

New Zealand Certificate in Real Estate (Level 5) version 2

RECOGNITION OF CURRENT COMPETENCY (RCC)

APPLICATION EVIDENCE GUIDE AND CHECKLIST

Applicant Name:	
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INTRODUCTION

This guide will assist you in preparing for the RCC assessment process. Please read it carefully and follow the instructions.

There are two steps to the process:

Step 1 - initial assessment (eligibility check)

In Step 1, an assessor will evaluate your application to determine your suitability to complete the full RCC programme.

The RCC process is not a suitable assessment method for everyone. It recognises current skills and knowledge and is only suitable for salespersons with a wide range of recent experience that covers the graduate profile outcomes of the New Zealand Certificate in Real Estate (Level 5) version 2.

This guide sets out the evidence the assessor will expect you to provide to show that you meet the graduate profile outcomes. In Step 1, you will need to upload some evidence, but you will also need to confirm that you can submit all the workplace evidence listed for Step 2

Therefore, you must thoroughly check the lists on the following pages before applying for Step 1.

If there is some evidence that you cannot provide, you are not ready for the RCC assessment and should work towards gaining this evidence before applying and paying.

The criteria the assessor will check for RCC eligibility are:

Criteria	Evidenced by:
Hold either : <ul style="list-style-type: none"> - a current, or suspended (within the last three years) salesperson licence issued by REA, or - the New Zealand Certificate in Real Estate (Level 4), or - the National Certificate in Real Estate (Level 4) 	<ul style="list-style-type: none"> - REA salesperson licence number, or - Copy of NZQA certificate, or - Copy of NZQA Record of Achievement
Be based in New Zealand and currently working in the Real Estate industry.	<ul style="list-style-type: none"> - CV with detailed work history - Supervising Manager Attestation form
Have a minimum of four years' active experience as a licensed Real Estate Salesperson. Hold a current or suspended (within the last three years) salesperson licence.	<ul style="list-style-type: none"> - CV, or detailed work history - Licence number - REA complaints history

Criteria	Evidenced by:
Have completed a minimum of 50 transactions ¹ over the last four years	<ul style="list-style-type: none"> - Listing/sales history - Supervising Manager Attestation form
Has the support of a supervising manager (Branch Manager or Agent) and can provide a written attestation	<ul style="list-style-type: none"> - Supervising Manager Attestation form - Copy of supervision plan/ agreement
Are currently overseeing and supporting other licensees in day-to-day tasks ²	<ul style="list-style-type: none"> - Supervising Manager Attestation form - Copy of supervision plan/agreement - Supported Licensee Attestation form (submit in step 2)
Can supply all the necessary evidence	<ul style="list-style-type: none"> - Refer to the Applicant Evidence Guide & Checklist (link below) to check evidence to supply for step 2

***Note 1**

- A transaction can be a listing or a sale.
- You should have an equal number or more sales than listings.
- You must have completed the transactions in New Zealand.
- You must provide authentic proof of your transactions - for example, a printout of your listing and sales history from your agency's database. Copies of commission slips must include details of your involvement in the transaction.
- **For residential only sales** - A minimum of 50 transactions over the past four years is required, with an equal number or more sales than listings. You should also have a range of sale types (such as by auction, tender, etc.), with a mix of conditional sales, not just unconditional.

Please contact the Recognition team for guidance if you have completed non-residential sales.

***Note 2**

- As per the Real Estate Agents Act 2008, the ultimate responsibility for supervision sits with the designated supervisor (Agent or Branch Manager). However, an experienced and competent salesperson may assist a supervisor with the oversight and guidance of day-to-day tasks carried out by less experienced salespersons.

Important note on 'supervision'

You will be asked to supply evidence of providing support or guidance to a less experienced salesperson in day-to-day tasks. Please ensure that evidence falls within the supervision obligations of The Real Estate Agents Act 2008, Section 50(1).

Refer to the **REA Professional Standard on Supervision** for more information

<https://www.rea.govt.nz/assets/Resources/Professional-Standard-on-Supervision.pdf>

The assessor or a Ignite administrator may contact you with questions as part of this process. There is a fee of \$287.50 for this initial evaluation. Allow ten working days for this process.

