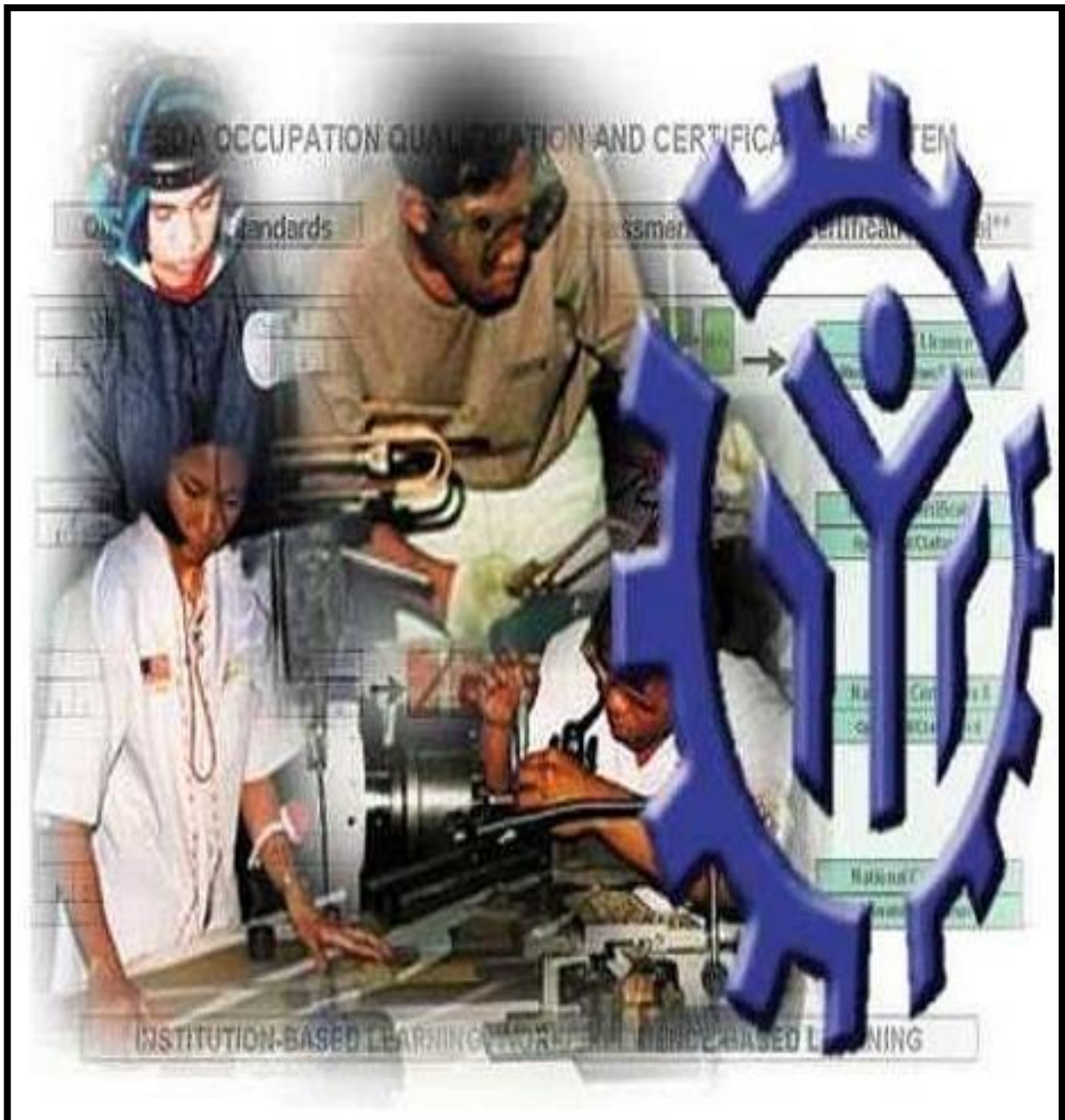


TRAINING REGULATIONS

REAL ESTATE SERVICES NC II



SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Luzon Expressway (SLEX), Taguig City, Metro Manila

*Technical Education and Skills Development Act of 1994
(Republic Act No. 7796)*

Section 22, “Establishment and Administration of the National Trade Skills Standards” of the RA 7796 known as the TESDA Act mandates TESDA to establish national occupational skill standards. The Authority shall develop and implement a certification and accreditation program in which private industry group and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

The Training Regulations (TR) serve as basis for the:

- 1 Competency assessment and certification;
- 2 Registration and delivery of training programs; and
- 3 Development of curriculum and assessment instruments.

Each TR has four sections:

- Section 1 Definition of Qualification - describes the qualification and defines competencies that comprise the qualification.
- Section 2 The Competency Standards format was revised to include the Required Knowledge and Required Skills per element. These fields explicitly state the required knowledge and skills for competent performance of a unit of competency in an informed and effective manner. These also emphasize the application of knowledge and skills to situations where understanding is converted into a workplace outcome.
- Section 3 Training Arrangements - contain the information and requirements which serve as bases for training providers in designing and delivering competency-based curriculum for the qualification. The revisions to Section 3 entail identifying the Learning Activities leading to achievement of the identified Learning Outcome.
- Section 4 Assessment and Certification Arrangements - describe the policies governing assessment and certification procedures for the qualification

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TRAINING REGULATIONS FOR REAL ESTATE SERVICES NC II

SECTION 1: REAL ESTATE SERVICES NC II

The **REAL ESTATE SERVICES NC II** Qualification consists of competencies that a person must achieve to assist the real estate broker in performing sales/marketing, documentation, loans and property management functions.

This qualification will show performance of a prescribed range of functions involving known routines and procedures leading towards a successful job in real estate services.

Likewise, this qualification is packaged from the competency map of real estate services.

The Units of Competency comprising this Qualification include the following:

UNIT CODE	BASIC COMPETENCIES
400311210	Participate in workplace communication
400311211	Work in a team environment
400311212	Solve/address general workplace problems
400311213	Develop career and life decisions
400311214	Contribute to workplace innovation
400311215	Present relevant information
400311216	Practice occupational safety and health policies and procedures
400311217	Exercise efficient and effective sustainable practices in the workplace
400311218	Practice entrepreneurial skills in the workplace

UNIT CODE	COMMON COMPETENCIES
SOC333201	Apply knowledge in real estate service practice
SOC333202	Perform industry calculation in real estate operations
SOC333203	Perform workplace security and safety
SOC333204	Provide effective customer service
SOC333205	Contribute to quality system
SOC333206	Identify legal and ethical requirements of property management to complete agency work
SOC333207	Perform computer operations

UNIT CODE	CORE COMPETENCIES
SOC333301	Perform sales/marketing function
SOC333302	Perform sales documentation function
SOC333303	Perform loan processing function
SOC333304	Perform property/management function

A person who has achieved this Qualification is competent to be a:

- Real Estate Salesperson

SECTION 2: COMPETENCY STANDARDS

This section gives the details and contents of the units of competency required in **REAL ESTATE SERVICES NC II**. These units of competency are categorized into basic, common and core competencies.

BASIC COMPETENCIES

UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 400311210

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non-verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and storage of information are used	1.1 Effective verbal and nonverbal communication 1.2 Different modes of communication 1.3 Medium of communication in the workplace 1.4 Organizational policies 1.5 Communication procedures and systems 1.6 Lines of Communication 1.7 Technology relevant to the enterprise and the individual's work responsibilities 1.8 Workplace etiquette	1.1 Following simple spoken language 1.2 Performing routine workplace duties following simple written notices 1.3 Participating in workplace meetings and discussions 1.4 Preparing work-related documents 1.5 Estimating, calculating and recording routine workplace measures 1.6 Relating/ Interacting with people of various levels in the workplace 1.7 Gathering and providing basic information in response to workplace requirements 1.8 Basic business writing skills 1.9 Interpersonal skills in the workplace 1.10 Active-listening skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	1.7 Personal interaction is carried out clearly and concisely		
2. Perform duties following workplace instructions	2.1 Written notices and instructions are read and interpreted in accordance with organizational guidelines 2.2 Routine written instruction are followed based on established procedures 2.3 Feedback is given to workplace supervisor based instructions/ information received 2.4 Workplace interactions are conducted in a courteous manner 2.5 Where necessary, clarifications about routine workplace procedures and matters concerning conditions of employment are sought and asked from appropriate sources 2.6 Meetings outcomes are interpreted and implemented	2.1 Effective verbal and non-verbal communication 2.2 Different modes of communication 2.3 Medium of communication in the workplace 2.4 Organizational/ Workplace policies 2.5 Communication procedures and systems 2.6 Lines of communication 2.7 Technology relevant to the enterprise and the individual's work responsibilities 2.8 Effective questioning techniques (clarifying and probing) 2.9 Workplace etiquette	2.1 Following simple spoken instructions 2.2 Performing routine workplace duties following simple written notices 2.3 Participating in workplace meetings and discussions 2.4 Completing work-related documents 2.5 Estimating, calculating and recording routine workplace measures 2.6 Relating/ Responding to people of various levels in the workplace 2.7 Gathering and providing information in response to workplace requirements 2.8 Basic questioning/querying 2.9 Skills in reading for information 2.10 Skills in locating

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Complete relevant work related documents	3.1 Range of forms relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Errors in recording information on forms/ documents are identified and acted upon 3.4 Reporting requirements to supervisor are completed according to organizational guidelines	3.1 Effective verbal and non-verbal communication 3.2 Different modes of communication 3.3 Workplace forms and documents 3.4 Organizational/ Workplace policies 3.5 Communication procedures and systems 3.6 Technology relevant to the enterprise and the individual's work responsibilities	3.1 Completing work-related documents 3.2 Applying operations of addition, subtraction, division and multiplication 3.3 Gathering and providing information in response to workplace requirements 3.4 Effective record keeping skills

RANGE OF VARIABLES

VARIABLES	RANGE
1. Appropriate sources	May include: 1.1. Team members 1.2. Supervisor/Department Head 1.3. Suppliers 1.4. Trade personnel 1.5. Local government 1.6. Industry bodies
2. Medium	May include: 2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information dissemination 2.5. Follow-up or verbal instructions 2.6. Face-to-face communication 2.7. Electronic media (disk files, cyberspace)
3. Storage	May include: 3.1. Manual filing system 3.2. Computer-based filing system
4. Workplace interactions	May include: 4.1. Face-to-face 4.2. Telephone 4.3. Electronic and two-way radio 4.4. Written including electronic means, memos, instruction and forms 4.5. Non-verbal including gestures, signals, signs and diagrams
5. Forms	May include: 5.1. HR/Personnel forms, telephone message forms, safety reports

