

Student Handbook

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New Zealand Certificate in Real Estate (Salesperson)
(Level 4)

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Welcome

TAFE College (Training and Further Education)

We are pleased to welcome you to TAFE College and are excited that you have decided to enrol with us. We look forward to a collaborative, successful and mutually beneficial partnership as we strive to support you through your training. We aim to provide an optimal total learning experience where you will be treated with respect and cultural understanding.

About us

TAFE College commenced real estate training in 1998. We are currently a category two rated provider, as determined by the New Zealand Qualifications Authority and are part of the Strategi Institute stable (a category one rated provider).

Enrolling with TAFE College and participating in this fully accredited programme allows you flexibility to fit your study around work, family, sport, and community activities.

We specialise in providing real estate training to existing and future real estate personnel. Our tutors are fully qualified in all aspects of real estate and include an agent currently engaged in workplace training and supervision of salespeople in a real estate office. This allows us to constantly monitor best practice versus common practice and keep our programme delivery relevant with up-to-date industry information.

We offer a blended learning approach for delivery of this programme, meaning, we bring the classroom to you by:

1. self-directed online learning combined with videos and articles.
2. weekly tutorials for group discussion and personalised tutor support (via ZOOM, emails, or phone).

This means you can learn at your own pace, from anywhere, flexing to your own learning style, workload, and level of understanding.

Dedicated tutors, who will also be your manager, workplace assessors, help develop a relationship that allows individual guidance, assistance and if required advice on finding employment after the completion of the programme.

NZ Certificate in Real Estate (Salesperson) (Level 4)

This is the entry-level qualification that will provide you with broad operational and technical knowledge of the industry. Upon successful completion you will be eligible to apply for your real estate licence to operate as a salesperson in the real estate industry (with guidance). As a sales person, you will undertake tasks such as:

- facilitating real estate transactions through to settlement using appropriate methods of sale.
- complying with New Zealand law and standards relevant to the real estate industry.
- utilising your knowledge of land ownership, land issues, building structures and council compliance.
- conducting property inspections and appraisals.
- building and managing a database of contacts to establish and maintain a presence in the market place.

This qualification enables you to undertake further training by studying for the NZ Certificate in Real Estate (Branch Manager) (Level 5) or your (Agents Licence) (Level 6). Further study is available through other tertiary establishments – however while you may study these, you need three years real estate experience before the qualification would be recognised

Unit Standards

The qualification is made up of three Modules, comprising of 13 unit standards (US). **Unit standard 26149** must be submitted before starting any other unit standard. Once submitted, the other unit standards can be started in any order, although we recommend the **unit standards** be completed in the order below.

Module 1 – Real estate fundamentals

Standard	Description	Credits	Hours
US 26149	Demonstrate knowledge of licensing and code of professional conduct under the REA Act 2008 (Course name: Licensing and the code of professional conduct)	4	40
US 23157	Demonstrate knowledge of building styles and materials for real estate personnel (Course name: Building styles and materials)	3	30

Standard	Description	Credits	Hours
US 23134	Demonstrate knowledge of law relating to land titles, ownership, and transfer of land (Course name: Land titles, ownership, and transfer of land)	4	40
US 22311	Explain aspects of the Unit Titles Act 2010 for real estate personnel (Course name: Unit Titles)	2	20
US 29882	Demonstrate knowledge of the resource management and building law relevant to real estate licensees (Course name: Resource management and building law)	4	40

Module 2 – Contract and commercial law as it applies to real estate

Standard	Description	Credits	Hours
US 23135	Demonstrate knowledge of the law of contract and the law of agency in a real estate context (Course name: Contract and agency law)	5	50
US 23136	Demonstrate knowledge of consumer protection law related to real estate practice (Course name: Consumer protection law)	4	40
US 23141	Demonstrate knowledge of legislation as applied to real estate licensees (Course name: Other legislation as applied to real estate licensees)	4	40
US 26150	Demonstrate knowledge of methods for sale of real estate in New Zealand (Course name: Methods for sale of real estate in New Zealand)	4	20