Step 2 – the full application

You will be assessed against the graduate outcomes of the New Zealand Certificate in Real Estate (Level 5), which are:

- Supervise licensees and other staff to carry out agency work, applying broad compliance knowledge of current New Zealand law relevant to the real estate industry
- Supervise and support licensees with property inspections and appraisals, ensuring quality and compliance with agency authorities and the current regulatory environment.
- Supervise and support licensees to discharge real estate contracts ensuring quality and compliance with agency authorities and the current regulatory environment.
- Apply professional, ethical, and culturally appropriate leadership and communication skills to support and develop licensees and other staff to improve engagement and productivity, resolve problems, and enhance a real estate environment.
- Apply knowledge of the management of real estate trust accounts in the current regulatory environment.
- Apply leadership strategies to engage, support, and communicate with internal stakeholders to enable them to develop and achieve agreed personal and entity goals.

Successful completion of this qualification will also result in you gaining the following unit standards:

US	Title	Level	Credits
4700v9	Demonstrate knowledge of managing a trust account for a real estate business	5	5
26154v4	Demonstrate knowledge of supervisory responsibilities within a real estate business	5	5
30485v2	Inform real estate licensees and employees about employment law and other compliance obligations	6	5
30486v2	Evaluate and support licensees completing inspections and appraisals	6	3
30487v2	Demonstrate knowledge of legislation, best practice and resource management applicable to inspections and appraisals	5	4
30493v2	Evaluate a licensee's investment analysis of an existing or new residential or commercial property	5	3
30488v2	Evaluate and support licensees and employees with real estate contracts and property management	5	5
26152v4	Apply knowledge of ethics and industry best practice principles to real estate agency work	5	5
30483v2	Develop and support a real estate business and licensee to achieve business and professional goals	6	5
		Total	40

There are a few parts to Step 2: the full application

1. You will need to complete a training and assessment module for Unit Standard 4700
- *Demonstrate knowledge of managing a trust account for a real estate business.*

You will be sent the learning resource and assessment for US4700 when you have completed Step 1 and are approved to continue to Step 2.

You will need to complete this module in your own time and upload the completed assessment for marking as part of your Step 2 submission.

2. You upload evidence to the online portfolio. The remaining unit standards in the above table are assessed through evidence submitted in your online portfolio. The evidence you need to
3. You have a competency discussion with your assessor. This allows your assessor to clarify any information and ask further questions.

SUMMARY OF EVIDENCE REQUIREMENTS - CHECKLISTS

Use the following checklists to ensure you have completed everything before submitting your step 1 and step 2 applications.

You must also upload this full document as part of your step 2 application and evidence portfolio.

To protect client confidentiality and privacy, you must 'black out' identifiable client information such as name, contact details, and date of birth.

Acceptable formats for uploading evidence are PDF, JPEG and picture files.

Step 1: Initial Application checklist

Supply the following to show that you meet the eligibility criteria:

Evidence Required		Uploaded? (Y or tick)
1	Licence number – to be provided during the online application process	
2	Copy of NZQA certificate or NZQA Record of Achievement, or other relevant qualification certificates. Showing that you hold either the New Zealand Certificate in Real Estate (Level 4) or the National Certificate in Real Estate (Level 4), or, other relevant qualifications to support your application.	
3	CV with detailed work history	
4	Completed Supervising Manager Attestation form. To confirm that your Agent or Branch Manager supports your RCC application. The form can be downloaded from the website.	
5	Evidence of REA complaints history – a screenshot is acceptable.	
6	Log or sales history report, showing a minimum of 50 transactions over the last four years.	
7	A copy of your supervision plan/agreement	

Step 2: Full Application

For this step, you will need to supply the following:

Learning and assessment module

Completed assessment for:	Uploaded? (Y or tick)
Unit Standard 4700v9 - <i>Demonstrate knowledge of managing a trust account for a real estate business.</i>	

Online portfolio

All evidence must be uploaded **before** you submit your application for assessment. Please do not submit and pay if there are gaps in your evidence, as you will not meet the requirements of the RCC assessment.