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Prepared written communication following standard format of the organization 1.2. Accessed information using workplace communication equipment/systems 1.3. Made use of relevant terms as an aid to transfer information effectively 1.4. Conveyed information effectively adopting formal or informal communication
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Fax machine 2.2 Telephone 2.3 Notebook 2.4 Writing materials 2.5 Computer with Internet connection
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written test 3.4 Third-party report
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY: WORK IN A TEAM ENVIRONMENT

UNIT CODE : 400311211

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify one’s roles and responsibilities as a member of a team.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Describe team role and scope	1.1 The <i>role and objective of the team</i> is identified from available <i>sources of information</i> 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources	1.1 Group structure 1.2 Group development 1.3 Sources of information	1.1 Communicating with others, appropriately consistent with the culture of the workplace 1.2 Developing ways in improving work structure and performing respective roles in the group or organization
2. Identify one’s role and responsibility within a team	2.1 Individual roles and responsibilities within the team environment are identified 2.2 Roles and objectives of the team is identified from available <i>sources of information</i> 2.3 Team parameters, reporting relationships and responsibilities are identified based on team discussions and appropriate external sources	2.1 Team roles and objectives 2.2 Team structure and parameters 2.3 Team development 2.4 Sources of information	2.1 Communicating with others, appropriately consistent with the culture of the workplace 2.2 Developing ways in improving work structure and performing respective roles in the group or organization

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Work as a team member	<p>3.1 Effective and appropriate forms of communications are used and interactions undertaken with team members based on company practices.</p> <p>3.2 Effective and appropriate contributions made to complement team activities and objectives, based on workplace context</p> <p>3.3 Protocols in reporting are observed based on standard company practices.</p> <p>3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives</p>	<p>3.1 Communication Process</p> <p>3.2 Workplace communication protocol</p> <p>3.3 Team planning and decision making</p> <p>3.4 Team thinking</p> <p>3.5 Team roles</p> <p>3.6 Process of team development</p> <p>3.7 Workplace context</p>	<p>3.1 Communicating appropriately, consistent with the culture of the workplace</p> <p>3.2 Interacting effectively with others</p> <p>3.3 Deciding as an individual and as a group using group think strategies and techniques</p> <p>3.4 Contributing to Resolution of issues and concerns</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	May include but not limited to: <ol style="list-style-type: none"> 1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	May include but not limited to: <ol style="list-style-type: none"> 2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards
3. Workplace context	May include but not limited to: <ol style="list-style-type: none"> 3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Worked in a team to complete workplace activity 1.2. Worked effectively with others 1.3. Conveyed information in written or oral form 1.4. Selected and used appropriate workplace language 1.5. Followed designated work plan for the job
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2. Materials relevant to the proposed activity or tasks
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Role play involving the participation of individual member to the attainment of organizational goal 3.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork 3.4. Socio-drama and socio-metric methods 3.5. Sensitivity techniques 3.6. Written Test
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1. Competency may be assessed in workplace or in a simulated workplace setting 4.2. Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : SOLVE/ADDRESS GENERAL WORKPLACE PROBLEMS

UNIT CODE : 400311212

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to apply problem-solving techniques to determine the origin of problems and plan for their resolution. It also includes addressing procedural problems through documentation, and referral.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify routine problems	1.1 Routine problems or procedural problem areas are identified 1.2 Problems to be investigated are defined and determined 1.3 Current conditions of the problem are identified and documented	1.1 Current industry hardware and software products and services 1.2 Industry maintenance, service and helpdesk practices, processes and procedures 1.3 Industry standard diagnostic tools 1.4 Malfunctions and resolutions	1.1 Identifying current industry hardware and software products and services 1.2 Identifying current industry maintenance, services and helpdesk practices, processes and procedures. 1.3 Identifying current industry standard diagnostic tools 1.4 Describing common malfunctions and resolutions. 1.5 Determining the root cause of a routine malfunction

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Look for solutions to routine problems	2.1 Potential solutions to problem are identified 2.2 Recommendations about possible solutions are developed, documented , ranked and presented to appropriate person for decision	2.1 Current industry hardware and software products and services 2.2 Industry service and helpdesk practices, processes and procedures 2.3 Operating systems 2.4 Industry standard diagnostic tools 2.5 Malfunctions and resolutions. 2.6 Root cause analysis	2.1 Identifying current industry hardware and software products and services 2.2 Identifying services and helpdesk practices, processes and procedures. 2.3 Identifying operating system 2.4 Identifying current industry standard diagnostic tools 2.5 Describing common malfunctions and resolutions. 2.6 Determining the root cause of a routine malfunction
3. Recommend solutions to problems	3.1 Implementation of solutions are planned 3.2 Evaluation of implemented solutions are planned 3.3 Recommended solutions are documented and submit to appropriate person for confirmation	3.1 Standard procedures 3.2 Documentation produce	3.1 Producing documentation that recommends solutions to problems 3.2 Following established procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Problems/Procedural Problem	May include but not limited to: 1.1 Routine/non – routine processes and quality problems 1.2 Equipment selection, availability and failure 1.3 Teamwork and work allocation problem 1.4 Safety and emergency situations and incidents 1.5 Work-related problems outside of own work area
2. Appropriate person	May include but not limited to: 2.1 Supervisor or manager 2.2 Peers/work colleagues 2.3 Other members of the organization
3. Document	May include but not limited to: 3.1 Electronic mail 3.2 Briefing notes 3.3 Written report 3.4 Evaluation report
4. Plan	May include but not limited to: 4.1 Priority requirements 4.2 Co-ordination and feedback requirements 4.3 Safety requirements 4.4 Risk assessment 4.5 Environmental requirements

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Determined the root cause of a routine problem 1.2 Identified solutions to procedural problems. 1.3 Produced documentation that recommends solutions to problems. 1.4 Followed established procedures. 1.5 Referred unresolved problems to support persons.
<p>2. Resource Implications</p>	<p>2.1. Assessment will require access to a workplace over an extended period, or a suitable method of gathering evidence of operating ability over a range of situations.</p>
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Case Formulation 3.2 Life Narrative Inquiry 3.3 Standardized test <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p>
<p>4. Context for Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.</p>

UNIT OF COMPETENCY : DEVELOP CAREER AND LIFE DECISIONS

UNIT CODE : 400311213

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitudes in managing one’s emotions, developing reflective practice, and boosting self-confidence and developing self-regulation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Manage one’s emotion	1.1 Self-management strategies are identified 1.2 Skills to work independently and to show initiative, to be conscientious, and persevering in the face of setbacks and frustrations are developed 1.3 Techniques for effectively handling negative emotions and unpleasant situation in the workplace are examined	1.1 Self-management strategies that assist in regulating behavior and achieving personal and learning goals (e.g. Nine self-management strategies according to Robert Kelley) 1.2 Enablers and barriers in achieving personal and career goals 1.3 Techniques in handling negative emotions and unpleasant situation in the workplace such as frustration, anger, worry, anxiety, etc.	1.1 Managing properly one’s emotions and recognizing situations that cannot be changed and accept them and remain professional 1.2 Developing self-discipline, working independently and showing initiative to achieve personal and career goals 1.3 Showing confidence, and resilience in the face of setbacks and frustrations and other negative emotions and unpleasant situations in the workplace

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Develop reflective practice	2.1 Personal strengths and achievements, based on self-assessment strategies and teacher feedback are contemplated 2.2 Progress when seeking and responding to feedback from teachers to assist them in consolidating strengths, addressing weaknesses and fulfilling their potential are monitored 2.3 Outcomes of personal and academic challenges by reflecting on previous problem solving and decision making strategies and feedback from peers and teachers are predicted	2.1 Basic SWOT analysis 2.2 Strategies to improve one's attitude in the workplace 2.3 Gibbs' Reflective Cycle/Model (Description, Feelings, Evaluation, Analysis, Conclusion, and Action plan)	2.1 Using the basic SWOT analysis as self-assessment strategy 2.2 Developing reflective practice through realization of limitations, likes/dislikes; through showing of self-confidence 2.3 Demonstrating self-acceptance and being able to accept challenges
3. Boost self-confidence and develop self-regulation	3.1 Efforts for continuous self-improvement are demonstrated 3.2 Counter-productive tendencies at work are eliminated 3.3 Positive outlook in life are maintained.	3.1 Four components of self-regulation based on Self-Regulation Theory (SRT) 3.2 Personality development concepts 3.3 Self-help concepts (e. g., 7 Habits by Stephen Covey, transactional analysis, psycho-spiritual concepts)	3.1 Performing effective communication skills – reading, writing, conversing skills 3.2 Showing affective skills – flexibility, adaptability, etc. 3.3 Self-assessment for determining one's strengths and weaknesses

RANGE OF VARIABLES

VARIABLE	RANGE
1. Self-management strategies	<p>May include but not limited to:</p> <ul style="list-style-type: none"> 1.1 Seeking assistance in the form of job coaching or mentoring 1.2 Continuing dialogue to tackle workplace grievances 1.3 Collective negotiation/bargaining for better working conditions 1.4 Share your goals to improve with a trusted co-worker or supervisor 1.5 Make a negativity log of every instance when you catch yourself complaining to others 1.6 Make lists and schedules for necessary activities
2. Unpleasant situation	<p>May include but not limited to:</p> <ul style="list-style-type: none"> 2.1 Job burn-out 2.2 Drug dependence 2.3 Sulking

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Express emotions appropriately 1.2 Work independently and show initiative 1.3 Consistently demonstrate self-confidence and self-discipline
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Access to workplace and resource s 2.2. Case studies
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Demonstration or simulation with oral questioning 3.2. Case problems involving work improvement and sustainability issues 3.3. Third-party report
4. Context for Assessment	<ul style="list-style-type: none"> 4.1. Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY : CONTRIBUTE TO WORKPLACE INNOVATION

UNIT CODE : 400311214

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to make a pro-active and positive contribution to workplace innovation.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify opportunities to do things better.	1.1 Opportunities for improvement are identified proactively in own area of work. 1.2 Information are gathered and reviewed which may be relevant to ideas and which might assist in gaining support for idea.	1.1 Roles of individuals in suggesting and making improvements. 1.2 Positive impacts and challenges in innovation. 1.3 Types of changes and responsibility. 1.4 Seven habits of highly effective people.	1.1 Identifying opportunities to improve and to do things better. Involvement. 1.2 Identifying the positive impacts and the challenges of change and innovation. 1.3 Identifying examples of the types of changes that are within and outside own scope of responsibility
2. Discuss and develop ideas with others	2.1 People who could provide input to ideas for improvements are identified. 2.2 Ways of approaching people to begin sharing ideas are selected. 2.3 Meeting is set with relevant people. 2.4 Ideas for follow up are review and selected based on feedback. 2.5 Critical inquiry method is used to discuss and develop ideas with others.	2.1 Roles of individuals in suggesting and making improvements. 2.2 Positive impacts and challenges in innovation. 2.3 Types of changes and responsibility. 2.4 Seven habits of highly effective people.	2.1 Identifying opportunities to improve and to do things better. Involvement. 2.2 Identifying the positive impacts and the challenges of change and innovation. 2.3 Providing examples of the types of changes that are within and outside own scope of responsibility 2.4 Communicating ideas for change through small group discussions and meetings.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Integrate ideas for change in the workplace.	3.1 Critical inquiry method is used to integrate different ideas for change of key people. 3.2 Summarizing, analyzing and generalizing skills are used to extract salient points in the pool of ideas. 3.3 Reporting skills are likewise used to communicate results. 3.4 Current Issues and concerns on the systems, processes and procedures, as well as the need for simple innovative practices are identified.	3.1 Roles of individuals in suggesting and making improvements. 3.2 Positive impacts and challenges in innovation. 3.3 Types of changes and responsibility. 3.4 Seven habits of highly effective people. 3.5 Basic research skills.	3.1 Identifying opportunities to improve and to do things better. Involvement. 3.2 Identifying the positive impacts and the challenges of change and innovation. 3.3 Providing examples of the types of changes that are within and outside own scope of responsibility. 3.4 Communicating ideas for change through small group discussions and meetings. 3.5 Demonstrating skills in analysis and interpretation of data.

