



CERTIFICATE IV IN PROPERTY (REAL ESTATE AGENCY PRACTICE) – 21525VIC PRDRE19A Conduct property management services

EXAMINER REPORT (May 2007)

1. OVERVIEW

The examination comprises multiple-choice questions (10 marks), short-answer questions (45 marks) and case studies (30 marks), totalling 85 marks. To pass the examination, a candidate must achieve a score of 51 or more marks out of 85.

This examination is one and a half hours in duration (plus 15 minutes reading time). No Acts, books or other material are permitted in the examination.

Version Number: 7777

Candidate Name: _____

Candidate Number: _____

RTO: _____

Date of examination: _____

Certificate IV in Property
(Real Estate Agency Practice) - 21525VIC

**PRDRE19A Provide property
management services**

Instructions to Candidates

- Complete the candidate information in the spaces provided above.
- Do not start writing until told to do so.
- Time allowed:
 - Reading Time: 15 minutes
 - Writing Time: 1 hour 30 minutes
- **To pass this examination a candidate must achieve a score of 51 or more marks out of 85.**

Mark Allocation (Examiner's Use Only)		
Part	Possible Marks	Actual Marks
Part 1: Multiple-choice	10	
Part 2: Short-answer	45	
Part 3: Case Studies	30	
Total possible marks	85	

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PRDRE19A Examination

INSTRUCTIONS TO CANDIDATES

1. You should attempt ALL questions in the SPACES provided in this booklet.
2. You are NOT permitted to bring a mobile phone and/or any other electronic device into the examination room.
3. You are NOT permitted to bring any legislation, reference books or written notes into the examination room.
4. During reading time you may study the questions. You must NOT begin to write on or mark your examination paper in any way until you are told to commence writing.
5. Do NOT use pencil. Papers submitted in pencil will NOT be accepted for marking.
6. Do NOT remove any part of this question booklet from the examination room.
7. Do NOT remove staples - the question booklet must remain intact.
8. At the end of the examination return your completed question booklet to the supervisor.

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2. COMMENTS ON QUESTION TYPES

2.1 Multiple-choice questions

There is no penalty for an incorrect answer so the majority of candidates tackle all questions with generally a 50 – 70% success rate. All candidates this year have fully completed this section, whether they are sure of the answer or not, as there is a 1 in 4 chance of selecting the correct alternative.

It is clear that the candidates have more difficulty answering the questions regarding the *Retail Leases Act* and appear more proficient when dealing with the *Residential Tenancies Act*.

One of the most common errors and/or misunderstanding relates to the end of a fixed term lease and Notices to Vacate in a Residential Tenancy. Many candidates don't appear to understand the relevant time periods or the conditions under which a Notice may be served.

In some papers it is obvious that the candidate has spent too much time deliberating upon this section (with it's comparative low total score) and rushed through the other sections which require more effort with the ability to achieve a higher mark.

2.2 Short-answer questions

This part of the examination is specific and marks are obtained for each correct item of information in response to the question as a whole.

Some of the candidates tackle these questions in isolation and do not refer to the specific scenario described. In several of the questions there are separate parts with specific marks allocated to each part. One of the most common errors appears when the candidate does not relate the answers to each part of the question back to the key scenario, therefore missing the point.

In other instances candidates appear to only read part of the question and therefore only provide a part answer. In preparing candidates for these exams it would be advisable to always remind them to read and answer the whole question to avoid missing easy marks.

In one of the questions the candidates are asked to identify types of property inspections and comment on the timing and purpose. A large percentage of candidates misinterpret this question and deal with the issues of "Access" as outlined in the *Residential Tenancies Act* and do not look at the interpretation of "inspection".

When dealing with the questions relating to the *Retail Leases Act* some of the candidates appear to get a little carried away with the knowledge they have acquired and provide the right answer to the wrong question as there are two parts to the question.

2.3 Case study questions

Whether they know the subject matter or not the majority of candidates will provide some form of answers to the case studies. As with the short-answer questions the lack of knowledge of the topic is obvious in what often appears to be a general, not specific, attempt to answer the questions.

There appears to be a misconception with a few candidates that tenants can provide 60 days notice to vacate if they have purchased a home. The process of breaking the terms of a lease appears to be a difficult concept for many of the candidates to grasp.

Once again as with the previous section many candidates do not read the question and will provide answers in isolation that do not refer to the subject at hand.

3. AREAS OF STRENGTHS AND WEAKNESSES DISPLAYED BY CANDIDATES

3.1 Strengths

The majority of the candidates display a good understanding of Residential Tenancy issues and Property Management generally and appear confident in tackling all of the questions. The examiners observed that there appeared to be fewer incomplete papers this year than the previous year.