Module 3 – Marketing yourself and property when selling or leasing real estate

Standard	Description	Credits	Hours
US 15500	Establish a personal professional presence in the real estate market (Course name: Establishing a personal professional presence)	2	20
US 26148	Demonstrate knowledge and use of inspection and appraisal for real estate property (Course name: Inspection and appraisals)	4	40
US 23140	Develop marketing plans for real estate, qualify customers, and present properties for sale (Course name: Marketing, qualifying customers, and presenting properties)	5	50
US 23137	Demonstrate knowledge of the sale and purchase agreement and facilitate a sale of real estate (Course name: Completing the sale)	5	50

Introduction

Recognition of prior learning

TAFE College acknowledges and supports students' right to gain credit for existing NZQA credits gained at another recognised institution. If you believe you may be exempt from some of the units in this course, to allow us to verify this with NZQA, you will need to:

- provide evidence; and
- attach and send an email to info@tafe.ac.nz with your full name and date of birth.

This may reduce the course fee.

NOTE: There is no credit transfer (cross crediting) from a similar course available for this programme.

Student programme and materials

TAFE College's material and all required information to complete the programme is located in [Radar](#) (online learning platform). You will be given login details to access Radar when you start your course. NOTE: All programme material and resources are supplied in English.

Each unit standard has its own learner assessment and course manual. TAFE College also provides additional resources such as video tutorials, templates, power points, REINZ best practice guides, a copy of the REAA Act and industry newsletters.

Programme orientation

All students must complete an orientation before commencing your course. Topics explained include:

- Radar and how to access your course pages and resources.
- Computer access and policy.
- How to submit assessments.
- Appeals process.

Note: The submission and appeals process are explained in more detail later in this handbook.

Computer prerequisites

All learning material is provided online and assessments need to be completed on a computer via Radar. Therefore, TAFE College does have minimum technical requirements.

Computer hardware:

- Access to a device (PC / tablet / laptop).
- Reliable internet.

Computer skills:

- General knowledge of keyboarding.
- Familiarity with Microsoft Word.
- Ability to save and find files on your computer's directories.

Programme duration

Students may enrol at any time and must complete the programme within 30 weeks from the date of intake, which is the first of the following month (ten weeks per module).

All units on the NZQA framework are given a credit value. A credit equals approximately 10 hours of learning time. The salespersons programme has a value of 50 credits which equates to 500 hours of self-directed learning and four hours of tutor contact, as broken down below.

Description	Hours
Book learning	235
Open book questions	205
PowerPoint presentations	16
Tutorials	28
Videos	12
Observations and Role plays	4

Past experience shows a motivated student can complete this earlier.

Course enrolments

Entry criteria

This programme is only delivered to NZ residents and NZ citizens. TAFE College does not enrol international students. To be eligible to enrol you must be:

- A NZ Citizen or have permanent resident status.
- 18 years of age.
- Have a:
 - ♦ minimum of eight NCEA Level 2 credits in English, four credits in writing and four credits in reading; *or*
 - ♦ Four years secondary education in New Zealand or equivalent level with competent and proficient communication skills evidenced by a:
 - minimum of an IELTS overall test score of 5.5 (no score less than 5); *or*
 - a comparable result in another internationally recognised English language proficiency test. NOTE: All certificates (including those for academic achievement) must be bona fide and translated into English where necessary.

TAFE College reserves the right to withdraw students and pay a proportionate programme fee refund if literacy skills prove inadequate. This would be done after the first assignment is submitted and reviewed by the tutor.

Note: *Restrictions and convictions may impact on being able to obtain a salespersons licence.*

Enrolment process

All enrolments are through our website

At the time of enrolment, to establish your identity and New Zealand residency status, you must provide a certified copy of your passport via info@tafe.ac.nz. Alternatively, a TAFE College or Strategi Institute staff member can verify your documents for you by sighting the original copies. Please contact us to schedule a time to get your documents verified.

Note: *Your registration cannot be completed until proof of this has been received.*

You can enrol any time and your 30 weeks is recorded as at the first of the following month, though once you receive your welcome letter you should book your orientation and can start immediately.