RANGE OF VARIABLES

VARIABLES	RANGE
1. Opportunities for improvement	May include: 1.1 Systems. 1.2 Processes. 1.3 Procedures. 1.4 Protocols. 1.5 Codes. 1.6 Practices.
2. Information	May include: 2.1 Workplace communication problems. 2.2 Performance evaluation results. 2.3 Team dynamics issues and concerns. 2.4 Challenges on return of investment 2.5 New tools, processes and procedures. 2.6 New people in the organization.
3. People who could provide input	May include: 3.1 Leaders. 3.2 Managers. 3.3 Specialists. 3.4 Associates. 3.5 Researchers. 3.6 Supervisors. 3.7 Staff. 3.8 Consultants (external) 3.9 People outside the organization in the same field or similar expertise/industry. 3.10 Clients
4. Critical inquiry method	May include: 4.1 Preparation. 4.2 Discussion. 4.3 Clarification of goals. 4.4 Negotiate towards a Win-Win outcome. 4.5 Agreement. 4.6 Implementation of a course of action. 4.7 Effective verbal communication. See our pages: Verbal Communication and Effective Speaking. 4.8 Listening. 4.9 Reducing misunderstandings is a key part of effective negotiation. 4.10 Rapport Building. 4.11 Problem Solving. 4.12 Decision Making. 4.13 Assertiveness. 4.14 Dealing with Difficult Situations.

5. Reporting skills	May include: 5.1 Data management. 5.2 Coding. 5.3 Data analysis and interpretation. 5.4 Coherent writing. 5.5 Speaking.
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EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified opportunities to do things better. 1.2 Discussed and developed ideas with others on how to contribute to workplace innovation. 1.3 Integrated ideas for change in the workplace. 1.4 Analyzed and reported rooms for innovation and learning in the workplace.
2. Resource Implications	The following resources should be provided: 2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Psychological and behavioral Interviews. 3.2 Performance Evaluation. 3.3 Life Narrative Inquiry. 3.4 Review of portfolios of evidence and third-party workplace reports of on-the-job performance. 3.5 Sensitivity analysis. 3.6 Organizational analysis. 3.7 Standardized assessment of character strengths and virtues applied.
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY : PRESENT RELEVANT INFORMATION

UNIT CODE : 400311215

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to present data/information appropriately.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Gather data/information	1.1 Evidence, facts and information are collected 1.2 Evaluation, terms of reference and conditions are reviewed to determine whether data/information falls within project scope	1.1 Organisational protocols 1.2 Confidentiality 1.3 Accuracy 1.4 Business mathematics and statistics 1.5 Data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Legislation, policy and procedures relating to the conduct of evaluations 1.8 Organisational values, ethics and codes of conduct	1.1 Describing organisational protocols relating to client liaison 1.2 Protecting confidentiality 1.3 Describing accuracy 1.4 Computing business mathematics and statistics 1.5 Describing data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Stating legislation, policy and procedures relating to the conduct of evaluations 1.8 Stating organisational values, ethics and codes of conduct
2. Assess gathered data/information	2.1 Validity of data/information is assessed 2.2 Analysis techniques are applied to assess data/information. 2.3 Trends and anomalies are identified 2.4 Data analysis techniques and	2.1 Business mathematics and statistics 2.2 Data analysis techniques/procedures 2.3 Reporting requirements to a range of audiences 2.4 Legislation, policy and procedures relating to the	2.1 Computing business mathematics and statistics 2.2 Describing data analysis techniques/procedures 2.3 Reporting requirements to a range of audiences

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>procedures are documented</p> <p>2.5 Recommendations are made on areas of possible improvement.</p>	<p>conduct of evaluations</p> <p>2.5 Organisational values, ethics and codes of conduct</p>	<p>2.4 Stating legislation, policy and procedures relating to the conduct of evaluations</p> <p>2.5 Stating organisational values, ethics and codes of conduct</p>
3. Record and present information	<p>3.1 Studied data/information are recorded.</p> <p>3.2 Recommendations are analysed for action to ensure they are compatible with the project's scope and terms of reference.</p> <p>3.3 Interim and final reports are analysed and outcomes are compared to the criteria established at the outset.</p> <p>3.4 Findings are presented to stakeholders.</p>	<p>3.1 Data analysis techniques/procedures</p> <p>3.2 Reporting requirements to a range of audiences</p> <p>3.3 Legislation, policy and procedures relating to the conduct of evaluations</p> <p>3.4 Organisational values, ethics and codes of conduct</p>	<p>3.1 Describing data analysis techniques/procedures</p> <p>3.2 Reporting requirements to a range of audiences</p> <p>3.3 Stating legislation, policy and procedures relating to the conduct of evaluations</p> <p>3.4 Stating organisational values, ethics and codes of conduct practices</p>

RANGE OF VARIABLES

VARIABLES	RANGE
1. Data analysis techniques	May include but not limited to: 1.1. Domain analysis 1.2. Content analysis 1.3. Comparison technique

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Determine data / information 1.2 Studied and applied gathered data/information 1.3 Recorded and studied data/information</p> <p>These aspects may be best assessed using a range of scenarios what ifs as a stimulus with a walk- through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.</p>
2. Resource Implications	<p>Specific resources for assessment</p> <p>2.1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1. Written Test 3.2. Interview 3.3. Portfolio</p> <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p>
4. Context for Assessment	<p>4.1. In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.</p>

UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL SAFETY AND HEALTH POLICIES AND PROCEDURES

UNIT CODE : 400311216

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to identify OSH compliance requirements, prepare OSH requirements for compliance, perform tasks in accordance with relevant OSH policies and procedures

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify OSH compliance requirements	1.1 Relevant OSH requirements, regulations, policies and procedures are identified in accordance with workplace policies and procedures 1.2 OSH activity non-conformities are conveyed to appropriate personnel 1.3 OSH preventive and control requirements are identified in accordance with OSH work policies and procedures	1.1. OSH preventive and control requirements 1.2. Hierarchy of Controls 1.3. Hazard Prevention and Control 1.4. General OSH principles 1.5. Work standards and procedures 1.6. Safe handling procedures of tools, equipment and materials 1.7. Standard emergency plan and procedures in the workplace	1.1. Communication skills 1.2. Interpersonal skills 1.3. Critical thinking skills 1.4. Observation skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Prepare OSH requirements for compliance	2.1 OSH work activity material, tools and equipment requirements are identified in accordance with workplace policies and procedures 2.2. Required OSH materials, tools and equipment are acquired in accordance with workplace policies and procedures 2.3. Required OSH materials, tools and equipment are arranged/ placed in accordance with OSH work standards	2.1. Resources necessary to execute hierarchy of controls 2.2. General OSH principles 2.3. Work standards and procedures 2.4. Safe handling procedures of tools, equipment and materials 2.5. Different OSH control measures	2.1. Communication skills 2.2. Estimation skills 2.3. Interpersonal skills 2.4. Critical thinking skills 2.5. Observation skills 2.6. Material, tool and equipment identification skills
3. Perform tasks in accordance with relevant OSH policies and procedures	3.1 Relevant OSH work procedures are identified in accordance with workplace policies and procedures 3.2 Work Activities are executed in accordance with OSH work standards 3.3 Non-compliance work activities are reported to <i>appropriate personnel</i>	3.1. OSH work standards 3.2. Industry related work activities 3.3. General OSH principles 3.4. OSH Violations Non-compliance work activities	3.1 Communication skills 3.3 Interpersonal skills 3.4 Troubleshooting skills 3.5 Critical thinking skills 3.6 Observation skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Requirements, Regulations, Policies and Procedures	May include: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Permit to Operate 1.6 Philippine Occupational Safety and Health Standards 1.7 Department Order No. 13 (Construction Safety and Health) 1.8 ECC regulations
2. Appropriate Personnel	May include: 2.1 Manager 2.2 Safety Officer 2.3 EHS Offices 2.4 Supervisors 2.5 Team Leaders 2.6 Administrators 2.7 Stakeholders 2.8 Government Official 2.9 Key Personnel 2.10 Specialists 2.11 Himself
3. OSH Preventive and Control Requirements	May include: 3.1 Resources needed for removing hazard effectively 3.2 Resources needed for substitution or replacement 3.3 Resources needed to establishing engineering controls 3.4 Resources needed for enforcing administrative controls 3.5 Personal Protective equipment
4. Non-OSH-Compliance Work Activities	May include non-compliance or observance of the following safety measures: 4.1 Violations that may lead to serious physical harm or death 4.2 Fall Protection 4.3 Hazard Communication 4.4 Respiratory Protection 4.5 Power Industrial Trucks 4.6 Lockout/Tag-out 4.7 Working at heights (use of ladder, scaffolding) 4.8 Electrical Wiring Methods 4.9 Machine Guarding 4.10 Electrical General Requirements 4.11 Asbestos work requirements 4.12 Excavations work requirements

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Convey OSH work non-conformities to appropriate personnel 1.2. Identify OSH preventive and control requirements in accordance with OSH work policies and procedures 1.3. Identify OSH work activity material, tools and equipment requirements in accordance with workplace policies and procedures 1.4. Arrange/Place required OSH materials, tools and equipment in accordance with OSH work standards 1.5. Execute work activities in accordance with OSH work standards 1.6. Report OSH activity non-compliance work activities to appropriate personnel
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Facilities, materials tools and equipment necessary for the activity
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Observation/Demonstration with oral questioning 3.2 Third party report
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : EXERCISE EFFICIENT AND EFFECTIVE SUSTAINABLE PRACTICES IN THE WORKPLACE

