensing or regulation relating to CPP60207 but there is extensive occupational licensing in all jurisdictions relating to occupations covered by CPP40307.

With regard to the packaging rules for CPP40307, all regulators were contacted by email seeking their views on the proposed changes to the wording of the packaging rules. New South Wales, Victoria and South Australia responded formally supporting the changes. No responses or any form of opposition was received from any of the other jurisdictions.

2.1.3 Industry bodies

The Facility Management Association of Australia and the National Community Titles Institute have the strongest interest in CPP60207. Both these associations provided written support for the proposed changes to CPP60207.

The Real Estate Institute of Australia has a very strong interest in CPP40307 and also provided written support for the proposed changes to the wording of the packaging rules for this qualification.

2.2 Evidence of support

Letters of support have been obtained from key stakeholders. The letters are included in Appendix 7 to this submission.

2.3 Implementation advice

2.3.1 CPP60208 Advanced Diploma of Property Services (Asset and Facility Management)

The revised packaging of this qualification as *CPP60208 Advanced Diploma of Property Services (Asset and Facility Management)* is considered equivalent to the current endorsed qualification, *CPP60207 Advanced Diploma of Property Services (Asset and Facility Management)*.

The necessity for change has occurred because of the merging of BSB01 units in BSB07. As the workplace functions represented by units of competency remain constant, then the endorsed and proposed qualifications are considered equivalent.

2.3.2 CPP40307 Certificate IV in Property Services (Real Estate)

The revised packaging rules for this qualification are a matter of clarification of intent, and do not alter the intended outcome of the endorsed qualification. Therefore no change to qualification code is required and the endorsed qualification is deemed equivalent to the qualification with the amended packaging rules.

APPENDIXES

Appendix 1 Endorsed CPP60207 Advanced Diploma of Property Services (Asset and Facility Management)

| CPP60207 Advanced Diploma of Property Services (Asset and Facility Management) | |
|--|---|
| Packaging rules | |
| <p>To achieve recognition at the Advanced Diploma level, the candidate must demonstrate competency in eight of the common units, plus eight of the specialist units in the asset and facility management and investment streams (total sixteen units).</p> <p>Up to two of the common units may be chosen from:</p> <ul style="list-style-type: none"> the Diploma of Property Services (Asset and Facility Management) any other Advanced Diploma qualification in CPP07 Property Services Training Package any Advanced Diploma qualification in any other endorsed Training Package. <p>Up to two of the specialist units may be chosen from:</p> <ul style="list-style-type: none"> the Diploma of Property Services (Asset and Facility Management) any Advanced Diploma qualification in CPP07 Property Services Training Package any Advanced Diploma qualification in any other endorsed Training Package. <p>All units must contribute to a valid, industry-supported vocational outcome.</p> | |
| Common units | |
| BSBMGT601A | Contribute to strategic direction |
| BSBMGT602A | Contribute to the development and implementation of strategic plans |
| BSBMGT603A | Review and develop business plans |
| BSBMGT604A | Manage business operations |
| BSBMGT605A | Provide leadership across the organisation |
| BSBMGT606A | Manage customer focus |
| BSBMGT607A | Manage knowledge and information |
| BSBMGT608A | Manage innovation and continuous improvement |
| BSBMGT609A | Manage risk |
| BSBMGT610A | Manage environmental management systems |
| Specialist units | |
| Asset and facility management | |
| CPPDSM6004A | Determine performance of assets and facilities |
| CPPDSM6006A | Develop facilities procurement system |
| CPPDSM6007A | Develop life cycle asset management plan |
| CPPDSM6008A | Develop strategic facilities management plan |
| CPPDSM6009A | Manage facilities portfolio |

| | |
|-------------------|---|
| CPPDSM6013A | Prepare project design brief and documentation in the property industry |
| Investment | |
| CPPDSM6001A | Assess viability of regeneration options in the property industry |
| CPPDSM6002A | Conduct a property investment feasibility study |
| CPPDSM6003A | Contract to invest in property |
| CPPDSM6005A | Develop a property investment strategy |
| CPPDSM6010A | Manage performance of property investment |
| CPPDSM6011A | Negotiate partnership arrangements in the property industry |
| CPPDSM6012A | Plan property portfolio management |

Appendix 2 Proposed CPP60208 Advanced Diploma of Property Services (Asset and Facility Management)

The changed packaging rules in the table below reflect the altered number of required units as a result of the upgrade of BSB01 units to BSB07 (detailed in section 1.4.1 of this submission); hence generating the requirement for this Category 2 change.