Course fees and refunds

Fees disclosure

Programme fees are disclosed on our website and in our marketing brochures and documents. The upfront cost of the programme is \$1,995.00 GST inclusive. This includes all material supplied by TAFE College required to successfully complete the programme and covers the anticipated 30 weeks.

All fees are paid to the Public Trust under the Student Fee Protection Rules 2021. These Rules are made under Section 253 of the Education and Training Act 2020.

Fees process

All fees must be paid prior to the commencement of the programme unless other arrangements have been approved by management. Payment can be made by direct credit or credit card.

You will be asked to sign the Fee Protection Acknowledgement Form (this means you are signing a payment schedule with TAFE College).

This will be emailed to Public Trust - Fee Protection, who will provide a receipt acknowledging payment. Once the receipt is received

- it will be forwarded to you with TAFE College's GST details.
- your start date commences.

Note: If fees are not paid by the end of the first month after the enrolment date, students will be withdrawn from the programme.

Refunds disclosure

Refunds will be applicable under the following three circumstances:

1. Student withdrawals;
2. Cancellation of training; or
3. TAFE College ceasing to operate as a PTE (private training establishment)

Student withdrawals

As per Section 357 of the Education and Training Act 2020, students are entitled to a refund if they withdraw from a programme when:

- A course is of three month duration or more; and
- Withdrawal occurs up to the end of the eighth day after the course starts.

To withdraw from the programme, you must advise TAFE College (NZ) Ltd in writing of the withdrawal and request a refund (info@tafe.ac.nz). Include in your notification your:

- Student ID.
- Valid bank account number.
- A copy of your passport for proof of signature.

The withdrawal date will be the date the notification is received by TAFE College. A refund will be equal to the sum of the amount paid, less a deduction of the lessor of 10% of the fees paid or \$500.

Cancellation of training

TAFE College (NZ) Ltd reserves the right to cancel training due to insufficient demand, unavailability of suitable training staff or facilities, or similar major problems. If you are enrolled on the cancelled programme, you will be offered alternative training dates or a full refund.

Ceasing to operate as a PTE

Should TAFE College (NZ) Ltd close or cease to operate as a PTE, you will have a current record of learning from NZQA listing the units for which you have achieved credits. Other providers offering similar framework-based programmes are obliged to recognise this record of learning and therefore, you can continue your training with a new provider.

Additionally, the Public Trust Fee Protection Scheme allows for refunds or outstanding fee balances to be paid to students.

- If the programme is cancelled **prior** to you commencing the programme, you will receive a full refund from the Public Trust.
- If the programme is cancelled **after** you have started the programme you will receive from the Public Trust the balance of your funds held by the Public Trust.

For more information on student protection in the event of receivership or liquidation go to:

- <https://www.publictrust.co.nz/student-fee-protection/for-students/>; and
- <https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/>.

Policies

Plagiarism

Students will be required to confirm assessment work submitted is their own and has been answered in their own words.

Plagiarism is misrepresenting somebody else's intellectual work, ideas, information, writing, and thinking - as your own. In other words, it is a misuse of source material, which includes copying directly from any learning resource or submitting someone else's work, whether intentional or unintentional without acknowledging the original source through accurate referencing.

Plagiarism is a serious violation of academic integrity. It will be regarded as a disciplinary issue and will lead to your assessment being invalid, and the possibility of withdrawal from the programme.

Impaired performance

Communication is very important. If you have a genuine reason, or due to impaired performance like illness or bereavement that is stopping you from completing your assessments, then you need to email the college and your tutor so they can be supportive and understanding.

For students who, due to exceptional circumstances, cannot complete the programme before the end of the 30 weeks, a three-month extension may be approved at the discretion of the tutor and TAFE College. The cost for this is 12% of your original fee which will cover on-going tutor support and guidance to assist you to complete the programme.

Restriction on obtaining a licence

Students need to be aware that criminal convictions may prevent them from obtaining a licence as a real estate salesperson. Please contact the Real Estate Authority (REA) by phone on 0800 367 7322 or email them at info@rea.govt.nz for further information.