UNIT CODE : 400311217

UNIT DESCRIPTOR This unit covers knowledge, skills and attitude to identify the efficiency and effectiveness of resource utilization, determine causes of inefficiency and/or ineffectiveness of resource utilization and convey inefficient and ineffective environmental practices

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify the efficiency and effectiveness of resource utilization	1.1 Required resource utilization in the workplace is measured using appropriate techniques 1.2 Data are recorded in accordance with workplace protocol 1.3 Recorded data are compared to determine the efficiency and effectiveness of resource utilization according to established <i>environmental work procedures</i>	1.1. Importance of Environmental Literacy 1.2. Environmental Work Procedures 1.3. Waste Minimization 1.4. Efficient Energy Consumptions	1.1 Recording Skills 1.2 Writing Skills 1.3 Innovation Skills
2. Determine causes of inefficiency and/or ineffectiveness of resource utilization	2.1 Potential causes of inefficiency and/or ineffectiveness are listed 2.2 Causes of inefficiency and/or ineffectiveness are identified through deductive reasoning 2.3 Identified causes of inefficiency and/or ineffectiveness are validated thru established environmental procedures	2.1 Causes of environmental inefficiencies and ineffectiveness	2.1 Deductive Reasoning Skills 2.2 Critical thinking 2.3 Problem Solving 2.4 Observation Skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Convey inefficient and ineffective environmental practices	3.1 Efficiency and effectiveness of resource utilization are reported to <i>appropriate personnel</i> 3.2 Concerns related resource utilization are discussed with appropriate personnel 3.3 Feedback on information/ concerns raised are clarified with appropriate personnel	3.1 Appropriate Personnel to address the environmental hazards 3.2 Environmental corrective actions	3.1 Written and Oral Communication Skills 3.2 Critical thinking 3.3 Problem Solving 3.4 Observation Skills 3.5 Practice Environmental Awareness

RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental Work Procedures	May include: 1.1 Utilization of Energy, Water, Fuel Procedures 1.2 Waster Segregation Procedures 1.3 Waste Disposal and Reuse Procedures 1.4 Waste Collection Procedures 1.5 Usage of Hazardous Materials Procedures 1.6 Chemical Application Procedures 1.7 Labeling Procedures
2. Appropriate Personnel	May include: 2.1 Manager 2.2 Safety Officer 2.3 EHS Offices 2.4 Supervisors 2.5 Team Leaders 2.6 Administrators 2.7 Stakeholders 2.8 Government Official 2.9 Key Personnel 2.10 Specialists 2.11 Himself

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Measured required resource utilization in the workplace using appropriate techniques 1.2. Recorded data in accordance with workplace protocol 1.3. Identified causes of inefficiency and/or ineffectiveness through deductive reasoning 1.4. Validate the identified causes of inefficiency and/or ineffectiveness thru established environmental procedures 1.5. Report efficiency and effectiveness of resource utilization to appropriate personnel 1.6. Clarify feedback on information/concerns raised with appropriate personnel
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace 2.2 Tools, materials and equipment relevant to the tasks 2.3 PPE 2.4 Manuals and references
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Demonstration 3.2 Oral questioning 3.3 Written examination
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency assessment may occur in workplace or any appropriately simulated environment 4.2 Assessment shall be observed while task are being undertaken whether individually or in-group

UNIT OF COMPETENCY : PRACTICE ENTREPRENEURIAL SKILLS IN THE WORKPLACE

UNIT CODE : 400311218

UNIT DESCRIPTOR : This unit covers the outcomes required to apply entrepreneurial workplace best practices and implement cost-effective operations

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply entrepreneurial workplace best practices	1.1 Good practices relating to workplace operations are observed and selected following workplace policy. 1.2 Quality procedures and practices are complied with according to workplace requirements. 1.3 Cost-conscious habits in resource utilization are applied based on industry standards.	1.1 Workplace best practices, policies and criteria 1.2 Resource utilization 1.3 Ways in fostering entrepreneurial attitudes: <ul style="list-style-type: none"> • Patience • Honesty • Quality-consciousness • Safety-consciousness • Resourcefulness 	1.1 Communication skills 1.2 Complying with quality procedures
2. Communicate entrepreneurial workplace best practices	2.1 Observed good practices relating to workplace operations are communicated to appropriate person . 2.2 Observed quality procedures and practices are communicated to appropriate person 2.3 Cost-conscious habits in resource utilization are communicated based on industry standards.	2.1 Workplace best practices, policies and criteria 2.2 Resource utilization 2.3 Ways in fostering entrepreneurial attitudes: <ul style="list-style-type: none"> • Patience • Honesty • Quality-consciousness • Safety-consciousness • Resourcefulness 	2.1 Communication skills 2.2 Complying with quality procedures 2.3 Following workplace communication protocol

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Implement cost-effective operations	3.1 Preservation and optimization of workplace resources is implemented in accordance with enterprise policy 3.2 Judicious use of workplace tools, equipment and materials are observed according to manual and work requirements. 3.3 Constructive contributions to office operations are made according to enterprise requirements. 3.4 Ability to work within one's allotted time and finances is sustained.	3.1 Optimization of workplace resources 3.2 5S procedures and concepts 3.3 Criteria for cost-effectiveness 3.4 Workplace productivity 3.5 Impact of entrepreneurial mindset to workplace productivity 3.6 Ways in fostering entrepreneurial attitudes: <ul style="list-style-type: none"> • Quality-consciousness • Safety-consciousness 	3.1 Implementing preservation and optimizing workplace resources 3.2 Observing judicious use of workplace tools, equipment and materials 3.3 Making constructive contributions to office operations 3.4 Sustaining ability to work within allotted time and finances

RANGE OF VARIABLES

VARIABLE	RANGE
1. Good practices	May include: 1.1 Economy in use of resources 1.2 Documentation of quality practices
2. Resources utilization	May include: 2.1 Consumption/ use of consumables 2.2 Use/Maintenance of assigned equipment and furniture 2.3 Optimum use of allotted /available time

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to identify and sustain cost-effective activities in the workplace 1.2 Demonstrated ability to practice entrepreneurial knowledge, skills and attitudes in the workplace.
2. Resource Implications	The following resources should be provided: 2.1 Simulated or actual workplace 2.2 Tools, materials and supplies needed to demonstrate the required tasks 2.3 References and manuals 2.3.1 Enterprise procedures manuals 2.3.2 Company quality policy
3. Methods of Assessment	Competency in this unit should be assessed through: 3.1 Interview 3.2 Third-party report
4. Context of Assessment	4.1 Competency may be assessed in workplace or in a simulated workplace setting 4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group

COMMON COMPETENCIES

UNIT OF COMPETENCY: APPLY KNOWLEDGE IN REAL ESTATE SERVICE PRACTICE

UNIT CODE : SOC333201

UNIT DESCRIPTOR : This unit involves the knowledge, skills, and attitude required to apply real estate sales practice. It includes identifying major areas of the workplace in terms of workload, ethical practices, and personal daily routine.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify major areas of work	1.1 The flow of work and the workplace procedures are identified 1.2 Organizational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined 1.3 Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties 1.4 Workplace hazards are identified and related hazard minimization procedures followed 1.5 Workplace emergency procedures are identified and followed in real and simulated emergency situation	1.1 Oral and written communication 1.2 Office Protocol 1.3 Code of Ethics 1.4 Workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities 1.5 Conditions of service including: employer and employee obligations, employment contract, OH&S and other regulations 1.6 Workplace structures and the roles and responsibilities of team/group members 1.7 Site or workplace layout 1.8 Emergency procedures 1.9 Workplace hazards and related hazard minimization procedures 1.10 Green Technology	1.1 Communicating effectively after completing workplace orientation and induction procedures 1.2 Reading and interpreting instructions, procedures, information and signs relevant to work activities 1.3 Interpreting and following operational instructions and prioritizing work requirements 1.4 Working collaboratively with others when completing workplace orientation and induction procedures 1.5 Applying precautions and required action to minimize, control or eliminate hazards that may exist during work activities 1.6 Working systematically

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<p>to conserve energy</p> <p>1.11 Office space structure</p> <p>1.12 IT concepts and principles</p>	<p>with required attention to detail without injury to self or others, or damage to marketing materials or equipment</p> <p>1.7 Identifying and correct use of equipment, processes and procedures</p> <p>1.8 Conforming to industry and OH&S standards</p>
2. Organize and accept responsibility for assigned workload	<p>2.1 Priorities, schedules and deadlines are established in consultation with concerned parties</p> <p>2.2 Work activities are planned each progress of work is communicated to those personal work plans and timelines may be affected</p> <p>2.3 Work is completed according to the expected to workplace standards and guidelines, instructions, directions or <i>instructions/ information</i></p> <p>2.4 Additional support to improve work is communicated clearly to <i>appropriate personnel</i></p>	<p>2.1 Means of establishing priorities and deadlines</p> <p>2.2 Work planning and method of communicating work progress to others</p> <p>2.3 Enterprise work guidelines, directions or instructions</p> <p>2.4 Workplace structures and the roles and responsibilities of team/group members</p>	<p>2.1 Establishing priorities and deadlines</p> <p>2.2 Planning and communicating work progress to others</p> <p>2.3 Completing work to the expected standard in the workplace and in accordance with any guidelines instructions, directions</p> <p>2.4 Analyzing and Communicating additional support to improve work to appropriate personnel</p>
3. Apply ethical practices	<p>3.1 Workplace procedures, regulations and legislation appropriate to the position are identified and followed</p> <p>3.2 Commitments and undertakings to clients, colleagues and supervisors are met</p> <p>3.3 Required confidentiality is maintained</p> <p>3.4 Appropriate codes of acceptable and ethical</p>	<p>3.1 Workplace procedures, regulations and legislation</p> <p>3.2 Enterprise policy on commitments and undertakings to clients, colleagues and supervisors are met</p> <p>3.3 Techniques of maintaining</p>	<p>3.1 Identifying and following workplace procedures, regulations and legislation</p> <p>3.2 Meeting commitments and undertakings to clients, colleagues and supervisors</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>work practices are applied</p> <p>3.5 Workplace security policies are identified</p>	<p>company confidentiality</p> <p>3.4 company code ethics</p> <p>3.5 Workplace security policies</p>	<p>3.3 Maintaining required confidentiality</p> <p>3.4 Applying appropriate codes of ethics</p> <p>3.5 Following and ensuring workplace security policies</p>
<p>4. Plan and organize assigned daily routine</p>	<p>4.1 Daily routine is planned to taking into account rosters, industrial agreements and workplace procedures</p> <p>4.2 Clarification of assigned tasks is sought when appropriate</p> <p>4.3 Achievable time and other performance measures/criteria are established</p>	<p>4.1 Means of planning daily routine to take into account rosters, industrial agreements and workplace procedures</p> <p>4.2 Technique in clarifying requirements of tasks</p> <p>4.3 Company standard time and other performance measures/criteria of work activities</p>	<p>4.1 Planning daily routine taking into account rosters, industrial agreements and workplace procedures</p> <p>4.2 Seeking clarification of requirements of tasks when appropriate</p> <p>4.3 Attaining achievable time and other performance measures/criteria</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Workplace Procedures	May include: 1.1 Company procedures 1.2 Enterprise procedures 1.3 Organizational procedures 1.4 Established departmental procedures 1.5 Work process procedure/flow
2. Hazards	May include: 2.1 Vehicular traffic and pedestrians 2.2 Uneven ground, steps, road surfaces, work surfaces 2.3 Dust and vapors 2.4 Hazardous or dangerous materials 2.5 Humidity, air temperature and radiant heat 2.6 Light including UV rays 2.7 Noise 2.8 Working at heights
3. Personal Protective Equipment (PPE)	May include: 3.1 Dust mask 3.2 Hard Hat/Hair net/Head cap 3.3 Safety shoes 3.4 Gloves 3.5 Safety goggles glasses 3.6 Ear muff/ear plug 3.7 Sunscreen 3.8 High visibility clothing 3.9 Thermal jacket/pants 3.10 Harness
4. Instructions/Information	May include: 4.1 Workplace procedures, checklists and instructions 4.2 Operations manuals 4.3 Induction/orientation documentation 4.4 Competency standards and training materials 4.5 Job specification, site/workplace map and details of organization structure 4.6 Conditions of service, relevant legislation, regulations and related documentation 4.7 Award, enterprise bargaining agreement, other industrial arrangements 4.8 Relevant codes of practice including the national standards for manual handling and the industry safety code 4.9 Supplier and/or client instructions 4.10 Manifests, bar codes, goods and container identification 4.11 Goods identification numbers and codes 4.12 Manufacturers specifications 4.13 Material safety data sheets 4.14 Quality assurance procedures 4.15 Emergency procedures

