

# Qualification details

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| **Qualification number/Te nama o te tohu mātauranga** | 1809 | | |
| **English title/Taitara Ingarihi** | New Zealand Certificate in Residential Property Management | | |
| **Māori title/Taitara Māori** |  | | |
| **Version number/Te putanga** | 3 | **Qualification type/Te momo tohu** | Certificate |
| **Level/Te kaupae** | 4 | **Credits/Ngā whiwhinga** | 65 |
| **NZSCED/Whakaraupapa** | 080503 Management and Commerce>Sales and Marketing>Real Estate | | |
| **Qualification developer/Te kaihanga tohu** | The Skills Organisation | | |
| **Review Date /Te rā arotake** | 31/12/2025 | | |

# Outcome statement/Te tauāki ā-hua

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| **Strategic Purpose statement/ Te rautaki o te tohu** |
| The purpose of this qualification is to provide the residential property management and community housing sectors with individuals who will be able to operate, under broad guidance, within the private, public, or community housing management environment.  The qualification aims to benefit the community by promoting consumer/tenant confidence of the sectors and processes.  The qualification provides a pathway for people intending to develop a higher level of expertise in the sector. It also recognises the achievement of relevant knowledge and skills of those who are already employed in the sector. |

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| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:   * Establish and maintain residential tenancies in accordance with New Zealand legislation for residential property * Operate with broad legal, operational, and theoretical knowledge of the property when undertaking work as a property manager * Establish and maintain professional relationships with landlords, tenants, and related parties * Professionally manage, market, and report on a residential property portfolio * Manage maintenance of residential rental properties * Support tenants in dealing with relevant agencies and amenity providers * Resolve tenancy conflicts using third parties where appropriate |

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| **Education Pathway/ Ngā huarahi mātauranga** |
| Graduates of this qualification may undertake further study towards Business qualifications at level 4 or higher such as the:   * New Zealand Certificate in Business (Small Business) (Level 4) [Ref:2457] * New Zealand Certificate in Project Management (Level 4) [Ref:2462] * Or other relevant industry/sector qualifications |

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| **Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki** |
| Graduates of this qualification will have the skills and knowledge to work in the property industry as Residential Property Managers managing properties under private ownership, public ownership, or community housing providers.  With additional training to meet regulatory requirements, other career opportunities within the real estate industry exist for the graduate depending on their personal career objectives.  Graduates will also be equipped with skills, knowledge and attributes that may see them progress on to be employed in a variety of customer service, relationship management, business, or community-oriented roles. |

Qualification Specifications/ Ngā tauwhāititanga o te tohu

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| **Qualification Award/ Te whakawhiwhinga o te tohu** | The candidate shall be awarded the qualification by any accredited Tertiary Education Organisation (TEO) with an approved programme of study or industry training. |
| **Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga** | Evidence may come from:   * analysis of survey results from graduates and employers to show that the Graduate Profile Outcomes (GPOs) have been met; * attestations from employers that graduates have met the qualification requirements; * any other relevant evidence as appropriate. |
| Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga | Achieved. |
| Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumaru, ki ngā here ā-ture rānei) | There are no mandatory prerequisites to meet regulatory body or legislative requirements for this qualification. |
| General conditions for programme/ Ngā tikanga whānui o te hōtaka | TEOs may refer to The Skills Organisation website for the relevant legislation matrix for this qualification. <http://www.skills.org.nz/resources-for-training-providers/>  Private ownership – being owned by a private individual or organisation, rather than by the state or public body.  Public ownership – Public houses are properties owned or leased by government agencies (for example Kāinga Ora) that can be tenanted by people who are eligible for income-related rent subsidises (IRRS).  Community housing – an umbrella term describing the sector of the housing market characterised by being community based and focused on meeting the housing and accommodation needs of low- and moderate-income groups. |

Conditions relating to the Graduate Profile /Ngā tikanga e hāngai ana ki nga hua o te tohu

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| Qualification outcomes/ Ngā hua | | Credits/Ngā whiwhinga | Conditions/Ngā tikanga |
|  | Establish and maintain residential tenancies in accordance with New Zealand legislation for residential property | 14 credits |  |
|  | Operate with broad legal,  operational, and theoretical  knowledge of the property  when undertaking work as a  property manager | 5 credits |  |
|  | Establish and maintain  professional relationships  with landlords, tenants, and  related parties | 8 credits |  |
|  | Professionally manage, market, and report on a residential property portfolio | 20 credits |  |
|  | Manage maintenance of residential rental properties | 6 credits |  |
|  | Support tenants in dealing with relevant agencies and amenity providers | 2 credits |  |
|  | Resolve tenancy conflicts using third parties where appropriate | 10 credits |  |

Transition information/ He kōrero whakawhiti

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| **Replacement information/ He kōrero mō te whakakapi** | The last date for entry into programmes leading to version 2 of the New Zealand Certificate in Residential Property Management (Level 4) is 31/12/2022. The last date for assessment against version 1 of the qualification is 31/12/2024.  It is recommended that candidates currently enrolled in programmes leading to version 2 of this qualification and who are unable to complete by 31 December 2024 transfer their existing achievement to this version.  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.   It is anticipated that no existing candidates will be disadvantaged may appeal to The Skills Organisation at the address below:  The Skills Organisation FREEPOST 5164  PO Box 24469  Royal Oak Auckland 1345  Telephone: 09 525 2590  Email: reviewcomments@skills.org.nz |
| **Additional transition information/ Kō ētahi atu kōrero mō te whakakapi** | **Version Information**  Please refer to [Qualifications and Assessment Standards Approvals](https://www.nzqa.govt.nz/framework/updates/summaries.do) for further information. |