Evidence Required	Notes	Uploaded? (Y or tick)
Personal Information		
1	CPD Log for the last three years showing topics completed.	E.g. a screenshot of the REA licensee portal showing CPD completed, or a record from your organisation, or evidence from your CPD training provider.
2	Other relevant qualifications or training completed.	E.g. Certificates showing degrees or relevant short courses, etc., which may be pertinent to highlight your skills and experience.
3	Two supervision plans: <ul style="list-style-type: none"> • your own, and • one for a licensee you have supported with day-to-day tasks 	Plans should show supervisory responsibilities and any restrictions for new licensees (where appropriate). You may create one and get it approved by your supervisor if needed.

Evidence Required		Notes	Uploaded? (Y or tick)
4	Copy of your contract with your agency.	Your agreement with your agency or a copy of your agency's standard contract. Highlight the type of contract, and if it differs from a standard employment contract, be prepared to answer questions on how it differs.	
5	Copy of at least one correctly completed buyer-created tax invoice, with a supporting written explanation of IRD requirements.	Your agency will supply this document to you when they pay commission, etc. It will usually set out what property listings and sales you are being paid for in the invoice period. If needed, you can find more information on this by looking at the IRD website. The invoice must hold information to meet IRD requirements. Also, provide a written explanation to show your understanding of the tax obligations of a licensee.	
6	Completed Supported Licensee Attestation form.	The Supported Licensee Attestation form is available for download on the website. The form must be completed fully and signed by the supported licensee.	
Branch or Agency documentation			
7	Copy of your Agency's policy/procedure for supervising licensees in the first six months.	Policy/ procedure may tie in with supervision plans and should explain supervisory responsibilities and restrictions for new licensees.	
8	Copy of your agency's policies/procedures around employment law for licensees and employees.	Policy/ procedure to indicate: <ul style="list-style-type: none"> - the difference between a contract for services and a contract of service - how the obligations of your Agency (Branch Manager / Agent) in ensuring employees, licensees and independent contractors comply with New Zealand law relevant to the Real Estate industry. Such as Employment Relations, Health & Safety, Privacy and Human Rights. 	

Evidence Required		Notes	Uploaded? (Y or tick)
9	Copy of your own agency's policy/procedure for resolving conflicts and complaints	You may create one if needed. Policy to include internal resolution processes and escalation.	
10	Copy of your business plan showing performance goals aligning to the business's strategic plan and tracking against goals.	Own personal business plan. Must show at least three goals aligned to the agency's strategic plan. Include evidence of tracking against goals, e.g. notes taken in performance reviews, 1:1's, weekly sales/agency meetings, self-evaluation notes etc.	
11	A copy of an onboarding/induction plan	May tie in with supervision plans and evidence to show employment law obligations. For assessment, this must show that personal taxation is explained to new licensees.	
Managing Successful Transactions			
12	Evidence of a minimum of one case you have worked on, from listing to settlement and completion. Include all listing documentation, a summary of your actions, and key correspondence with parties in the transaction to show how you managed the process.	To include a minimum of the following: <ul style="list-style-type: none"> ▪ A completed and signed agency agreement with written notes referencing relevant parts of the Act ▪ A marketing plan or profile document for the above agency agreement with written feedback ▪ Minimum of one inspection/appraisal, referencing the range of laws complied with as part of the inspection and appraisal. ▪ Comparable sales ▪ Evidence of information given to a client regarding resource management / zoning / permits / renovations • Examples of written communications with tenants and landlords showing knowledge of rights and responsibilities within a lease, or permitted/ restricted activity, 	

Evidence Required	Notes	Uploaded? (Y or tick)
	<ul style="list-style-type: none"> • AML/CFT documentation <p>Use more than one case if required to show the above.</p> <p>Evidence must comply with the REA’s Professional Standards on Supervision.</p> <p>Evidence must meet your Agency’s policies and procedures.</p>	
<p>13 Examples of two (2) different ethical dilemmas you have dealt with.</p> <p>Include an explanation of at least five (5) potential implications of unethical behaviour.</p> <p>Examples of <i>ethical dilemmas</i> are: non-disclosure to client or customer, the duty of care to the potential customer, the duty of care of documentation in real estate practice, handling of privileged information, impartiality in negotiation procedures, on-selling, purchase by licensees or related persons;</p> <p><i>ethical principles</i> – fiduciary duty, the duty of care, fairness, personal conduct, disclosure, impartiality, and consistency.</p>	<p><i>You may have evidence for this in other case files being submitted.</i></p> <p>Evidence could include CRM/diary notes and discussions with the Agent or Branch Manager.</p> <p>Include an explanation of any undue influence or duress experienced and the potential effect.</p> <p>Remember, the evidence must comply with section 50 of the Real Estate Agents Act 2008 (supervision) and REA’s Professional Standards on Supervision.</p> <p>Evidence must also meet your Agency’s policies and procedures.</p>	