While the table includes the BSB07 imported units that will replace the BSB01 units, the general upgrading of BSB01 units is not included as part of this endorsement submission. It is proposed that the general upgrading of units that fall within the scope of an ISC upgrade will occur simultaneously with the implementation of this Category 2 change (assuming it is supported).

| CPP60208 Advanced Diploma of Property Services (Asset and Facility Management) | |
|--|--|
| Packaging rules | |
| To achieve recognition at the Advanced Diploma level, the candidate must demonstrate competency in the seven common units, plus eight of the specialist units in the asset and facility management and investment streams (total fifteen units). Up to two of the common units may be chosen from: <ul style="list-style-type: none"> • the Diploma of Property Services (Asset and Facility Management) • any Advanced Diploma qualification in CPP07 Property Services Training Package • any Advanced Diploma qualification in any other endorsed Training Package. Up to two of the specialist units may be chosen from: <ul style="list-style-type: none"> • the Diploma of Property Services (Asset and Facility Management) • any Advanced Diploma qualification in CPP07 Property Services Training Package • any Advanced Diploma qualification in any other endorsed Training Package. All units must contribute to a valid, industry-supported vocational outcome. | |
| Common units | |
| BSBINM601A | Manage knowledge and information |
| BSBMGT605B | Provide leadership across the organisation |
| BSBMGT608B | Manage innovation and continuous improvement |
| BSBMGT616A | Develop and implement strategic plans |
| BSBMGT617A | Develop and implement a business plan |
| BSBRSK501A | Manage risk |
| BSBSUS501A | Develop workplace policy and procedures for sustainability |
| Specialist units | |
| Asset and facility management | |
| CPPDSM6004A | Determine performance of assets and facilities |
| CPPDSM6006A | Develop facilities procurement system |
| CPPDSM6007A | Develop life cycle asset management plan |

| | |
|-------------------|---|
| CPPDSM6008A | Develop strategic facilities management plan |
| CPPDSM6009A | Manage facilities portfolio |
| CPPDSM6013A | Prepare project design brief and documentation in the property industry |
| Investment | |
| CPPDSM6001A | Assess viability of regeneration options in the property industry |
| CPPDSM6002A | Conduct a property investment feasibility study |
| CPPDSM6003A | Contract to invest in property |
| CPPDSM6005A | Develop a property investment strategy |
| CPPDSM6010A | Manage performance of property investment |
| CPPDSM6011A | Negotiate partnership arrangements in the property industry |
| CPPDSM6012A | Plan property portfolio management |

Appendix 3 BSB07 Mapping of Units of Competency (imported units in CPP60207)

| Current unit (BSB01 unit) | Proposed unit (BSB07 unit) | Rationale for change |
|--|---|--|
| BSBMGT601A Contribute to strategic direction | BSBMGT616A Develop and implement strategic plans | Deleted and replaced by a new unit BSBMGT616A Develop and implement strategic plans |
| BSBMGT602A Contribute to the development and implementation of strategic plans | BSBMGT616A Develop and implement strategic plans | Delete and replaced by a new unit BSBMGT616A Develop and implement strategic plans |
| BSBMGT603A Review and develop business plans | BSBMGT617A Develop and implement a business plan | Deleted and replaced by a new unit BSBMGT617A Develop and implement a business plan |
| BSBMGT604A Manage business operations | BSBMGT617A Develop and implement a business plan | Deleted and replaced by a new unit BSBMGT617A Develop and implement a business plan |
| BSBMGT605A Provide leadership across the organisation | BSBMGT605B Provide leadership across the organisation | Unit updated and equivalent to BSBMGT605A |
| BSBMGT606A Manage customer focus | | Deleted as feedback suggested it was not appropriate for the Advanced Diploma |
| BSBMGT607A Manage knowledge and information | BSBINM601A Manage knowledge and information | Unit updated and equivalent to BSBMGT607A - minor change |
| BSBMGT608A Manage innovation and continuous improvement | BSBMGT608B Manage innovation and continuous improvement | Unit updated and equivalent to BSBMGT608A |
| BSBMGT609A Manage risk | BSBR501A Manage risk | Deleted as overlapped with BSBR501A Manage risk |
| BSBMGT610A Manage environmental management systems | BSBSUS501A Develop workplace policy and procedures for sustainability | Delete and replaced with BSBSUS501A Develop workplace policy and procedures for sustainability |

Information in the above table is drawn from the *Mapping of Units of Competency* table in BSB07

Appendix 4 Endorsed CPP40307 Certificate IV in Property Services (Real Estate)