Assessments - Overview

Unit standard breakdown

Unit standards differ to more traditional tests and assessments as they focus on applying theory to the everyday working environment. Unit standards are broken up into:

- **Outcomes** - Outcome statements describe knowledge, skills and attributes a learner needs to demonstrate, and the context within which these will be assessed.
- **Performance Criteria (PCs)** - these specify the critical evidence required to meet the above outcomes. Collectively, performance criteria provide the standard against which outcomes are assessed. (e.g. *Written texts demonstrate sufficient technical accuracy to communicate the purpose to the intended audience*).
- **Range statements** - what you need to show or do, as well as examples that you can use as evidence. (example using the above performance criteria: *technical accuracy - verb tense, subject-verb agreement, spelling, punctuation*).
- **Explanatory notes** - important information relating to the assessment that you and the assessor need to know, e.g. Definitions, References, and special information relating to the unit standard.

The tutor marks your answer against the *performance criteria*, which could be key words, important information referenced to Acts and Rules etc.

If you wish to get more information on what you are being assessed against, there are copies of unit standards available from the NZQA website <http://www.nzqa.govt.nz/>

Achieving competency

There are four main types of assessment used to assess unit standard competence within this qualification.

Type	Detail
Question	For you to demonstrate knowledge of the subject or process.
Role plays and Interviews	For the observer to watch or interact with you undertaking specific tasks to prove that you are competent in a particular activity.

Type	Detail
Questions about the observation activities	To support the observation activities and to prove that you understand the processes or explain what you did and why you did it.
Workplace documents	<p>These are documents that you have created or completed and must be attached to the assessment when required.</p> <p><i>Note: It is your responsibility to provide all the specified workplace documents or evidence you need.</i></p>

Students learning outcomes are assessed against the performance criteria using the assessment types detailed above. Once assessed (marked), your assessor will inform you whether or not you have met the performance criteria. If the performance criteria have:

- been met, you will see an “Achieved” status in your assessment portal on Radar. An email will be sent to notify you when your assessor has provided feedback.
- not been met, you will see a “Not yet achieved” status in your assessment portal on Radar. An email will be sent to notify you when your assessor has provided feedback. Your assessor will inform you of where you need to provide further evidence in order to meet the required standard. You will be required to resubmit your assessment for re-assessment. **NOTE:** You only need to update the element or performance criteria not achieved.

Re-assessment policy

You have three opportunities to achieve competency. Once the initial assessment has been returned for rework then the next submission is considered the second submission. If a third (final) submission is required, you should contact your tutor for guidance and support to ensure you achieve competency.

At the discretion of the tutor, students may have the opportunity to complete verbal corrections if only minor errors or omissions have been made.

When appropriate and at the discretion of the tutor, students may be asked to provide supplemental verbal questions if written English proves to be a barrier.

Assessments - Preparation and Submission

Before starting your assessment

Read the course manual first, the unit standard purpose and then the assessment so that you understand what you have to do.

For each assessment you must read and tick the box to confirm that this is all your own work.

Completing your assessment

As you are completing your assessment, remember to save frequently so as not to lose any work.

The assessments are “open book” and all information required to answer the questions is in the course manual, or is referenced. Do not copy directly from the book as this is plagiarism. Rather, express answers in your own words and include original examples (actual or hypothetical) as required.

How to answer assessment questions

If the question starts with ‘describe’, ‘explain’ or ‘analyse’, these are the types of response approaches your tutor will be looking for (Also refer to the [model answers](#) page for guidance):

Instruction	Detail
Describe	Talk about it, define, give attributes of, illustrate
Explain	Tell why, solve, give reasons, give details, talk about it, show in writing, interpret, justify, discuss
Analyse	Examine, take apart, break it down, look at closely, investigate

Remember when you gather any evidence make sure it is:

- **Valid** - It must relate to the unit standard you are being tested for.
- **Direct** - It must be or must represent a real situation that you would come across in your day-to-day workplace.
- **Authentic** - It must be your own work.
- **Sufficient** - It must prove that you can perform the task at the stated level all the time.

The evidence that you collect must show that you have complied with:

- the policies, procedures and requirements of the organisations involved.
- the standards of relevant professional bodies, and their code of ethics.
- any relevant legislation or regulations.