Evidence Required	Notes	Uploaded? (Y or tick)
Supporting other licensees		
14	<p>A professional development plan you have developed for a less experienced licensee in agreement with their supervising Branch Manager or Agent.</p> <p>Please provide details of the support and feedback you gave.</p>	
15	<p>Evidence of a minimum of one (1) entire case from a licensee you have supported or provided guidance to throughout the process.</p> <p>Include all listing documentation and a summary of correspondence with the licensee and other key parties in the transaction.</p>	
16	<p>Minimum of one (1) investment analysis report (or information memorandum) completed by another licensee with evidence of evaluation and feedback that shows you have completed relevant GST calculations.</p>	

Evidence Required		Notes	Uploaded? (Y or tick)
	Evidence of at least five (5) considerations is required.	<p>You need to review a similar document completed by another licensee and prepare a report to them outlining your comments, checking their calculations, etc.</p> <p>Evidence to include a report and supporting documentation (such as emails) to explain considerations such as lease or tenancy agreements, rental income, income capacity, maintenance, interest rates and tax implications, body corporate, rental renewal, fit-out costs etc.</p> <p>Your evidence must include at least five (5) considerations, which may differ from those listed above.</p> <p>You may provide more than one report to cover the evidence required.</p>	
17	Example of a co-listing where you have worked with a new or less experienced licensee. Evidence shows how you supported and guided the new licensee in day-to-day tasks.	<p>Proof of co-listing could be marketing material, copy, or agency CRM entry.</p> <p>Evidence must show how you supported or gave guidance to the less experienced licensee in day-to-day tasks. For example, by emails, CRM notes etc.</p> <p>It may be included in the supervision plan or your supervising manager's attestation.</p> <p>Remember, the evidence must comply with section 50 of the Real Estate Agents Act 2008 (supervision) and REA's Professional Standards on Supervision.</p>	
18	<p>A written explanation of a complex transaction/contract where you supported or provided guidance to a less-experienced licensee to enable settlement of the contract.</p> <p>Reference the Code of Conduct.</p>	<p>Evidence highlights your support and guidance that resulted in actions taken during that transaction. Directly reference the actions taken to the Code of Conduct (Rules) and also support from the supervising manager.</p> <p>A minimum of 10 Rules are to be referenced.</p>	

	Evidence Required	Notes	Uploaded? (Y or tick)
		<p>Evaluation of the rights and obligations of contracting parties in respect of contractual terms and conditions, such as pre-unconditional activities, timeframes, vendor warranties, disclosures, and requisition of title.</p> <p>Include an explanation of the potential consequences of non-compliance.</p>	
19	<p>A commercial lease or tenancy agreement completed by a licensee you supported or provided guidance to, including your written feedback.</p> <p>Include an explanation of the Branch Manager/Agent's responsibilities when leasing a property or business in terms of vacating premises, re-leasing, assignment, and subletting.</p>	<p><i>If you have not been involved with commercial leasing, this could be a signed commercial lease document created by someone else that you can review and provide feedback on. Confidential details such as the lessor's / lessee's names, addresses, etc., should be redacted. Documentation submitted is purely for academic purposes and won't be copied or distributed to any third party.</i></p> <p>Copy of the agreement.</p> <p>A copy of all constructive feedback you gave to the less experienced salesperson.</p> <p>Explanation of responsibilities.</p> <p>Remember, the evidence must comply with section 50 of the Real Estate Agents Act 2008 (supervision) and REA's Professional Standards on Supervision.</p>	
20	<p>A written evaluation of another licensee's AML/CFT documentation.</p>	<p>Evidence that you have peer-reviewed and provided feedback for another licensee's AML/CFT documentation – e.g. by email or a written report.</p> <p>It may have already been included in other evidence.</p> <p>Remember, the evidence must comply with section 50 of the Real Estate Agents Act 2008 (supervision) and REA's Professional Standards on Supervision.</p>	

PREPARING FOR THE COMPETENCY DISCUSSION

After submitting your portfolio, your assessor will review it.