VARIABLE	RANGE
	4.16 Accident procedures 4.17 Security procedures
5. Appropriate Personnel	May include: 5.1 Managers 5.2 Supervisors/team leaders 5.3 Workplace personnel 5.4 Contractors 5.5 Official representatives 5.6 Union representatives 5.7 Industrial relations 5.8 OH&S specialists 5.9 Other professional or technical staff

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified the layout of the workplace, the flow of materials and goods (where relevant) and the workplace procedures in each work area 1.2 Identified and followed workplace emergency procedures in real and simulated emergency situation 1.3 Planned work activities and communicated progress of work to others whose personal work plans and timelines may be affected 1.4 Completed work to the standard expected in the workplace and in accordance with any guidelines, directions or instructions/ information 1.5 Identified and followed workplace procedures, regulations and legislation appropriate to the position 1.6 Applied appropriate codes of acceptable and ethical work practices 1.7 Planned daily routine to take into account rosters, industrial agreements and workplace procedures 1.8 Applied appropriate codes of acceptable and ethical work practices
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit maybe assessed through: 3.1 Written test 3.2 Demonstration and practical application 3.3 Interview
4. Context of Assessment	4.1 Competency may be assessed in actual workplace or at the designated TESDA Accredited Assessment Center.

UNIT OF COMPETENCY: PERFORM INDUSTRY CALCULATION IN REAL ESTATE OPERATIONS

UNIT CODE : SOC333202

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to carry out basic business mathematics. It specifically includes carrying out required mathematical operations in preparing contracts for accurate information on area, contract price, taxes and other charges related to sales or lease.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Carry out calculations	1.1 Items are counted singly and /or batches and sorted numerically, as required in workplace tasks 1.2 Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division or any appropriate 1.3 Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace procedures 1.4 The functions of a calculator, numeric keypad or computer are used to perform mathematical operations 1.5 Numerical information is self-checked and corrected for accuracy	1.1 Basic mathematical operations and techniques 1.2 Means of representing basic mathematical information 1.3 Typical mathematical problems, and appropriate computation and solutions 1.4 Functions and use of calculator, numeric keypads, and computer 1.5 Procedures for identifying and using relevant workplace technology when carrying out workplace calculations	1.1 Counting of items singly and / or in batches and sorted numerically as required in workplace tasks 1.2 Performing needed calculations to complete work tasks using the four basic processes of addition, subtraction, multiplication and division 1.3 Performing calculations involving fractions, percentages and mixed numbers, and using the four basic processes 1.4 Communicating effectively with others when carrying out basic workplace calculations 1.5 Checking and correcting numerical information for accuracy 1.6 Reading and interpreting instructions, procedures and

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			information relevant to basic workplace calculations 1.7 Using calculators, numeric keypads and computer
2. Prepare estimates	2.1 Quantities of materials and resources required to complete a work task are estimated 2.2 The time needed to complete a work activity is estimated 2.3 Acceptable estimates for work completion are made	2.1 Techniques of estimating quantities of materials and resources 2.2 Method of estimating the time needed to complete a work activity 2.3 Techniques for making an acceptable estimate of completing a particular work/activity	2.1 Estimating quantities of materials and resources required to complete a work task 2.2 Estimating the time needed to complete a work activity 2.3 Making acceptable estimates for work completion 2.4 Communicating effectively with others when carrying out basic workplace calculations 2.5 Completing documentation related to work activities 2.6 Working systematically with careful attention to detail
3. Interpret graphical representations of mathematical information	3.1 Information represented in symbols, diagrams, logo and other visual materials is recognized, interpreted and acted upon in workplace task	3.1 Methods of interpreting, recognizing and representing, information in symbols, diagrams, logo and other visual materials 3.2 Relevant OH&S responsibilities	3.1 Recognizing, information represented in symbols, diagrams, logo and other visual materials 3.2 Interpreting information represented in symbols, diagrams, logo and other visual materials

RANGE OF VARIABLES

VARIABLE	RANGE
1. Calculations	May involve: 1.1 Amount of Money 1.2 Volume 1.3 Weight 1.4 Width 1.5 Height 1.6 Time 1.7 Length 1.8 distance 1.9 Area 1.10 Perimeter 1.11 Capacity
2. Workplace Procedures	May include: 2.1 Company procedures 2.2 Enterprise procedures 2.3 Organizational procedures 2.4 Established procedures
3. Mathematical Operations	May include: 3.1 Multiplication 3.2 Division 3.3 Addition 3.4 Subtraction 3.5 Fraction 3.6 Percentages 3.7 Ratio and proportion 3.8 Conversion

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Performed calculations involving fractions, percentages and mixed numbers using the four basic processes as required to complete workplace procedures 1.2 Made accurate estimates to complete assigned work/activities 1.3 Recognized, interpreted and acted upon information represented in symbols, diagrams and pictorial representations in workplace task
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written test 3.2 Demonstration and practical application 3.3 Interview
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA Accredited Assessment Center

UNIT OF COMPETENCY: PERFORM WORKPLACE SECURITY AND SAFETY

UNIT CODE : SOC333203

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to follow security and safety procedures in the workplace. It includes checking and maintaining the security of any files/documents.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Maintain safety and security of data	1.1 Documents are secured within specified locations, , in accordance with workplace and applicable safety and security regulations 1.2 Seals, tamper proof packaging, locks and other security measures on documents are checked and maintained in accordance with workplace safety and security procedures 1.3 Signs of pilferage , theft and interference are recognized and reported in accordance with workplace safety and security procedures 1.4 Signs of suspicious and unscrupulous documents are recognized and reported promptly to designated personnel 1.5 Any breaches of security requirements are reported promptly to designated personnel in accordance with workplace safety and security procedures	1.1 Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies 1.2 Relevant quarantine and bond regulations and requirements 1.3 Relevant OH&S and environmental protection procedures and guidelines 1.4 Common security threats and incidents that may occur in the workplace and related roles and responsibilities of personnel when reporting them and responding to them	1.1 Communicating effectively with concerned party when following security procedures 1.2 Reading and interpreting instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace safety and security 1.3 Completing required documentation and reports related to safety and security procedures 1.4 Applying procedures for safety and security checks and precautions as per limits of role and responsibilities

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Identify a safety and security threat or situation	<p>2.1 Security threat or situation is promptly identified and assessed and response is prioritized in accordance with the workplace security program and procedures</p> <p>2.2 Implications of the security threat or situation are evaluated in accordance with workplace safety and security program and procedures</p>	<p>2.1 Relevant workplace security program and policies and procedures for responding to safety and security threats, situations and emergencies</p> <p>2.2 Relevant quarantine and bond regulations and requirements</p> <p>2.3 Relevant OH&S and environmental protection procedures and guidelines</p> <p>2.4 Common safety and security threats and incidents that may occur in the workplace , and related roles and responsibilities of personnel when reporting them and responding to them</p> <p>2.5 Signs of pilferage theft and interference with stocks/goods,</p> <p>2.6 Common safety and security problems that may occur when carrying out operations in the workplace and action that can be taken to address and resolve the problems</p>	<p>2.1 Identifying and solving and/or reporting problems that arise when following safety and security procedures</p> <p>2.2 Recognizing signs of pilferage,, theft and interference with stocks/goods</p> <p>2.3 Recognizing signs of security threats and situations</p>
3. Respond to a safety and security threat or	3.1 Response to an identified safety and security threat or situation is in	3.1 Common security problems that may occur when carrying out	3.1 Completing required documentation and reports related to safety and security

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
situation	<p>accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan.</p> <p>3.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility using available communications in the work area.</p>	<p>operations in the workplace and action that can be taken to address and resolve the problems</p> <p>3.2 Relevant documentation and reporting requirements</p>	<p>procedures</p> <p>3.2 Working collaboratively with others when following safety and security procedures</p> <p>3.3 Modifying activities depending on differing workplace contexts risk situations and environments</p> <p>3.4 Applying procedures for safety and security checks and precautions as per limits of role and responsibilities</p> <p>3.5 Promptly reporting and/or rectifying any identified problems that may arise when following safety and security procedures in accordance with regulatory requirements and workplace procedures</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Security Measures	May include: <ul style="list-style-type: none"> 1.1 Security guards at access points and gates to secured areas 1.2 Locked doors, gates and fences 1.3 Used of personal electronic access cards 1.4 Recording of carrier and vehicle registration details at gates and checkpoints 1.5 Bag check points 1.6 Escorted visitors in restricted areas 1.7 Accessed control into and out of restricted security areas 1.8 Used of ID cards 1.9 Video surveillance equipment 1.10 X-ray screening of baggage, cargo and goods 1.11 Explosives traced detection (ETD) screening of passengers, baggage, cargo and goods 1.12 Screened passengers using hand-held and walk through magnetometers
2. Workplace safety and security procedures	May include: <ul style="list-style-type: none"> 2.1 Established safety and security procedures 2.2 Standard operating procedures 2.3 Company procedures 2.4 Enterprise procedures 2.5 Organizational procedures
3. Communications	May include: <ul style="list-style-type: none"> 3.1 Phone 3.2 Radio 3.3 Fax 3.4 Email 3.5 Electronic data transfer (EDI) 3.6 Internet 3.7 Oral, visual or signed communications