| CPP40307 Certificate IV in Property Services (Real Estate) | |
|---|--|
| Packaging rules | |
| <p>To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the five core units, plus nineteen electives (total twenty-four units). The candidate must select elective units from:</p> <ul style="list-style-type: none"> • property sales and management • specialist • common. <p>Of these elective units, at least ten must be selected from the property sales and management units. Up to two of the elective units may be chosen from:</p> <ul style="list-style-type: none"> • the Diploma of Property Services (Agency Management) • any Certificate IV qualification in CPP07 Property Services Training Package • any Certificate IV qualification in BSB01 Business Services or FNS04 Financial Services Training Package, provided that the units do not duplicate units in CPP07 Property Services Training Package. <p>All units must contribute to a valid, industry-supported vocational outcome.</p> | |
| Core units | |
| 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 |
| CPPDSM4009A | Interpret legislation to complete agency work |
| CPPDSM4015A | Minimise agency and consumer risk |
| CPPDSM4080A | Work in the real estate industry |
| Elective units | |
| Property sales and management | |
| CPPDSM3008A | Maintain and protect condition of managed properties |
| CPPDSM4001A | Act as a buyer's agent |
| CPPDSM4002A | Apply knowledge of state or territory legislative and regulatory framework to complete agency work |
| CPPDSM4003A | Appraise property |
| CPPDSM4004A | Conduct auction |
| CPPDSM4005A | Establish and build client–agency relationships |
| CPPDSM4006A | Establish and manage agency trust accounts |
| CPPDSM4010A | Lease property |
| CPPDSM4011A | List property for lease |
| CPPDSM4012A | List property for sale |
| CPPDSM4013A | Market property for lease |

| | |
|-------------------|---|
| CPPDSM4014A | Market property for sale |
| CPPDSM4016A | Monitor and manage lease or tenancy agreement |
| CPPDSM4017A | Negotiate effectively in property transactions |
| CPPDSM4018A | Prepare and present property reports |
| CPPDSM4019A | Prepare for auction and complete sale |
| CPPDSM4020A | Present at tribunals |
| CPPDSM4022A | Sell and finalise the sale of property by private treaty |
| CPPDSM4046A | Manage tenancy disputes |
| CPPDSM4049A | Implement maintenance plan for managed properties |
| Specialist | |
| CPPDSM3017A | Work in the strata/community management sector |
| CPPDSM4021A | Sell and finalise sale of rural property by private treaty |
| CPPDSM4023A | Act as a tenant's agent |
| CPPDSM4029A | Appraise business |
| CPPDSM4030A | Appraise rural property |
| CPPDSM4033A | Assess and value goods, chattels, plant and equipment |
| CPPDSM4034A | Assess and implement strata/community management agreement |
| CPPDSM4036A | Broker sale of industrial, commercial and retail property |
| CPPDSM4038A | Conduct goods, chattels or equipment clearing sale or auction |
| CPPDSM4040A | Contribute to life cycle maintenance strategy |
| CPPDSM4041A | Contribute to development of a tenancy mix strategy |
| CPPDSM4043A | Coordinate fit-out of property and facilities |
| CPPDSM4050A | Lease industrial, commercial and retail property |
| CPPDSM4051A | Lease rural property |
| CPPDSM4053A | List business for sale |
| CPPDSM4058A | Monitor service requirements in the property industry |
| CPPDSM4059A | Monitor space use in the property industry |
| CPPDSM4060A | Negotiate sale and manage sale to completion or settlement |
| CPPDSM4061A | Obtain prospects for listing |
| CPPDSM4062A | Occupy space |
| CPPDSM4069A | Promote and market listed business |
| CPPDSM4074A | Select and appoint contractors in the property industry |
| CPPDSM4078A | Sell rural property by tender |
| CPPDSM4079A | Work in the business broking sector |
| Common | |
| BSBCM404A | Develop teams and individuals |
| BSBCM406A | Maintain business technology |
| BSBFLM412A | Promote team effectiveness |

| | |
|-------------|---|
| BSBMGT506A | Recruit, select and induct staff |
| BSBMKG407A | Make a presentation |
| BSBRKG304A | Maintain business records |
| BSBSBM404A | Undertake business planning |
| BSBSBM406A | Manage finances |
| CPPDSM4045A | Facilitate meetings in the property industry |
| CPPDSM4056A | Manage conflict and disputes in the property industry |
| CPPDSM4057A | Monitor a safe workplace in the property industry |

Appendix 5 Proposed CPP40307 Certificate IV in Property Services (Real Estate)

The changed packaging rules in the table below reflect the identified need to clarify their intent (as detailed in section 1.4.2 of this submission); hence generating the requirement for this Category 2 change.

While the table includes the BSB07 imported units that will replace the BSB01 units, the general upgrading of BSB01 units is not included as part of this endorsement submission. It is proposed that the general upgrading of units that fall within the scope of an ISC upgrade will occur simultaneously with the implementation of this Category 2 change (assuming it is supported).