You will then have a competency discussion with your assessor. Your assessor will contact you directly to arrange a suitable time and method for this, such as via a phone call, Zoom, Teams, or another virtual online tool.

The competency discussion may last an hour or more and will be used to authenticate the evidence you supplied and confirm your competence, knowledge, and skills in Real Estate.

Your assessor will ask scenario-based and open questions. Below are examples of these questions, although your assessor will probably ask different questions, depending on the additional information they need.

In preparation, think about how you can present this. What points would you highlight for discussing with your assessor to show you meet the qualification outcomes?

Example Questions:

Supervision of Licensees:

- What discussions do you have with the licensee when first introducing the supervision plan?
- Explain how a supervision plan protects both the supervisor and the supervised?
- What are the implications of not having adequate supervision for the licensees?
- What are the responsibilities of a supervisor to a licensee in their first six months?

Employment Law and Compliance:

- What are a real estate business's obligations to an employee and licensee?
- What are the critical taxation requirements that you need to ensure you explain to a new licensee/employee?
- Explain the role of the CAC and READT.

Inspections and Appraisals

- What comparable sales data would you provide, and how many sales would you consider to provide accurate pricing on your subject property?
- Explain how you research zoning, District Plans, comparable sales and general property information about compiling the CMA and ensuring the accuracy of legislation and preparation of the appraisal?
- What are some examples of situations when you would give the client or customer resource management information?
- When would you advise clients to seek advice, and from whom?

Real Estate Contracts

- When reviewing an agency agreement, what are the most common red flags or topics of compliance you as a licensee should be scrutinising and be aware of?
- One of your salespeople advises settlement is due this week for one of their Vendors; however, the Vendor had agreed to conduct works as a warranty in the Sale and

Purchase Agreement. The Solicitors cannot agree on a settlement statement. Due to this, how would you proceed?

- What key considerations do you/your team need to be aware of when it comes to hosting viewings or inspections of rural, commercial, or residential properties under the H&S at Work Act?

Professional, ethical, and culturally appropriate leadership

- How would you explain the unethical behaviour of a salesperson in the context of a multiple offer situation with more than one salesperson involved?
- Thinking of a situation where you or a colleague had a complaint made against you/them, how was it resolved without escalating, for example, to the REA?
- Give an example of a situation where you would need to elevate a complaint to the company's principal agent.

Leadership strategies

- What measures would you take if you felt a salesperson struggled to achieve their goals and your company's expectations?
- Give an example of a situation where a salesperson required assistance to close a sale and how you helped get it across the line.

AFTER THE ASSESSMENT

Awarding the unit standards and qualification

The assessor will report whether (or not) you have met the outcomes as required to be awarded the qualification.

Where the assessor has found that you meet the full qualification requirements, Skills will verify the qualification completion with NZQA.

You will be awarded the qualification and issued with a certificate on successful verification. The qualification and the individual unit standards achieved within this programme will show on your NZQA Record of Achievement.

COMPLETING YOUR APPLICATION

When you are ready to apply for Step 1, follow the link on the website. This will direct you to the Recognition New Zealand platform for you to complete your application and upload your initial evidence.

To apply for Step 2, you will need to use the link emailed to you following the completion of Step 1.

You will be asked to agree to the following declaration when you submit your applications.

Declaration

By submitting this form, I confirm that:

- I understand that payment is non-refundable.
- I have understood the eligibility criteria and I am able to supply all the required information.
- The information contained in my application is true and correct and all evidence is my own.
- I am aware that if it is found that the evidence in my portfolio of evidence is not my own work, further action may be taken which may include but is not limited to termination of my assessment agreement with The Skills Organisation.
- I am aware that I am required to 'black out' identifiable client information such as name and contact details in order to protect client confidentiality and privacy, unless the client has agreed to its use for this purpose.
- All my work complies with the policies, procedures, and requirements of any organisations or professional bodies I belong to, the standards of relevant professional bodies including codes of ethics, and any relevant legislative and / or regulatory requirements.
- I am aware that the evidence in my portfolio of evidence and a record of the competency discussion will be subject to quality assurance processes by The Skills Organisation (e.g. moderation, verification, validation).