

Title	Develop and support a real estate business and licensee to achieve business and professional goals		
Level	6	Credits	5

Purpose	<p>This unit standard is for people who intend to operate as branch managers or agents in the real estate industry.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – develop organisational performance goals consistent with a real estate business’s goals and objectives; and – communicate and provide support for professional development of a licensee within a real estate business.
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Classification	Real Estate > Real Estate Management
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Available grade	Achieved
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Guidance Information

- 1 Legislation and regulations relevant to this standard include:
 - Employment Relations Act 2000;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Privacy Act 2020;
 - Real Estate Agents Act 2008;
 - Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012;
 - and all subsequent amendments and replacements.
- 2 References
 - The Real Estate Authority Code of Conduct, available at <https://www.rea.govt.nz/real-estate-professionals/education-and-obligations/the-code-of-conduct/>
 - The Real Estate Institute of New Zealand Codes of Practice, available at <https://reinz.co.nz/code-of-practice>.
- 3 Definitions
 - Agent* refers to a real estate agent who holds, or is deemed to hold, a current licence as an agent under the Real Estate Act 2008.
 - Agency work* refers to any work done, or services provided, in trade, on behalf of another person for the purpose of bringing about a transaction as defined in the Real Estate Agents Act 2008.
 - Best practice principles* refer to industry recognised processes and procedures that are accepted as most effective.
 - Branch Manager* means a person who holds, or is deemed to hold, a current licence as a branch manager under the Real Estate Agents Act 2008.

Industry requirements refer to all actions by licensees and employees which must comply with relevant professional standards, legislation, and rules made under the provision of applicable legislation.

Licensee refers to a salesperson, branch manager, or agent, based on the meeting of individual qualifications and licensing requirements set the Real Estate Agents (Licensing) Regulations 2009.

Real estate business refers to a business that conducts real estate agency work as defined by the Real Estate Agents Act 2008 for the purpose of bringing about a transaction.

4 Assessment

Evidence provided for assessment against this unit standard must be derived from a real or a simulated workplace situation, provided the simulation reflects industry requirements and requires performance that replicates a real working environment.

Outcomes and performance criteria

Outcome 1

Develop organisational performance goals consistent with a real estate business's goals and objectives.

Performance criteria

1.1 Develop three performance goals to align with a strategic plan for a real estate business in accordance with industry requirements and best practice principles.

1.2 Develop a plan to achieve the performance goals in accordance with industry requirements and best practice principles.

1.3 Develop a plan to implement performance management tools to improve engagement and productivity with key internal stakeholders in accordance with industry requirements and best practice principles.

Range tools may include but are not limited to – KPIs, SMART goals, rewards consistent with organisational goals and objectives; evidence of two tools is required.

1.4 Monitor progress toward performance goals and take corrective action within the real estate business in accordance with industry requirements and best practice principle.

Range evidence using one tool to monitor progress toward performance goals and one tool to take corrective action is required.

Outcome 2

Communicate and provide support for professional development of a licensee within a real estate business.

Performance criteria

2.1 Develop and communicate a professional development plan for a licensee to meet their performance needs, agency’s vision and strategic objectives consistent with agency procedures.

Range plan includes but is not limited to – time management, individual business planning, performance indicators, industry related up-skilling training needs; evidence of written or verbal communication of the development plan to the licensee is required.

2.2 Develop and communicate a professional development plan for an employee to achieve organisational goals in accordance with real estate business policies and procedures.

Range plan includes but is not limited to – KPIs, industry related up-skilling, training needs; evidence of written or verbal communication of the development plan to the licensee is required.

2.3 Identify problems that may influence performance of licensees and employees and explain how these problems are addressed in accordance with business policies and procedures.

Range evidence of two problems for each is required.

2.4 Provide support to the licensee to implement their professional development plan, consistent with real estate business policies and procedures.

Range evidence of three types of support provided to the licensee is required.

2.5 Develop a strategy for the licensee to monitor and review their on-going development and performance in accordance with real estate business policies and procedures.

2.6 Explain how coaching, mentoring and building positive culture can minimise problems and improve motivation, performance, and productivity within the real estate business.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 October 2017	31 December 2021
Review	2	29 July 2021	N/A

Consent and Moderation Requirements (CMR) reference	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact The Skills Organisation reviewcomments@skills.org.nz if you wish to suggest changes to the content of this unit standard.