| CPP40307 Certificate IV in Property Services (Real Estate) | |
|--|--|
| Packaging rules | |
| <p>To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the five core units, plus nineteen electives (total twenty-four units). At least ten elective units must be selected from property sales and management, with the remaining elective units chosen from one or more of the following:</p> <ul style="list-style-type: none"> • property sales and management • specialist • common. <p>Up to two of the elective units may be chosen from:</p> <ul style="list-style-type: none"> • the Diploma of Property Services (Agency Management) • any Certificate IV qualification in CPP07 Property Services Training Package • any Certificate IV qualification in BSB07 Business Services or FNS04 Financial Services Training Package, provided that the units do not duplicate units in CPP07 Property Services Training Package. <p>All units must contribute to a valid, industry-supported vocational outcome.</p> | |
| Core units | |
| 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 |
| CPPDSM4009A | Interpret legislation to complete agency work |
| CPPDSM4015A | Minimise agency and consumer risk |
| CPPDSM4080A | Work in the real estate industry |
| Elective units | |
| Property sales and management | |
| CPPDSM3008A | Maintain and protect condition of managed properties |
| CPPDSM4001A | Act as a buyer's agent |
| CPPDSM4002A | Apply knowledge of state or territory legislative and regulatory framework to complete agency work |
| CPPDSM4003A | Appraise property |
| CPPDSM4004A | Conduct auction |

| | |
|-------------------|---|
| CPPDSM4005A | Establish and build client–agency relationships |
| CPPDSM4006A | Establish and manage agency trust accounts |
| CPPDSM4010A | Lease property |
| CPPDSM4011A | List property for lease |
| CPPDSM4012A | List property for sale |
| CPPDSM4013A | Market property for lease |
| CPPDSM4014A | Market property for sale |
| CPPDSM4016A | Monitor and manage lease or tenancy agreement |
| CPPDSM4017A | Negotiate effectively in property transactions |
| CPPDSM4018A | Prepare and present property reports |
| CPPDSM4019A | Prepare for auction and complete sale |
| CPPDSM4020A | Present at tribunals |
| CPPDSM4022A | Sell and finalise the sale of property by private treaty |
| CPPDSM4046A | Manage tenancy disputes |
| CPPDSM4049A | Implement maintenance plan for managed properties |
| Specialist | |
| CPPDSM3017A | Work in the strata/community management sector |
| CPPDSM4021A | Sell and finalise sale of rural property by private treaty |
| CPPDSM4023A | Act as a tenant’s agent |
| CPPDSM4029A | Appraise business |
| CPPDSM4030A | Appraise rural property |
| CPPDSM4033A | Assess and value goods, chattels, plant and equipment |
| CPPDSM4034A | Assess and implement strata/community management agreement |
| CPPDSM4036A | Broker sale of industrial, commercial and retail property |
| CPPDSM4038A | Conduct goods, chattels or equipment clearing sale or auction |
| CPPDSM4040A | Contribute to life cycle maintenance strategy |
| CPPDSM4041A | Contribute to development of a tenancy mix strategy |
| CPPDSM4043A | Coordinate fit-out of property and facilities |
| CPPDSM4050A | Lease industrial, commercial and retail property |
| CPPDSM4051A | Lease rural property |
| CPPDSM4053A | List business for sale |
| CPPDSM4058A | Monitor service requirements in the property industry |
| CPPDSM4059A | Monitor space use in the property industry |
| CPPDSM4060A | Negotiate sale and manage sale to completion or settlement |
| CPPDSM4061A | Obtain prospects for listing |
| CPPDSM4062A | Occupy space |
| CPPDSM4069A | Promote and market listed business |

| | |
|---------------|---|
| CPPDSM4074A | Select and appoint contractors in the property industry |
| CPPDSM4078A | Sell rural property by tender |
| CPPDSM4079A | Work in the business broking sector |
| Common | |
| BSBCMM401A | Make a presentation |
| BSBHRM402A | Recruit, select and induct staff |
| BSBITS401A | Maintain business technology |
| BSBLED401A | Develop teams and individuals |
| BSBRKG304B | Maintain business records |
| BSBSMB404A | Undertake small business planning |
| BSBSMB406A | Manage small business finances |
| BSBWOR402A | Promote team effectiveness |
| CPPDSM4045A | Facilitate meetings in the property industry |
| CPPDSM4056A | Manage conflict and disputes in the property industry |
| CPPDSM4057A | Monitor a safe workplace in the property industry |

Appendix 6 CPP40307 Issues paper

INTERPRETATION OF THE PACKAGING RULES FOR CPP40307 CERTIFICATE IV IN PROPERTY SERVICES (REAL ESTATE)

Two interpretations of the packaging rules have emerged. This document seeks to present both interpretations, report on actions taken and indicate actions proposed to address the situation. You are invited to comment. I have included the text from the Training Package for reference.

Extract from the Training Package

To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the five core units, plus nineteen electives (total twenty-four units).

The candidate must select elective units from:

- property sales and management
- specialist
- common.

Of these elective units, at least ten must be selected from the property sales and management units.

Up to two of the elective units may be chosen from:

- the Diploma of Property Services (Agency Management)
- any Certificate IV qualification in CPP07 Property Services Training Package
- any Certificate IV qualification in BSB01 Business Services or FNS04 Financial Services Training Package, provided that the units do not duplicate units in CPP07 Property Services Training Package.

All units must contribute to a valid, industry-supported vocational outcome.