3.2 Weaknesses

One of the questions deals with the ability to claim compensation in a Residential Tenancy. Many of the candidates do not know how to answer this question and appear not to have dealt with “Breaches” in their study or classroom. The question dealing with Breaches on average is answered incorrectly.

4. GENERAL COMMENTS

Some of the candidates have attempted to provide much more information than the question merits in a belief that they will touch on something of relevance. It is suggested that candidates carefully read the question prior to attempting to answer any part of it so they know what is required.

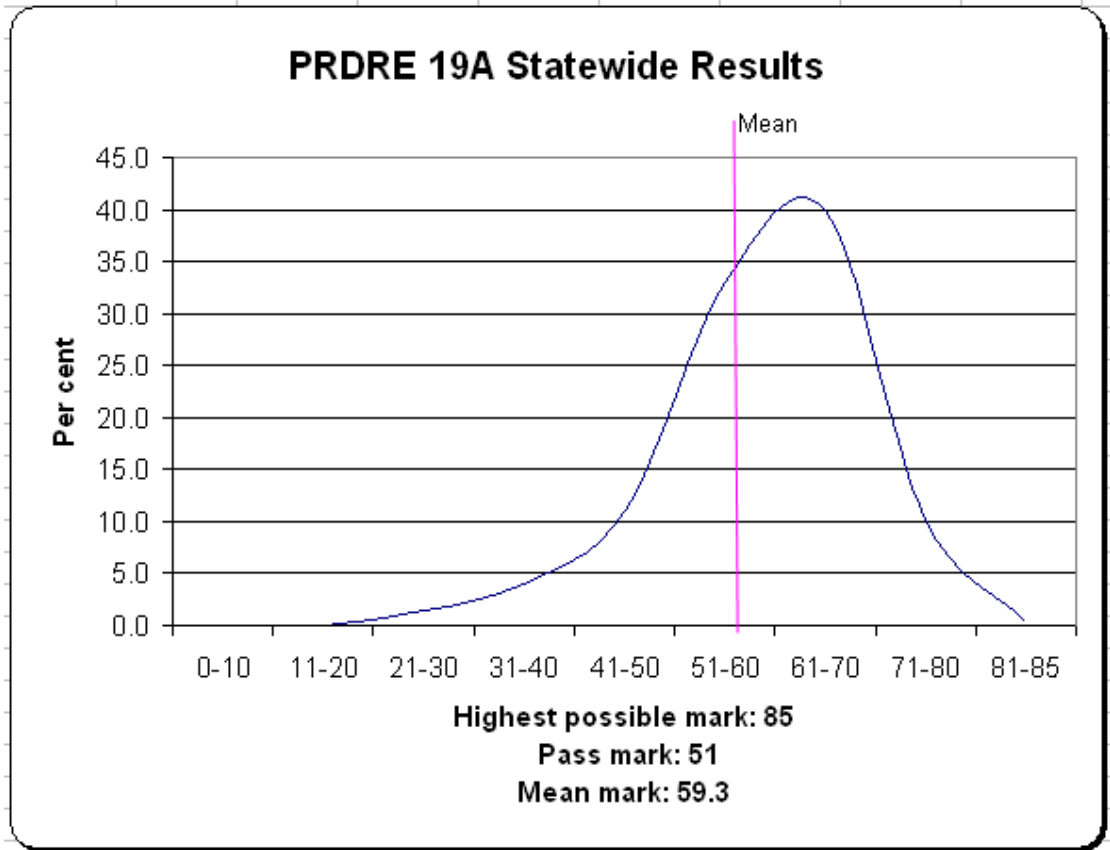
Candidates should also be aware that if only part of the question is answered then no mark will be allowed even if it is in part right. When the question asks for a specific number of examples and the candidate provides more than required then the first answers will be taken as the answer submitted, regardless of the result.

Interpreting handwriting in this age of technology is quite a task with some of the papers submitted. The literacy skills of some of the candidates are extremely poor and make the task of marking the paper difficult. Perhaps candidates would benefit from being aware of this and paying more attention to the presentation of their work.

It is important to note that all questions in this module have deliberately been written in a way that does not require the student to refer or quote sections of legislation. Consequently, candidates are strictly prohibited from bringing Acts into the examination.

In a few of the papers marked some of the candidates appear to have prepared themselves, time wise, prior to tackling the questions. They often put a time line on the top of the relevant section of questions which allows them time to complete the paper without haste.

5. CANDIDATE RESULTS



PASS/FAIL RATES	
Pass	83.40%
Fail	16.60%