

Title	Demonstrate and apply knowledge of human resource management, risk management, and revenue for a real estate business		
Level	6	Credits	6

Purpose	<p>This unit standard is for people who intend to operate as a licenced agent in the real estate industry.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – manage recruitment within a real estate business; – demonstrate knowledge of building a sustainable team culture for a real estate business; – evaluate the disciplinary and dismissal procedures for a real estate business; – demonstrate knowledge of risk management within a real estate business; – analyse internal controls and checks in a real estate business; and – demonstrate knowledge of improving revenue and performance of a real estate business.
----------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Classification	Real Estate > Real Estate Management
-----------------------	--------------------------------------

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 Legislation and regulations relevant to this standard include:
 - Anti-Money Laundering and Countering Financing of Terrorism Act 2009;
 - Companies Act 1993;
 - Consumer Guarantees Act 1993;
 - Contract and Commercial Law Act 2017;
 - Employment Relations Act 2000;
 - Fair Trading Act 1986;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Overseas Investment Act 2005;
 - Overseas Investment Regulations 2005;
 - Privacy Act 2020;
 - Real Estate Agents Act 2008;
 - Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012;
 - Resource Management Act 1991;
 - 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.

Best practice principles refer to industry recognised processes and procedures that are accepted as most effective.

Employees refer to staff who have an employment agreement with an agency.

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 by the Real Estate Agents (Licensing) Regulations 2009.

Real estate business procedures are the specific procedures used in real estate agencies and may vary from business to business. All procedures must comply with relevant New Zealand legislation.

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

Manage recruitment in a real estate business.

Performance criteria

1.1 Prepare job descriptions and person specifications, consistent with applicable legislation and real estate business procedures.

Range job description and person specification for a licensee and an employee.

1.2 Develop a plan for the recruitment, selection and induction of a licensee, consistent with real estate business procedures.

1.3 Develop a plan for the recruitment, selection and induction of a new employee, consistent with real estate business procedures.

Outcome 2

Demonstrate knowledge of building a sustainable team culture for a real estate business.

Performance criteria

- 2.1 Analyse traits and behaviours in employees and licensees to facilitate the building of a sustainable business team culture in accordance with best practice principles.
- 2.2 Develop team building methods and explain their suitability in facilitating the building of a sustainable business team culture.
- Range evidence of two different team building methods is required.
- 2.3 Evaluate a team development process to improve performance of employees and licensees for long-term retention, consistent with real estate business procedures.
- 2.4 Analyse long-term activities for sustainable team development, consistent with real estate business procedures.

Outcome 3

Evaluate the disciplinary and dismissal procedures for a real estate business.

Performance criteria

- 3.1 Evaluate processes to identify and correct unsatisfactory work by employees and licensees, consistent with real estate business procedures.
- 3.2 Evaluate processes for dismissal of employees, consistent with real estate business procedures.
- 3.3 Evaluate processes for dismissal of licensees, consistent with real estate business procedures.

Outcome 4

Demonstrate knowledge of risk management within a real estate business.

Performance criteria

- 4.1 Analyse provisions to provide a healthy and safe environment for employees, licensees, clients, and customers in accordance with the Health and Safety at Work Act 2015.
- 4.2 Investigate potential risks for licensees carrying out real estate agency work and explain the impact these may have on the business, the licensee, clients, and customers in accordance with relevant legislation.
- Range risks include but are not limited to – safety, environmental, privacy, administrative, document management, financial.

Outcome 5

Analyse internal controls and checks in a real estate business.

Performance criteria

- 5.1 Analyse processes for safeguarding cash and other assets, consistent with real estate business procedures.
- 5.2 Analyse record-keeping processes for employees and licensees, consistent with applicable legislation.
- Range types of records include but are not limited to – employment contracts, licences, training history, remuneration, disciplinary history.
- 5.3 Analyse property-related documentation retention processes for licensee's transactions, consistent with applicable legislation and industry requirements.

Outcome 6

Demonstrate knowledge of improving revenue and performance of a real estate business.

Performance criteria

- 6.1 Examine methods that may be used to monitor and manage the financial performance of a real estate business in accordance with industry requirements
- 6.2 Analyse how revenue positively and negatively affects profitability for a real estate business in accordance with industry requirements.
- 6.3 Investigate a strategy to increase the profitability of the business in accordance with industry requirements.

Replacement information	This unit standard replaced unit standards 4696, 4698, 4699 and 4702.
--------------------------------	-----------------------------------------------------------------------

Planned review date	31 December 2026
----------------------------	------------------

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
------------------------------------------------------------	------

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.