Interpretations

Interpretation 1

One view is that the candidate must select elective units from all three groups, i.e.:

- property sales and management
- specialist
- common

Interpretation 2

The other view is that the candidate is not required to do any specialist or common units. The candidate could select all their electives from the property sales and management units.

CPSISC Action to date

I have consulted with several people on this Committee re their view to the interpretations as well as with the developing consultant (Rob Stowell). I have also spoken with the NSW Office of Fair Trading (as this issue arose partly from there).

I have emailed all the State and Territory regulatory authorities to ascertain their view and to determine if there is any impact on them with either interpretation.

Responses to CPSISC

The responses to CPCISC from those consulted support Interpretation 2. In each case the respondents believe that in the redevelopment process we were seeking maximum flexibility in the qualification packaging to accommodate individuals' workplace needs, those of employers and regulators.

The response from the NSW and Victorian regulators (the only two who replied) is both strongly in favour of Interpretation 2.

I also consider that Interpretation 2 was the intent of the packaging rules for the reason stated above.

Next steps

To accept and implement this interpretation so as to remove any confusion re intent, the wording in the packaging rules will need to be changed. I suggest the following:

To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the five core units, plus nineteen electives (total twenty-four units).
At least ten elective units must be selected from property sales and management, with the remaining elective units chosen from one or more of the following:

- property sales and management
- specialist
- common.

If you would like to provide any comment or feedback can you please do so by 19 March 2008.

I will process any feedback, including follow-up if required, and I will proceed to have the Training Package changed through DEEWR (DEST).

Appendix 7 Evidence of support

CPP60208 Advanced Diploma of Property Services (Asset and Facility Management)

Ann Maree Bullard, Facility Management Association of Australia
Bernie Galletti, Manager Property Services Programs, TAFE NSW
Anna Edwards, National Community Titles Institute
Rob Stowell, Learning Australia

CPP40307 Certificate IV in Property Services (Real Estate)

Sarah Gray, Real Estate Institute of Queensland
John Minns, Independent Property Group
Kareena Ballard, Chair, Project Steering Committee & Real Estate Institute of Australia
Alison Verhoeven, Real Estate Institute of Australia
Andy Madigan, Australian Livestock & Property Agents Assoc
Barbara Fernandez, Manager Industry Standards, Policy & Strategy Division, Office of Fair Trading, NSW
Rob Stowell, Learning Australia
Tannia Davis, Office of Consumer & Business Affairs, SA
Christine Nigro, Office of Fair Trading, Vic
Bernie Galletti, Manager Property Services Programs, TAFE NSW

CPP60208 Advanced Diploma of Property Services (Asset and Facility Management)

Ann Maree Bullard, Facility Management Association of Australia

Bernie Galletti, Manager Property Services Programs, TAFE NSW

Anna Edwards, National Community Titles Institute

Rob Stowell, Learning Australia

Received from Ann Maree Bullard, Facility Management Association of Australia:

----- Original Message -----

From: [Annmaree Bullard](#)

To: [David Magee](#)

Sent: Monday, March 31, 2008 9:37 AM

Subject: RE: Advanced Diploma of Property Services (Asset and Facility Management)

David

I agree with the changes you are recommending to the CPP60207 Advanced Diploma of Property Services (Asset and Facility Management).

Regards

Ann Maree

Ann Maree Bullard

Professional Development Manager

Facility Management Association of Australia Ltd

Level 6, 313 Latrobe Street
Melbourne, Victoria 3000

Direct Line: 03 8641 6612

Email: AnnMaree.Bullard@fma.com.au

T: 03 8641 6666

F: 03 9640 0374

Web: www.fma.com.au

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From: David Magee [<mailto:david.magee@cpsisc.com.au>]

Sent: Monday, 31 March 2008 8:52 AM

To: Annmaree Bullard; Wong, Dominic; Verhoeven, Alison; Russo, Angelo; Rossi, Bob; Rogers, Des; Nigro, Christine; Minns, John; Madigan, Andy; Kirk, Kym; Gray, Sarah; Galletti, Bernie; Farrell, Robert; Edwards, Anna; Cotterell, Jeannie; Ballard, Kareena; Ballard, Kareena; Bailey, Jill

Cc: Stowell, Rob

Subject: Advanced Diploma of Property Services (Asset and Facility Management)

Hello

Thank-you for your responses to my two recent emails on the interpretation of the wording in the Certificate IV in Property Services (Real Estate) and the upgrading of imported units in CPP07 Property Development, Sales and Management. The responses received all supported the interpretation of the packaging rules for the Certificate IV in Property Services (Real Estate) as proposed (Interpretation 2). Once I have received feedback on the issue below, I will lodge the appropriate documentation with DEEWR (the old DEST) and the National Quality Council and seek approval to have all the changes made simultaneously on NTIS.

