

Title	Demonstrate knowledge of and develop professional, ethical, and social policies in a real estate context		
Level	6	Credits	5

Purpose	<p>This unit standard is for people preparing for entry into, or who are currently working in the real estate industry, or who intend to operate as a licensed agent.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – demonstrate knowledge of appropriate professional, ethical and social models of behaviour in the real estate context; and – develop components of a policies and practice manual to be integrated as part of a strategic business plan for 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:
 Fair Trading Act 1986;
 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 Institute of New Zealand Codes of Practice, available at <https://reinz.co.nz/code-of-practice>
 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 Authority, Continuing Professional Development, Key Concepts, available at <https://www.rea.govt.nz/assets/Uploads/Resources/REA-CPD-Key-Concepts.pdf>.

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.

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 membership organisations, regulation and 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.

Policies and practice manual means an internal document that clearly outlines the systems, policies, and procedures for the real estate agency.

The *Code of Conduct* refers to the Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012.

4 Assessment

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

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of appropriate professional, ethical and social models of behaviour in the real estate context.

Performance criteria

- 1.1 Analyse how appropriate behaviour is modelled in identified situations to meet strategic business objects for a real estate business in accordance with industry requirements and best practice principles.

Range analysis must include one for each, professional, ethical, and social models; situations may include but are not limited to – managing client information, managing client expectations, managing licensees or employees.

- 1.2 Investigate the consequences of unethical behaviour for real estate businesses and licensees in accordance with industry requirements and best practice principles.

Range evidence of three each of real estate business and licensees.

Outcome 2

Develop components of a policies and practice manual to be integrated as part of a strategic business plan for a real estate business.

Performance criteria

- 2.1 Develop a professional code of conduct policy to establish or support a professional organisational culture for a real estate business.
- 2.2 Develop a model for establishing or supporting an ethical organisational culture for a real estate business.
- 2.3 Develop a Corporate Social Responsibility Policy for a real estate business.
- Range must include but is not limited to – environmental responsibility, social responsibility, civic responsibility, economic responsibility.

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	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.