Note: In the assessment material you will see blue/grey text boxes. These will be relevant sections (or parts of sections) of Acts and the Code of Conduct Rules.

Submitting your assessment

You will have 10 weeks to complete each module. The following is a simple checklist for when submitting your assessments.

- Responses should be typed, not handwritten.
- Submit your completed assessments **one at a time** in Word or PDF format via the assessment portal on Radar.
- Remember to submit your assessment once your files are uploaded.

Please contact assessments@tafe.ac.nz should you require any assistance.

Workplace documents

Any workplace documents you submit as evidence must be clearly labelled with your name, the unit standard number and the task number that it relates to. You must make it clear on the document where each part of evidence is found so the assessor can go straight to the right part, without reading the whole document.

Confidential information should be redacted (blacked out) to protect the privacy and confidentiality of the people and organisations referred to in the documents.

Marking of assessments

Our aim is to mark your assessments within five working days. Once marked, you will be notified by email via Radar. When you log into Radar you will see if your assessment was:

- Achieved; or
- *Not yet achieved* (the marking sheet will contain details of any corrections you need to make).

The marking sheet will include feedback to guide where you went wrong. You should resubmit your assessment within 10 working days.

You have three attempts to complete the assessments successfully. Refer to our [students at risk policy](#) (under the Student material chapter below) that outlines the process for students who fail to submit assessments on time or are in danger of not completing the programme on time.

Reporting of credits to NZQA

If your assessment has been marked as *Achieved* (i.e. you have achieved competency), as well as returning your work to you it will be:

- Recorded in Radar and the student Management System (ENROL_pro).
- Credits will be uploaded to the NZQA website against your record of learning.

Assessments - Moderation and Appeals

Moderation of assessments

All Assessments are subject to internal and external moderation to ensure our assessment process is fair, valid, and reliable. TAFE College is committed to making sure judgements are appropriate and the quality and consistency of our marking meets the evidence required of each unit standard.

Assessment appeals

The procedure for appeals is laid down by TAFE College NZ Ltd.

1. The first step is to try to come to an agreement with the assessor if you think your assessment is unfair. They will check the marking to make sure it is correct and advise you of the outcome.
2. If no mutual agreement is reached, you can make a formal appeal to TAFE College via phone (09 414 1300) or email (assessments@tafe.ac.nz). The appeal must be lodged within 14 days of receiving the assessment decision.
3. The TAFE College director will complete the review of your appeal within three weeks of the date they receive it.
4. Should a satisfactory resolution still not be reached you can make a formal complaint. <http://www.nzqa.govt.nz/about-us/make-a-complaint>.

NZQA prefers complaints to be in writing and stated as specifically as possible; what the problem is and what the student has already done to obtain resolution, including any copies of relevant documents provided.

Record of any appeal and outcome will be kept on file.

Student material

Support, guidance and welfare

Our tutors are all real estate professionals with real estate licences and many years' experience. Just because you're learning from home doesn't mean you won't be supported every step of the way. We care about our students, and we want you to succeed.

A tutor will be available on weekdays between 9am and 3.30pm and as a TAFE College student you'll be able to contact them by phone, email, ZOOM or you can make an appointment for one-on-one assistance.

One hour coaching sessions will be held on Wednesday evening at 6pm via ZOOM. There will be a weekly newsletter providing updates on the course, the industry, and employment opportunities.

Student to tutor ratios shall be maintained at a level that provides for adequate support and guidance to all students. This will be constantly reviewed to ensure the ratios for all active students to tutors is at an acceptable level.

Student At Risk Policy

Your tutor follows your progress and you will receive accurate and timely feedback on programme progress.

If you are failing to make adequate progress to complete the programme in the 30 weeks, this will be identified through our learning management system and you will be contacted and offered support and guidance on how to get back on track.

After having received monthly reminders and progress reports, if you fail to complete a module in the prescribed time you may be asked to withdraw from the course or provide evidence of special circumstance e.g. A doctor's certificate. It will not be acceptable to say to your tutor that you did not have time to complete the assessment.

Personal support and welfare

Staff will be available during office hours for students' guidance and support. Students are encouraged to discuss in confidence any problems they have or situations that may have arisen that is impacting on their ability to progress through the programme.