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Secured documents in accordance with applicable workplace safety seals, tamper proof packaging, locks and other security measures on data and business in accordance with workplace security procedures and security procedures Checked and maintained 1.2 Identified and assessed safety and security threat or situation in accordance with the workplace safety and security program and procedures 1.3 Responded to an identified safety and security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan 1.4 Handled appropriately any safety and security threats or incidents in accordance with established response plan and within limits of responsibility
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Demonstration and practical application 3.3 Interview
<p>4. Context of Assessment</p>	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA Accredited Assessment Center.</p>

UNIT OF COMPETENCY: PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE : SOC333204

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to provide effective customer service skills to relevant workplace operations. It includes dealing with customer inquiries and monitoring customer satisfaction.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Deal with customer inquiries	1.1 Customer inquiries are dealt with courteously and efficiently both by phone and face to face 1.2 Questions are used to clarify the customer's needs or concerns 1.3 Assistance from other staff is sought when a customer' s inquiry cannot be fully answered 1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs	1.1 Techniques in dealing with customer inquiries both by phone and face to face 1.2 Relevant OH&S and environmental procedures and regulations 1.3 Workplace procedures relevant to work activities 1.4 Customer service policies and procedures 1.5 Products and/or services provided by the workplace concerned 1.6 Types of operations carried out in the workplace concerned	1.1 Dealing with customer inquiries courteously and efficiently both by phone and face to face 1.2 Seeking assistance from other staff when a customer' s inquiry cannot be fully answered 1.3 Communicating effectively with others when providing customer service, including the use of telephone techniques 1.4 Handling customer queries and complaints
2. Monitor customer satisfaction	2.1 Customer requirements are dealt with according to workplace procedures 2.2 Appropriate feedback is provided to managers and internal and/or external customers 2.3 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures	2.1 Ways of dealing with customer requirements 2.2 Appropriate Methods of providing feedback to managers and internal and/or external customers 2.3 Ways of recording Customer inquiries and associated action in	2.1 Providing appropriate feedback to managers and internal and/or external customers 2.2 Recording and reporting customer inquiries and associated action

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<p>accordance with workplace procedures</p> <p>2.4 Sources of information and documentation needed for work place operations</p>	<p>2.3 Completing documentation related to the provision of customer service</p> <p>2.4 Writing simple reports and records of inquiries</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customer	<p>May include:</p> <p>1.1 Internal or</p> <p>1.2 External</p>
2. Workplace Procedures	<p>May include:</p> <p>2.1 Established security procedures</p> <p>2.2 Standard operating procedures</p> <p>2.3 Company procedures</p> <p>2.4 Enterprise procedures</p> <p>2.5 Organizational procedures</p>

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Dealt with customer inquiries courteously and efficiently both by phone and face to face 1.2 Used knowledge of products, services and/or operations to answer customer queries or to respond to customers' needs 1.3 Provided appropriate feedback to managers and internal and/or external customers 1.4 Recorded and reported customer inquiries and associated action are in accordance with workplace procedures
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Written test 3.2 Direct observation and oral questioning
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at TESDA Accredited Assessment Center

UNIT OF COMPETENCY: CONTRIBUTE TO QUALITY SYSTEMS

UNIT CODE : SOC333205

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to apply quality procedures within work activities. It includes applying quality concepts to work, planning and evaluating improvements in work processes and implementing improvements confirmed through tests and evaluation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply quality concepts	1.1 Responsibility is taken for quality of own work when providing services or products to meet <i>customer needs</i> 1.2 Work is completed in accordance with workplace standards as defined in enterprise policies and procedures 1.3 Basic quality concepts are applied to work activities	1.1 Ways of meeting external and internal customer needs in providing quality services or products 1.2 Means of completing work in accordance with workplace standards as defined in enterprise policies and procedures 1.3 Basic quality concepts applied to work activities 1.4 Workplace quality assurance and improvement principles and procedures 1.5 Typical quality-related problems that may arise in work operations and products, and related options for action and solutions	1.1 Providing quality work/services or products to meet external and internal customer needs 1.2 Completing work in accordance with workplace standards as defined in enterprise policies and procedure 1.3 Applying basic quality concepts to work activities 1.4 Reading and interpreting instructions and information relevant to quality procedures and standards 1.5 Completing documentation related to quality procedures and standards 1.6 Working collaboratively with others when applying quality procedures and standards

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Test and evaluate improvements	2.1 Improvements to work processes are tested and evaluated 2.2 Evaluation of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements	2.1 Methods of testing and evaluating improvements to work processes 2.2 Steps and procedures of checking for improvement outcomes and compliance with workplace requirements 2.3 Typical quality-related problems that may arise in work operations and products, and related options for action and solutions	2.1 Testing Improvements to work processes 2.2 Evaluating improvements to work processes 2.3 Checking for improvement outcomes and compliance with workplace requirements 2.4 Reporting and/or rectifying any identified quality-related problems in accordance with workplace procedure s
3. Implement improvements	3.1 Improvement initiatives tested and confirmed as successful are implemented in accordance with enterprise procedures 3.2 Work is completed in accordance with <i>workplace procedure</i>	3.1 Methods of implementing a tested and confirmed Improvement initiatives 3.2 Ways of completing work in accordance with workplace procedure 3.3 Workplace quality assurance and improvement principles and procedures 3.4 Impact of job on enterprise and individual performance	3.1 Implementing a successful tested and confirmed Improvement initiatives in accordance with enterprise procedures 3.2 Completing work in accordance with workplace procedure 3.3 Completing documentation related to quality procedures and standards 3.4 Reporting and/or rectifying any identified quality-related problems in accordance with workplace procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1.Customer Needs	May include: 1.1 External 1.2 Internal
2.Workplace Procedure	May include: 2.1 Established security procedures 2.2 Standard operating procedures 2.3 Company procedures 2.4 Enterprise procedures 2.5 Organizational procedures

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Completed work in accordance with workplace standards as defined in enterprise policies and procedures 1.2 Applied basic quality concepts to work activities 1.3 Tested and evaluated improvements to work processes 1.4 Checked evaluation of improvements for outcomes and compliance with workplace requirements 1.5 Implemented the tested and confirmed improvement initiatives in accordance with enterprise procedures
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Written test 3.2 Direct observation and oral questioning
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA Accredited Assessment Center