You will recall from my earlier email that late last year the Business Services Training Package was re-endorsed as BSB07. As a consequence some of their units were merged etc. The merging of some units now impacts on CPP60207 Advanced Diploma of Property Services (Asset and Facility Management). This

qualification currently requires the completion of 16 units. Eight of these units are from a pool of common units and the other 8 units are drawn from an electives pool. Due to the changes to units in the common pool there are now only 7 units in that pool although all the functions covered collectively by these units remains the same as previously.

Due to these changes we need to review the rules for the CPP60207 Advanced Diploma of Property Services (Asset and Facility Management). I have spoken with the Facility Management Association Australia (FMAA) about this issue. It would seem that the most appropriate course of action would be to alter the qualification packaging rules to reflect the new situation with the imported BSB units. This would mean that the qualification would be changed to requiring 15 units instead of the current 16 units. A candidate would need to complete 7 of the common units and eight of the units from the electives pool. This would mean that the size of the qualification remains effectively the same as now (due to functions being merged in the units). If we maintain the qualification at 16 units we would have 7 common units and have to increase the elective requirement to 9 elective units. This would be an increase in the quantum of the qualification. The changes are shown below.

I understand that this issue will vary in its relevance in relation to the part of the industry that you represent but in the interests of transparency I am forwarding the email to the full committee with recipients able to react and respond as is appropriate. If you wish to provide comment on this issue could you please send me your feedback by Wednesday 9 April 2008.

Cheers David

CPP60207

Advanced Diploma of Property Services (Asset and Facility Management)

To achieve a <<QUALIFICATION TITLE>>:

Packaging rules **The text below in red is the current rules. I am recommending that it be changes to 7 common units and a total of 15 units.**

To achieve recognition at the Advanced Diploma level, the candidate must demonstrate competency in eight of the common units, plus eight of the specialist units in the asset and facility management and investment streams (total sixteen units).

Up to two of the common units may be chosen from:

- the Diploma of Property Services (Asset and Facility Management)
- any other Advanced Diploma qualification in CPP07 Property Services Training Package
- any Advanced Diploma qualification in any other endorsed Training Package.

Up to two of the specialist units may be chosen from:

- the Diploma of Property Services (Asset and Facility Management)
- any Advanced Diploma qualification in CPP07 Property Services Training Package
- any Advanced Diploma qualification in any other endorsed Training Package.

All units must contribute to a valid, industry-supported vocational outcome.

Common units (These are the seven units now available after the BSB07 upgrade)

| | |
|------------|--|
| BSBINM601A | Manage knowledge and information |
| BSBMGT605B | Provide leadership across the organisation |
| BSBMGT608B | Manage innovation and continuous improvement |

| | |
|---|---|
| BSBMGT616A | Develop and implement strategic plans |
| BSBMGT617A | Develop and implement a business plan |
| BSBRK501A | Manage risk |
| BSBSUS501A | Develop workplace policy and procedures for sustainability |
| Specialist units | |
| Asset and facility management The units listed below are all part of the electives pool and remain unchanged | |
| CPPDSM6004A | Determine performance of assets and facilities |
| CPPDSM6006A | Develop facilities procurement system |
| CPPDSM6007A | Develop life cycle asset management plan |
| CPPDSM6008A | Develop strategic facilities management plan |
| CPPDSM6009A | Manage facilities portfolio |
| CPPDSM6013A | Prepare project design brief and documentation in the property industry |
| Investment | |
| CPPDSM6001A | Assess viability of regeneration options in the property industry |
| CPPDSM6002A | Conduct a property investment feasibility study |
| CPPDSM6003A | Contract to invest in property |
| CPPDSM6005A | Develop a property investment strategy |
| CPPDSM6010A | Manage performance of property investment |
| CPPDSM6011A | Negotiate partnership arrangements in the property industry |
| CPPDSM6012A | Plan property portfolio management |

David Magee
 | Construction and Property Services Industry Skills Council (CPSISC)
 | P: 61 7 3899 4311 | F: 61 7 3899 4249
 | E: david.magee@cpsisc.com.au
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Received from Bernie Galletti, Manager Property Services Programs, TAFE NSW:

----- Original Message -----

From: [Galletti, Bernard](#)

To: [David Magee](#)

Sent: Monday, March 31, 2008 7:59 AM

Subject: RE: Advanced Diploma of Property Services (Asset and Facility Management)

David – The recommendation is supported. However because all of the common units have to be achieved – don't they automatically become CORE? There is no choice all have to be done.

