



Programme development for Residential Property Management

Matrix of standards to graduate profile
outcomes

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skills.

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Introduction

The purpose of this document is to support programme developers who are developing a programme towards the New Zealand Certificate in Residential Property Management (Level 4) [Ref: 1809] v2.

This document will be updated upon every cycle of the residential property management unit standard review to maintain currency with relevant qualification(s), unit standards, programmes of industry training, and industry requirements.

Matrix of unit standards to graduate outcomes

The following tables shows a matrix of which current unit standard(s) meets the requirements of a graduate outcome(s) within the RPM qualification.

New Zealand Certificate in Residential Property Management (Level 4) [Ref: 1809] version 2

Outcome	Conditions	Unit standards
<p>Outcome 1</p> <p>Establish and maintain residential tenancies in accordance with New Zealand legislation for the residential property and/or community housing sector</p> <p>Credits 14</p>		<p>Standards</p> <p>29643 Establish a residential tenancy (Level 4) (8 credits)</p> <p>29644 Demonstrate and apply knowledge of the Residential Tenancies Act 1986 (Level 3) (3 credits)</p> <p>29645 Demonstrate and apply knowledge of the bond system (Level 4) (3 credits)</p>
<p>Outcome 2</p> <p>Operate with broad legal, operational, and theoretical knowledge of the property when undertaking work as a property manager</p> <p>Credits 5</p>	<p>Programme and assessment must include:</p> <ul style="list-style-type: none"> – Building Act 2004 – Fair Trading Act 1986 – Unit Titles Act 2010 – as applicable to tenancy – Residential Tenancies Act 1986 – as applicable – Privacy Act 1993 	<p>Standards</p> <p>27494 Demonstrate knowledge of a body corporate for a residential property (Level 3) (1 credit)</p> <p>29636 Demonstrate knowledge of legislation for residential property management (Level 4) (4 credits)</p>
<p>Outcome 3</p> <p>Establish and maintain professional relationships with landlords, tenants, and related parties</p> <p>Credits 8</p>		<p>Standards</p> <p>29637 Establish and maintain professional relationships in residential property management (Level 4) (8 credits)</p>

<p>Outcome 4</p> <p>Professionally market, manage, and report on a residential property portfolio</p> <p>Credits 20</p>	<p>Programmes and assessment must include:</p> <ul style="list-style-type: none"> – Fair Trading Act 1986 	<p>Standards</p> <p>23157 Demonstrate knowledge of building styles, methods, and materials for real estate personnel (Level 4) (3 credits)</p> <p>27485 Manage and market a residential property (Level 4) (6 credits)</p> <p>27489 Inspect a residential property for rental and complete inspection reports (Level 4) (4 credits)</p> <p>27774 Complete a rental appraisal report for a residential property (Level 4) (3 credits)</p> <p>27775 Demonstrate knowledge of the impact of, and response to, natural disasters in residential property management (Level 4) (4 credits)</p>
<p>Outcome 5</p> <p>Manage maintenance of residential rental properties</p> <p>Credits 6</p>	<p>Programmes and assessment must include:</p> <ul style="list-style-type: none"> – Health and Safety requirements/legislation – Residential Tenancies Act 1986 	<p>Standards</p> <p>29642 Manage maintenance of a tenanted residential property on an ongoing basis (Level 4) (6 credits)</p>
<p>Outcome 6</p> <p>Support tenants in dealing with relevant agencies and amenity providers</p> <p>Credits 2</p>		<p>Standards</p> <p>29638 Demonstrate knowledge of agencies and amenity providers in residential property management (Level 4) (2 credits)</p>
<p>Outcome 7</p> <p>Resolve tenancy conflicts using third parties where appropriate</p> <p>Credits 10</p>	<p>Programmes and assessment must include:</p> <ul style="list-style-type: none"> – Residential Tenancies Act 1986 – Official forms and processes of the Tenancy Tribunal 	<p>Standards</p> <p>29640 Explain the role of the Tenancy Tribunal and manage tenancy disputes (Level 4) (10 credits)</p>

Arrangements for managing consistency

For details of The Skills Organisation's arrangements for managing consistency, email consistency@skills.org.nz.

Transition information

Version 2 of this qualification was published in July 2015 to encompass the following changes:

- the community housing context has been incorporated into the qualification to best reflect what all residential property managers do, either in the community or private sector
- an increase in credit value from 45 credits to 65 credits to accommodate content from the reviewed New Zealand Certificate in Residential Property Management (Level 3) [Ref:1808], as well as the community housing context.

The last date for entry into programmes leading to version 1 of the New Zealand Certificate in Residential Property Management (Level 4) is 31/12/2016. The last date for assessment against version 1 of the qualification is 31/12/2018.

It is recommended that candidates currently enrolled in programmes leading to version 1 of this qualification and who are unable to complete by 31 December 2018 transfer their existing achievement to this version.

It is anticipated that no existing candidates will be disadvantaged by these transition arrangements. However, anyone who feels that they have been disadvantaged may appeal to The Skills Organisation at the address below:

The Skills Organisation
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Telephone 09 525 2590
Email reviewcomments@skills.org.nz