UNIT OF COMPETENCY: IDENTIFY LEGAL AND ETHICAL REQUIREMENTS OF PROPERTY MANAGEMENT TO COMPLETE AGENCY WORK

UNIT CODE : SOC333206

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to meet the core legal and ethical requirements associated with property management. This includes awareness of the legislation dealing with the leasing and management of property, the role and responsibility of agency personnel in property management, the recording of property management transactions and the completion of property management documentation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply knowledge of property management	1.1 Purpose of property management and relationship with asset management are identified in line with agency practice. 1.2 Roles and responsibilities of government agencies regulating the lease and management of property are identified in relation to agency practice. 1.3 Legislation regulating the lease and management of properties is identified in the context of agency practice. 1.4 Types of tenancies are identified in line with legislation. 1.5 Principles of property management are identified in the context of legislative requirements and agency practice. 1.6 Ethical and conduct standards and key principles of consumer protection, equal employment opportunity	1.1 Contract law in the real estate industry, including agent liability for breach of contract and negligence 1.2 Ethical and conduct standards relevant to licensed real estate agents and real estate representatives 1.3 Key principles of consumer protection, equal employment opportunity and privacy legislation 1.4 Key register process of leasing and managing property, including prospecting, obtaining listings, gaining authorities to lease and manage property, advertising, 1.5 Managing tenancy applications and	1.1 Ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities 1.2 Analytical skills to interpret documents such as legislation, regulations, leases and authority forms 1.3 Computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	and privacy legislation in relation to property management are identified in the context of legislative requirements and agency practice.	<p>agreements,</p> <p>1.6 Preparing property condition reports, conducting inspections,</p> <p>1.7 Handling terminations and vacations and maintaining property</p> <p>1.8 Relevant legislation and local government regulations relating to:</p> <p>1.9 Anti-discrimination and equal employment opportunity</p> <p>1.10 Consumer protection environmental issues</p> <p>1.11 Relevant Occupational Safety and Health and environmental procedures and regulations</p> <p>1.12 Privacy property management</p> <p>1.13 Standard trade practices</p> <p>1.14 Risks and risk management strategies</p> <p>1.15 Roles and responsibilities of government agencies regulating the rent/ lease and management of property</p> <p>1.16 Types of tenancies</p>	<p>documents online</p> <p>1.4 Decision making and problem solving skills to analyze situations and make decisions associated with the leasing and management of property</p> <p>1.5 Literacy skills to access and interpret a variety of texts, including leases;</p> <p>1.6 Prepare general information and papers;</p> <p>1.7 Prepare formal and informal letters, reports and applications; and complete prescribed forms</p> <p>1.8 Negotiation and conflict resolution skills to resolve disputes with tenants and landlords</p> <p>1.9 Numeracy skills to calculate and interpret data, such as deposits, bonds and fees planning,</p> <p>1.10 Organizing and scheduling skills to undertake work-related tasks such as inspecting properties</p> <p>1.11 Research skills to identify and locate documents and information</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			<p>relating to property management</p> <p>1.12 Risk management strategies associated with advising clients on property management options</p> <p>1.13 Self-management skills to organize own work, deliver quality customer service and effectively manage competing demands</p> <p>1.14 Teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment</p>
2. Develop knowledge of property management process	<p>2.1 Need for demonstrating effective communication strategies in establishing rapport with clients, determining client needs, providing accurate advice, addressing client concerns and dealing with conflict is identified in line with agency practice.</p> <p>2.2 Listing opportunities are identified and assessed in the context of business ethics requirements and</p>	<p>2.1 key registration process of leasing and managing property, including prospecting, obtaining listings, gaining authorities to lease and manage property, advertising,</p> <p>2.2 Managing tenancy applications and agreements</p> <p>2.3 Preparing property condition reports, conducting inspections,</p> <p>2.4 Handling</p>	<p>2.1 Ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities</p> <p>2.2 Analytical skills to interpret documents such as legislation, regulations, leases and authority forms</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>agency practice.</p> <p>2.3 Authority documents and other agency documents for property management are identified in line with standard business practice requirements and agency practice.</p> <p>2.4 Strategies for marketing property are identified and assessed in the context of standard business practice requirements and agency practice.</p> <p>2.5 Property leasing process is identified in the context of standard business practice requirements and agency practice.</p> <p>2.6 Statutory and agency leasing documents are identified, completed and stored in line with standard business practice requirements and agency practice.</p> <p>2.7 Procedures for managing leased properties are identified and assessed in line with standard business practice requirements and agency practice.</p> <p>2.8 Procedures for terminating leases and vacating leased properties are identified in line with standard business practice requirements and agency practice.</p> <p>2.9 Statutory and agency documents to</p>	<p>terminations and vacations and maintaining property</p> <p>2.5 roles and responsibilities of estate agency personnel in relation to property management</p> <p>2.6 roles and responsibilities of government agencies regulating the lease and management of property</p> <p>2.7 types of tenancies</p> <p>2.8 Managing tenancy applications and agreements</p> <p>2.9 Preparing property condition reports, conducting inspections,</p>	<p>2.3 Computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online</p> <p>2.4 Literacy skills to access and interpret a variety of texts, including leases;</p> <p>2.5 Prepare general information and papers;</p> <p>2.6 Prepare formal and informal letters, reports and applications; and complete prescribed forms</p> <p>2.7 Negotiation and conflict resolution skills to resolve disputes with tenants and landlords</p> <p>2.8 Numeracy skills to calculate and interpret data, such as deposits, bonds and fees planning,</p> <p>2.9 Research skills to identify and locate documents and information relating to property management</p> <p>2.10 Teamwork skills to work effectively</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<i>terminate a tenancy</i> are identified, completed and stored in line with standard business practice requirements and		in and promote communication between sales, property management and administrative teams in an agency environment
3. Handle moneys	<p>3.1 Processes for receiving, recording, lodging and releasing bonds or security deposits are identified in line with standard business practice requirements and agency practice.</p> <p>3.2 Processes for receiving, recording, processing and disbursing trust monies are identified in line with standard business practice requirements and agency practice.</p> <p>3.3 Processes for preparing and forwarding financial statements to landlord are identified in the context of standard business practice requirements and agency practice.</p>	<p>3.1 Concept of Handling and disbursing trust funds relating to the following process:</p> <p>3.1.1 Receiving</p> <p>3.1.2 Recording</p> <p>3.1.3 lodging and disbursing</p> <p>3.2 Concept of handling and releasing bonds or security deposits relating to the following process:</p> <p>3.2.1 Receiving</p> <p>3.2.2 Recording</p> <p>3.2.3 lodging and releasing</p> <p>3.3 Preparing and forwarding financial statements to landlord</p>	<p>3.1 Ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities</p> <p>3.2 Analytical skills to interpret documents such as legislation, regulations, leases and authority forms</p> <p>3.3 Computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online</p> <p>3.4 Literacy skills to access and interpret a variety of texts, including leases;</p> <p>3.5 Prepare general information and papers;</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			<p>3.6 Prepare formal and informal letters, reports and applications; and complete prescribed forms</p> <p>3.7 Negotiation and conflict resolution skills to resolve disputes with tenants and landlords</p> <p>3.8 Numeracy skills to calculate and interpret data, such as deposits, bonds and fees planning,</p> <p>3.9 Research skills to identify and locate documents and information relating to property management</p> <p>3.10 Teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment</p>
4. Identify roles and responsibilities of agency personnel in property management	<p>4.1 <i>Roles and responsibilities of agents in leasing and managing property</i> are identified in line with standard business practice requirements and agency practice.</p> <p>4.2 Agent commission and management fees are identified and calculated</p>	<p>4.1 roles and responsibilities of estate agency personnel in relation to property management agent fees</p> <p>4.2 decision making and problem solving skills to analyze situations</p>	4.1 Ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>in compliance with standard business practice requirements and agency practice.</p> <p>4.3 <i>Strategies for resolving disputes</i> between landlord and tenant are identified and evaluated in line with standard business practice requirements and agency practice.</p> <p>4.4 Effective communication strategies for managing conflicts involving clients are identified and evaluated in line with standard business practice requirements and agency practice.</p>	<p>and make decisions involving clients</p> <p>4.3 managing conflicts involving clients</p>	<p>4.2 Analytical skills to interpret documents such as legislation, regulations, leases and authority forms</p> <p>4.3 Computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online</p> <p>4.4 Literacy skills to access and interpret a variety of texts, including leases;</p> <p>4.5 Prepare general information and papers;</p> <p>4.6 Prepare formal and informal letters, reports and applications; and complete prescribed forms</p> <p>4.7 Negotiation and conflict resolution skills to resolve disputes with tenants and landlords</p> <p>4.8 Numeracy skills to calculate and interpret data, such as deposits, bonds and fees planning,</p> <p>4.9 Research skills to identify and locate documents and</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			<p>information relating to property management teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment</p>
<p>5. Use key register</p>	<p>5.1 Key register system is accessed and maintained in line with agency practice. 5.2 Security of register and keys is maintained in line with agency practice.</p>	<p>5.1 key register process of leasing and managing property, including prospecting, obtaining listings, gaining authorities to lease and manage property, advertising,</p>	<p>5.1 Ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities 5.2 Analytical skills to interpret documents such as legislation, regulations, leases and authority forms 5.3 Computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online 5.4 Literacy skills to access and</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			<p>interpret a variety of texts, including leases;</p> <p>5.5 Prepare general information and papers;</p> <p>5.6 Prepare formal and informal letters, reports and applications; and complete prescribed forms</p> <p>5.7 Negotiation and conflict resolution skills to resolve disputes with tenants and landlords</p> <p>5.8 Numeracy skills to calculate and interpret data, such as deposits, bonds and fees planning,</p> <p>5.9 Research skills to identify and locate documents and information relating to property management</p> <p>5.10 Teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Government Agencies	May include: 1.1 Local Government 1.1.1 Barangay/Business Permit and Licensing Office 1.1.2 Mayor's/Business Permit and Licensing Office 1.1.3 Assessors Office 1.1.4 Engineering Department 1.1.5 Bureau of Fire Protection Department 1.1.6 Health and Sanitary Department 1.1.7 City Planning and Development Office (Development and Zoning Plan) 1.1.8 Office of the Building Official (OBO) 1.2 National Government 1.2.1 BIR 1.2.2 DENR 1.2.3 Land Registration Authority (LRA) 1.2.4 DAR 1.2.5 HLURB 1.2.6 SEC 1.2.7 DTI
2. Legislation	May include: 2.1 relevant national and local government regulations relating to: 2.1.1 anti-discrimination and equal employment opportunity 2.1.2 consumer protection 2.1.3 environmental issues 2.1.4 franchises and business structure 2.1.5 OHS 2.1.6 Privacy property management.
3. Types of tenancies	May include: 3.1 residential lease 3.2 commercial lease 3.3 industrial lease 3.4 agricultural lease 3.5 institutional or recreational lease
4. Effective communication strategies	May include: 4.1 active listening 4.2 being non-judgmental 4.3 exploring problems 4.4 expressing an individual perspective 4.5 providing sufficient time for questions and responses 4.6 providing summarizing and reflective responses in conflict situations 4.7 using appropriate words, behavior and posture

VARIABLE	RANGE
	4.8 using clarifying and summarizing questions 4.9 using clear and concise language 4.10 using culturally appropriate communication 4.11 using plain English 4.12 using verbal and non-verbal communication.
5. Listings	May include: 5.1 acquisition of the rent roll 5.2 advertising 5.3 builders and property developers 5.4 callers to the office 5.5 promoting investment property recommendations service
6. Authority documents	May include: 6.1 exclusive leasing or managing authority 6.2 general leasing or managing authority 6.3 sole agency leasing or managing authority.
7. Property leasing process	May include: 7.1 assigning or subletting premises 7.2 bonds 7.3 entry by the landlord or agent 7.4 guarantees 7.5 looking after the premises 7.6 property insurance 7.7 rents 7.8 repairs 7.9 running expenses
8. Statutory and agency leasing documents	May include: 8.1 bond claim form 8.2 bond lodgment form 8.3 bond transfer form 8.4 condition report 8.5 notice of rent increase 8.6 rent receipts 8.7 tenancy agreement 8.8 tenancy application form.
9. Managing leased properties	May include: 9.1 landlord insurance 9.2 quiet enjoyment 9.3 rent reviews 9.4 repairs and maintenance 9.5 routine inspections 9.6 termination
10. Procedures for terminating leases and vacating leased properties	May include: 10.1 bonds and security deposits 10.2 ending a tenancy agreement early 10.3 notice time

VARIABLE	RANGE
	10.4 process for serving notice 10.5 written notice
11. Statutory and agency documents to terminate a tenancy	May include: 11.1 agency documentation 11.2 giving notice for breach of duty' form 11.3 giving notice to the tenant' form 11.4 giving notice to vacate' form.
12. Roles and responsibilities of agents in leasing and managing property	May include: 12.1 advertising 12.2 agreement to let and manage the property 12.3 assignment of lease 12.4 communicating regularly with the landlord 12.5 inspections 12.6 listing 12.7 maintenance of property 12.8 preparing the tenancy agreement 12.9 processing tenancy applications 12.10 property condition report 12.11 prospecting for properties 12.12 renewal and termination of lease 12.13 reviewing the tenancy with the landlord
13. Strategies for resolving disputes	May include: 13.1 conciliation 13.2 mediation 13.3 negotiation 13.4 referral to court 13.5 referral to tribunal.
14. Key register	May include: 14.1 access to keys 14.2 coding of keys 14.3 entry of key in register 14.4 non-return of keys 14.5 records 14.6 security and storage procedures.