Thanks

Bernie Galletti
Manager, Property Services Programs
Business Arts & Information Technology Curriculum Centre
Level 2, The Muse, Sydney Institute TAFE NSW
Cnr Harris & Mary Ann Streets, Ultimo NSW 2007
(PO Box 707, Broadway NSW 2007)
Phone: (61 2)92173511 Fax: (61 2)92174015
Email: bernard.galletti@tafensw.edu.au
Internet: <http://www.lg.tafensw.edu.au>

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Received from Anna Edwards, National Community Titles Institute:

----- Original Message -----

From: [Anna Edwards](#)

To: [David Magee](#) ; [Bullard, Ann Maree](#) ; [Wong, Dominic](#) ; [Verhoeven, Alison](#) ; [Russo, Angelo](#) ; [Rossi, Bob](#) ; [Rogers, Des](#) ; [Nigro, Christine](#) ; [Minns, John](#) ; [Madigan, Andy](#) ; [Kirk, Kym](#) ; [Gray, Sarah](#) ; [Galletti, Bernie](#) ; [Farrell, Robert](#) ; [Cotterell, Jeannie](#) ; [Ballard, Kareena](#) ; [Ballard, Kareena](#) ; [Bailey, Jill](#)

Cc: [Stowell, Rob](#)

Sent: Wednesday, April 02, 2008 10:34 AM

Subject: RE: Advanced Diploma of Property Services (Asset and Facility Management)

Dear David

I am happy to support the change however given that these "common" units will change from the original 10 units (8 needing to be completed) to 7 units which must be done, would these common units not then become "Core" Units for the Advance Diploma Qual?

Anna

Received from Rob Stowell, Learning Australia

----- Original Message -----

From: [Rob Stowell](#)

To: 'David Magee'

Sent: Monday, March 31, 2008 6:32 PM

Subject: RE: Advanced Diploma of Property Services (Asset and Facility Management)

Dear David

I agree with the 15 unit option.

Rob Stowell

From: David Magee [mailto:david.magee@cpsisc.com.au]

Sent: Monday, 31 March 2008 8:52 AM

To: Bullard, Ann Maree; Wong, Dominic; Verhoeven, Alison; Russo, Angelo; Rossi, Bob; Rogers, Des; Nigro, Christine; Minns, John; Madigan, Andy; Kirk, Kym; Gray, Sarah; Galletti, Bernie; Farrell, Robert; Edwards, Anna; Cotterell, Jeannie; Ballard, Kareena; Ballard, Kareena; Bailey, Jill

Cc: Stowell, Rob

Subject: Advanced Diploma of Property Services (Asset and Facility Management)

CPP40307 Certificate IV in Property Services (Real Estate)

Sarah Gray, Real Estate Institute of Queensland

John Minns, Independent Property Group

Kareena Ballard, Chair, Project Steering Committee & Real Estate Institute of Australia

Alison Verhoeven, Real Estate Institute of Australia

Andy Madigan, Australian Livestock & Property Agents Assoc

Barbara Fernandez, Manager Industry Standards, Policy & Strategy Division, Office of Fair Trading, NSW

Rob Stowell, Learning Australia

Tannia Davis, Office of Consumer & Business Affairs, SA

Christine Nigro, Office of Fair Trading, Vic

Bernie Galletti, Manager Property Services Programs, TAFE NSW

Received from Sarah Gray, Real Estate Institute of Queensland:

----- Original Message -----

From: [Sarah Gray](#)

To: alison.verhoeven@reia.com.au ; [David Magee](#)

Cc: [Rob Stowell](#)

Sent: Monday, March 10, 2008 5:16 PM

Subject: RE: Certificate IV in Property Services (Real Estate)

Hello Alison, David and Rob

Sorry for the delay in responding to these emails...I was on leave for all of last week.

I wholeheartedly agree with Interpretation 2.

Kind regards,
Sarah

Sarah Gray
Executive Manager - Professional Services
The Real Estate Institute of Queensland
21 Turbo Drive, Coorparoo Qld 4151
PO Box 1555, Coorparoo DC Qld 4151
Ph: 07-3249 7361, Fax: 07-32496261
execprofessional@reiq.com.au

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Received from John Minns, Independent Property Group:

----- Original Message -----

From: [John Minns](#)

To: ['David Magee'](#) ; ['Cotterell, Jeannie'](#) ; ['Bailey, Jill'](#) ; ['Ballard, Kareena'](#) ; ['Ballard, Kareena'](#) ; ['Edwards, Anna'](#) ; ['Farrell, Robert'](#) ; ['Galletti, Bernie'](#) ; ['Gray, Sarah'](#) ; ['Kirk, Kym'](#) ; ['Madigan, Andy'](#) ; ['Nigro, Christine'](#) ; ['Rogers, Des'](#) ; ['Rossi, Bob'](#) ; ['Russo, Angelo'](#) ; ['Verhoeven, Alison'](#) ; ['Wong, Dominic'](#)

Cc: ['Stowell, Rob'](#)

Sent: Thursday, March 06, 2008 11:21 AM

Subject: RE: Certificate IV in Property Services (Real Estate)

That was our understanding of the intentions anyway so we are happy with that.

Thanks David

John

Received from Kareena Ballard, Chair Project Steering Committee & Real Estate Institute of Australia:

----- Original Message -----

From: [Kareena Ballard](#)

To: [David Magee](#)

Sent: Wednesday, March 05, 2008 6:16 PM

Subject: RE: Certificate IV in Property Services (Real Estate)

Dear David

I believe Interpretation 2 is it !!