If there is a need for support, and this falls outside the expertise of the tutor, you will be directed to other sources of support including outside agencies which provide both specialised and general counselling and support. We have information on counselling services available in your area.

Details of requests for support and guidance (which fall outside the normal support that a tutor can provide) will be recorded by the tutor and shall be available confidentially to management.

Pandemic events

In the event of a pandemic episode, students will be informed by email of any changes that may affect them. The tutors will continue to work from home and will be available for support and guidance.

Student rules

Our expectations

Students are expected to behave professionally, be friendly, courteous, and sensitive towards others, have a positive outlook, and interact with others in all situations.

Students have the right to participate in a free exchange of ideas while following these guidelines.

- Show respect for other students and staff.
- Arrive on time for any appointments with a tutor.
- Have a positive attitude and professional manner.
- Take constructive feedback on board.

Disciplinary procedures will occur for inappropriate behaviour.

Unacceptable Behaviour may include but is not limited to:

- Not showing up for appointments or re-sits.
- Poor attitude.
- Demonstrating a lack of respect for staff or fellow student.
- Inappropriate behaviour.
- Unacceptable language.

Discussions will be held with you and the tutor to resolve this. Notes on this discussion will go on your file. If the behaviour continues, it could affect your eligibility to complete the programme.

In this case you would have a meeting with the TAFE College manager to discuss whether you want to and are able to continue with the programme.

You will be given the opportunity to bring along a support person to this meeting. Further occurrences of the concerning behaviour may result in another meeting where a final warning or expulsion may occur.

Major / Expulsion Behaviour

The following behaviours will be viewed seriously and may result in instant expulsion or, in the circumstances where management does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously.

Regardless of the decided outcome, a meeting with the TAFE College manager and your support person will be arranged. If expulsion is the outcome, you will be given this in writing as well as a copy of your final academic record of learning to date.

The behaviours listed are examples only and the list is not intended to be exhaustive:

- Harassment of a staff member or another student;
- Plagiarism or cheating of any description including sharing your assessments with other students;
- Theft;
- Wilful abuse of or damage to college property;
- Bringing the college into disrepute or behaviour that has the potential to damage its reputation;
- Assault or abusive behaviour towards other students or staff;
- Inappropriate or offensive sexual behaviour or sexual misconduct;
- Drunkenness, being under the influence of or in the possession of, or misuse of illegal drugs.

Complaint process

TAFE College is committed to providing a high quality service to our students from enrolment to completion. We welcome any feedback so we can improve our services to ensure all students have a positive experience while in our care. If something goes wrong or you are

dissatisfied with the support our college is providing, please tell us. You are free to raise matters of concern without risk of any disadvantage.

Complaints can be made in person, by phone, email, or in writing.

Steps:

1. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and directly to the person concerned. Please talk to your tutor or any other staff member about what you are complaining about so we can try to resolve any issues on the spot.
2. We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. Where possible, you should raise your concerns with the relevant staff member.
3. We will give you our decision within five working days unless there are exceptional circumstances. If you are not satisfied with our response at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to the next stage of the complaint procedure.
4. Your complaint will be forwarded to the company director for further investigation. A meeting with the company director and the other party in concern will be set up within 14 days of receiving the original complaint. At this point you will be asked to have an independent support person with you when you meet with the company director. If agreement is reached, you will be provided with the notes taken and you will be asked to sign the notes. A copy of the agreement will be given to you for your record. In the event of not being able to resolve the problem, you can then go to the next step of the process.
5. If your concerns are not resolved by TAFE College NZ, you can contact NZQA.
<http://www.nzqa.govt.nz/about-us/make-a-complaint>.
6. A copy of a file note describing the issue/concern and the outcome will be kept in your student folder. The Manager must communicate to the company director the nature of all complaints and outcomes that are received in writing.
7. The director will review all complaints to identify areas of improvement in annual programme reviews carried out by the management team.

There are no governing members of TAFE College (NZ) Ltd that have material conflicts of interest.

Student feedback / evaluation

Students are encouraged to give feedback throughout the programme, so concerns and opportunities can be immediately addressed. This two-way communication process supports a friendly open dialogue between students and tutor.

During your programme you will receive a minimum of three questionnaires to complete and return.

- The month following your enrolment.
- On completion of the Programme - “Programme Evaluation Form”.
- Two months after completing the Programme.

Student privacy policy

TAFE College (NZ) Ltd assures the confidentiality of educational Records and will comply with legislative reporting and recordkeeping requirements in accordance with NZQA requirements and as otherwise permitted by the Privacy Act 2020. TAFE College NZ has a comprehensive privacy policy available on our [website](#).

Personal information

Your personal information collected by us, or on our behalf, throughout your enrolment as a student at TAFE College NZ Ltd is collected for the primary purpose of providing you with the programme/s of study for which you are enrolled.

Other purposes of collection include:

- Corresponding with you.
- Attending to day-to-day administrative matters.
- Informing you about your programme assessments, progress, and any relevant events.
- Informing you about opportunities to engage with your tutor.
- Facilitating appropriate assistance, support programmes and integrated learning activities such as student-to-tutor learning
- Surveys for the purpose of seeking your feedback in relation to benchmarking, analyses, quality assurance and planning activities.

The information collected may be disclosed to:

- Government departments such as the Ministry of Education, Immigration, Inland Revenue Department and the Department of Work and Income.
- External organisations such as stakeholders to verify your level of readiness for the workplace.
- Other tertiary institutions that you transfer to or from.

You have a right to access your personal information or enquire about the handling of your personal information, subject to any exceptions in the Privacy Act 2020. If you require access to your personal information, then please contact the privacy officer by email at info@tafe.ac.nz

This privacy statement applies to personal information collected by any method (including hardcopy, electronic or verbal means).

Contact details

All students have a responsibility to inform TAFE College student coordinator of any changes to their circumstances or details. These include but are not limited to contact details and changes in residency status. Any changes are to be notified via info@tafe.ac.nz.

Supporting Material

Model Answers

The following are examples of answers that may assist you with assessment completion.

Example 1

Question: How long is the cool off period for Real Estate Contracts?

Answer: 5pm next working day ✓

Example 2

Question: Explain one element that makes a contract a valid contract.

Note the question has asked you to *explain* a point. When you are answering a question that contains the word describe, explain, or analyse your answer needs to be detailed in order to show the assessor that you have understood the information. You must write your answers in your own words with examples wherever possible.

#	Answer	Feedback
1	Consideration	✗ Answer 1 is clearly inadequate. It does not 'explain' the element. It therefore does not demonstrate your understanding of the topic.
2	There must be a consideration (some value given or foregone), e.g., the price to be paid for the house - \$400,000. Exception is deed of gift. (To be found on page 5 of the Trainee Guide)	✗ Answer 2 is plagiarism. It is a direct copy of the material in the Guide. This is not allowed.
3	There are six elements that make a contract a valid contract. One of them is Consideration. Consideration is the promised value that must be paid when something is being purchased. For example, A agrees to pay \$300,000 to B in return for B's house.	✓ Answer 3 is detailed. A clear understanding of the topic has been demonstrated.

#	Answer	Feedback
	Consideration could also be a promise not to act in a particular manner. For example, M agrees to pay N, his neighbour a sum of \$500, not to paint his house any colour other than white.	

Role plays

In Module three there are two telephone interviews and a face-to-face role play that must be completed in person or via Skype/ZOOM.

1. Unit Standard 23140 has a phone call in which you present a property to a prospective customer.
2. Unit Standard 26148 has a phone call where you must uncover the reasons and motivations for selling a property.
3. Unit Standard 23137 has a role play where you complete the writing up of a Sale & Purchase Agreement. The 23137 video in Radar show you exactly what your final assessment role play will be like. The 23137 course manual and marking sheet can be used as a checklist for you to practise against, so you are familiar with the role play component beforehand.

These assessments draw on all the knowledge learnt throughout the programme and give you an opportunity to practise real estate work in a realistic environment.

Once you have completed the assessments and are ready for the role play you need to email assessments@tafe.ac.nz to request a time. You will then be sent a calendar invite. The role play will only take place once all written work has been achieved.