Regards,

Kareena Ballard AM

Director

Jones Ballard Property Group

kareena.ballard@jonesballard.com.au

Tel: 9474 1533

Fax: 9474 1302

Received from Alison Verhoeven, Real Estate Institute of Australia:

> **From:** Alison Verhoeven [mailto:alison.verhoeven@reia.com.au]
Sent: Wednesday, 5 March 2008 4:00 PM
To: 'David Magee'
Cc: Sarah Gray; 'John Minns'; Rob Stowell
Subject: RE: Certificate IV in Property Services (Real Estate)

Hi David
As discussed previously, REIA supports interpretation 2 and is happy with your proposed wording change.
Best wishes
Alison

Alison Verhoeven
Public Affairs Manager
Real Estate Institute of Australia

PO Box 234
Deakin West ACT 2600
ph: 02 6282 4277
fax: 02 6285 2444

Received from Andy Madigan, Australian Livestock & Property Agents Assoc:

----- Original Message -----

From: [Andy](#)

To: 'David Magee'

Sent: Wednesday, March 05, 2008 1:50 PM

Subject: RE: Certified IV in Property Services (Real Estate)

David

Support Interp 2 as that was the intent.

Andy

Received from Barbara Fernandez, Manager Industry Standards, Policy & Strategy Division,
Office of Fair Trading, NSW:

----- Original Message -----

From: [Barbara Fernandez](#)

To: [David Magee](#)

Sent: Thursday, February 21, 2008 4:44 PM

Subject: Re: Cert IV Packaging rules

Hi David, We continue to support our original view and an amendment to the training package rules
clarifying this position. Regards Barbara

Barbara Fernandez
Manager Industry Standards
Policy & Strategy Division
Office of Fair Trading

phone (02) 9338 8953
fax (02) 9338 8929

Received from Rob Stowell, Learning Australia:

----- Original Message -----

From: <robstowell@optusnet.com.au>

To: "David Magee" <david.magee@cpsisc.com.au>

Sent: Saturday, February 16, 2008 9:52 PM

Subject: Re: Cert IV Packaging rules

Dear David

Thanks for the email. I agree with your interpretation. The idea was that the electives could be selected from any of the three groups ie: property sales and management, specialist and common. This means that all electives could be chosen from property sales and management only.

Also I suggest that you reword the qualifications as follows:

"The balance of the electives may be selected from either the property sales and management, specialist and/or common elective unit streams"

I hope this helps.

Rob Stowell

Received from Tannia Davis, Office of Consumer & Business Affairs, SA:

----- Original Message -----

From: [Davis, Tannia \(AGD\)](#)

To: [David Magee](#)

Sent: Thursday, February 14, 2008 4:28 PM

Subject: RE: Cert IV Packaging rules

Hi, David

I've interpreted the packaging rules for the Certificate IV in the same way as you and NSW have. The change as you've suggested below should alleviate any misunderstandings.

Cheers

Tannia

Received from Christine Nigro, Office of Fair Trading, Vic:

----- Original Message -----

From: <Christine.Nigro@justice.vic.gov.au>

To: "David Magee" <david.magee@cpsisc.com.au>

Sent: Thursday, February 14, 2008 3:43 PM

Subject: Re: Cert IV Packaging rules

> Hi David

>

> I agree with your interpretation because it provides maximum flexibility

> which was one of the key aims of the working party.

>

> I have a bit of a problem with the final sentence (probably just me), "The

> balance of the electives may be selected"

>

> Further, and all, units could be selected from the property sales and

> management stream. What about The balance of the electives, if any,

> may be"

>

> Regards

>

> Christine

Received from Bernie Galletti, Manager Property Services Programs, TAFE NSW:

----- Original Message -----

From: [Galletti, Bernard](#)

To: [David Magee](#)

Sent: Wednesday, January 30, 2008 10:16 AM

Subject: FW: Packaging Rules Cert IV RE

David

Further, the way it is worded currently - am I correct that all 19 elective units can be selected from the Property Sales and Management units? If this is the case then it should read:

'To achieve recognition at the Certificate IV level the candidate must demonstrate competency in the five core units, plus nineteen electives (total twenty-four units). Of the elective units a minimum of ten (10) must be selected from the Property Sales and Management units. The balance of the electives may be selected from the Property Sales and Management, Specialist and Common elective units'.

Cheers

Bernie Galletti
Manager, Property Services Programs
Business Arts & Information Technology Curriculum Centre
Level 2, The Muse, Sydney Institute TAFE NSW
Cnr Harris & Mary Ann Streets, Ultimo NSW 2007
(PO Box 707, Broadway NSW 2007)
Phone: (61 2)92173511 Fax: (61 2)92174015
Email: bernard.galletti@tafensw.edu.au
Internet: <http://www.lg.tafensw.edu.au>

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