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 communicated effectively and accurately with clients 1.2 accurately completed statutory and agency residential tenancy documentation, including authority, leasing and termination documents 1.3 Applied ethical and conduct standards and key principles of consumer protection, equal employment opportunity and privacy in relation to the leasing and management of property 1.4 Applied the process of leasing and managing property 1.5 Applied legislation and the regulatory framework relevant to the leasing and management of property 1.6 Applied the role, rights and responsibilities of the agent and tenant using and maintaining a key register.
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Direct observation and oral questioning
<p>4. Context of Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency maybe assessed in actual workplace or the designated TESDA Accredited Assessment Center

UNIT OF COMPETENCY: PERFORM COMPUTER OPERATIONS

UNIT CODE : SOC333207

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for task to be undertaken	1.1. Requirements of task are determined 1.2. Appropriate applicable software is selected according to task assigned and required outcome 1.3. Task is planned to ensure Occupational Safety and Health Standards guidelines and procedures are followed	1.1 Means of determining requirements of task 1.2 Method of selecting appropriate application software according to task assigned and required outcome 1.3 Manner of planning task to ensure OS & HS guidelines and procedures are followed 1.4 Basic ergonomics of keyboard and computer use 1.5 Main types of computers and basic features of different operating systems 1.6 Main parts of a computer 1.7 Storage devices and basic categories of memory 1.8 Relevant types of software	1.1 Determining requirements of task 1.2 Selecting appropriate hardware and software according to task assigned and required outcome 1.3 Planning task to ensure oh & s guidelines and procedures are followed 1.4 Reading skills required to interpret work instruction 1.5 Communication skills
2. Input data into computer	2.1 Data are entered into the computer using appropriate program/ application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating	2.1 Method of entering data into the computer using appropriate program/application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3 Means of storing inputted data in storage media	2.1 Entering data into the computer using appropriate program/ 2.2 Application in accordance with company procedures 2.3 Checking Accuracy of information and saving in accordance with standard operating

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	procedures 2.3 Inputted data are stored in storage media according to requirements 2.4 Work is performed within ergonomic guidelines	according to requirements 2.4 Technique of performing work within ergonomic guidelines 2.5 General security Viruses 2.6 OS & HS principles and responsibilities 2.7 Calculating computer capacity	procedures 2.4 Storing inputted data in storage media according to requirements 2.5 Performing work within ergonomic guidelines
3. Access information using computer	3.1 Correct program/application is selected based on job requirements 3.2 Program/application containing the information required is accessed according to company procedures 3.3 Desktop icons are correctly selected, opened and closed for navigation purposes 3.4 Keyboard techniques are carried out in line with OS & HS requirements for safe use of keyboards	3.1 Means of selecting Correct program/application is based on job requirements 3.2 Manner of accessing program/application containing the information required according to company procedures 3.3 Ways of selecting, opening and closing desktop icons correctly for navigation purposes 3.4 Carrying out keyboard techniques in line with oh & s requirements for safe use of keyboards	3.1 Selecting correct program/ Application based on job requirements 3.2 Accessing program/ Application containing the information required according to company procedures 3.3 Selecting, opening and closing desktop icons correctly for navigation purposes 3.4 Carrying out keyboard techniques in line with oh & s requirements for safe use of keyboards
4. Produce/ output data using computer system	4.1 Entered data are processed using appropriate software commands 4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Files and data are transferred between	4.1 Procedure of processing entered data using appropriate software commands 4.2 Method of printing out data as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Techniques of transferring files and data between compatible systems	4.1 Processing entered data using appropriate software commands 4.2 Printing out data as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Transferring files

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	compatible systems using computer software, hardware and peripheral devices in accordance with standard operating procedures	using computer software, hardware/ peripheral devices in accordance with standard operating procedures	and data between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor maintenance and replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 5.3 Basic file maintenance procedures are implemented in line with the standard operating procedures	5.1 Method of implementing Systems for cleaning, minor maintenance and replacement of consumables 5.2 Procedure of implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures 5.3 Technique of implementing basic file maintenance procedures in line with the standard operating procedures	5.1 Implementing systems for cleaning, minor maintenance and replacement of consumables 5.2 Implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures 5.3 Implementing basic file maintenance procedures in line with the standard operating procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Software	May includes: 1.1. Word processing packages 1.2. Data base packages 1.3. Internet 1.4. Spreadsheets 1.5. Mobile applications 1.6. Social Media Technology
2. Occupational Safety and Health Standards guidelines	May include: 2.1. OHS guidelines 2.2. Enterprise procedures
3. Storage Media	May include: 3.1. diskettes 3.2. CDs 3.3. zip disks 3.4. hard disk drives, local and remote 3.5. USB flash drive
4. Ergonomic Guidelines	May include: 4.1. Types of equipment used 4.2. Appropriate furniture 4.3. Seating posture 4.4. Lifting posture 4.5. Visual display unit screen brightness
5. Desktop Icons	May include: 5.1. Directories/folders 5.2. Files 5.3. Network devices 5.4. Recycle bin
6. Hardware and peripheral devices	May include: 6.1. Personal computers 6.2. Networked systems 6.3. Communication equipment 6.4. Printers 6.5. Scanners 6.6. Keyboard 6.7. Mouse/ Pointers 6.8. Smart phones 6.9. Tablets
7. Maintenance	May include: 7.1. Creating more space in the hard disk 7.2. Reviewing programs 7.3. Deleting unwanted files 7.4. Backing up files 7.5. Checking hard drive for errors 7.6. Using up to date anti-virus programs 7.7. Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Selected and used hardware components correctly and according to the task requirement 1.2. Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3. Produced accurate and complete data in accordance with the requirements 1.4. Used appropriate devices and procedures to transfer files/data accurately 1.5. Maintained computer system
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1 Written Test 3.2 Direct Observation 3.3 Oral Assessment and Probing 3.4 Actual operation or hands on application
<p>4. Context of Assessment</p>	<ol style="list-style-type: none"> 4.1 Competency maybe assessed in actual workplace or the designated TESDA Accredited Assessment Center

CORE COMPETENCIES

UNIT OF COMPETENCY: PERFORM SALES/MARKETING FUNCTION

UNIT CODE : SOC333301

UNIT DESCRIPTOR : This unit involves the industry knowledge, technical skills and required attitude to perform service for and in behalf of a real estate broker

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Participate in Project Orientation and Accreditation	1.1 <i>Legal laws and regulations</i> are familiarized 1.2 <i>Requirements</i> are met in accordance with established procedures 1.3 Documents are familiarized in accordance with established standards 1.4 <i>Documentation process and procedures</i> are familiarized in accordance with established standard operating procedures (SOP) 1.5 Geographic location principle related to real estate is familiarized in accordance to standard operating procedures(SOP) 1.6 At least ten (10) names of prospective buyers are submitted in accordance with <i>accreditation procedures</i>	1.1 Verbal 1.2 written 1.3 Office protocols 1.4 Forms 1.4.1 Legal and Accounting 1.5 Code of Ethics 1.6 Personality Development 1.7 Waste management and disposal – RA 9003 1.8 Occupational Health and Safety Policies and Guidelines 1.9 Local ordinances on the use of advertisement and permits 1.10 RESA Law – RA 9646 1.11 MACEDA Law – Buyers protection 1.12 PD 957 – Subdivision and Condominium Buyers Protective Decree 1.13 BP 220 – Socialized Housing 1.14 Basic fundamentals in mathematics (Addition, Subtraction,	1.1 Interpersonal skills 1.2 communication skills 1.3 Filing skills 1.4 Negotiation and selling skills 1.5 Customer service 1.6 Writing skills 1.7 Business writing

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		Multiplication and Division) 1.15 Commission Computation 1.16 Basic Real Estate Taxation 1.17 Amortization 1.18 Geographic and Faultline location <u>HARDWARE</u> 1.19 Use of Personal computer 1.20 Laptop 1.21 Use of Mobile 1.22 Use of Calculator 1.23 <u>SOFTWARE</u> 1.24 Use of mobile application tools 1.25 Use of application software	
2. Conduct prospecting activities / 2.1 Saturation activities	2.1 <i>Personalized materials</i> are prepared in accordance with standard operating procedures 2.2 Schedule of tripping is confirmed with client in accordance with established procedures (SOP) 2.3 <i>Manning activities</i> are scheduled in accordance with established standard procedure (SOP)	2.1 Verbal 2.2 written 2.3 Office protocols 2.4 Forms 2.5 Buyers information sheet 2.6 Code of Ethics 2.7 Personality Development 2.8 Waste Management 2.9 Occupational Health and Safety Policies and Guidelines 2.10 Compliance with Exhibit Area Policies, Guidelines and Procedures 2.11 Ingress and Egress Procedures 2.12 Basic Real Estate Mathematics 2.13 <u>HARDWARE</u>	2.1 Interpersonal skills 2.2 communication skills 2.3 Negotiation and selling skills 2.4 Customer service 2.5 Writing skills 2.6 Business writing

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		2.14 Use of Personal computer 2.15 Laptop 2.16 Use of Mobile 2.17 Use of Calculator 2.18 SOFTWARE 2.19 Use of mobile application tools 2.20 Use of application software 2.21 Graphic application	
3 Prepare marketing tools	3.1 Prospect is assessed in accordance with client's availability 3.2 On-line Marketing is conducted to prospect in accordance with established procedure 3.3 Updated presentation materials are prepared in accordance with kind of prospect 3.4 Use of gadget where appropriate 3.5 Amortization computation table is ready for use whenever necessary.	3.1 Verbal 3.2 Written 3.3 Office protocols 3.4 Forms 3.5 Contracts to sell 3.6 Reservation Agreement 3.7 Checklist of requirements 3.8 Code of Ethics 3.9 Personality Development 3.10 Waste Management 3.11 Occupational Health and Safety Policies and Guidelines 3.12 Compliance with Exhibit Area Policies, Guidelines and Procedures 3.13 Ingress and Egress Procedures 3.14 Basic Real Estate Mathematics 3.15 Global Positioning System (GPS) 3.16 Satellite Imaging 3.17 Zoning <u>HARDWARE</u> 3.18 Use of Personal computer	3.1 Interpersonal skills 3.2 communication skills 3.3 Filing skills 3.4 Negotiation and selling skills 3.5 Customer service 3.6 Writing skills 3.7 Business writing 3.8 Presentation skills 3.9 Preparing presentation materials 3.10 Photography skill

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		3.19 Laptop 3.20 Use of Mobile 3.21 Use of Calculator <u>SOFTWARE</u> 3.22 Use of mobile application tools 3.23 Use of application software 3.24 Graphic application	
4 Qualify the buyers financial capability, authority and need	4.1 <i>Buyers checklist of requirements</i> is collected in accordance with established standard 4.2 Buyers interest to purchase the property is established in accordance with established standard 4.3 Prospect's capability to pay is evaluated in accordance with standard operating procedures	4.1 Verbal 4.2 written 4.3 Forms 4.4 Checklist Requirements 4.5 Inventory 4.6 Code of Ethics 4.7 Personality Development 4.8 Waste Management 4.9 Occupational Health and Safety Policies and Guidelines 4.10 Compliance with Exhibit Area Policies, Guidelines and Procedures 4.11 Ingress and Egress Procedures 4.12 Basic Real Estate Mathematics 4.13 Global Positioning System (GPS) 4.14 Satellite Imaging 4.15 Zoning <u>HARDWARE</u> 4.16 Use of Personal computer 4.17 Laptop 4.18 Use of Mobile 4.19 Use of Calculator <u>SOFTWARE</u> 4.20 Use of mobile	4.1 Negotiation and selling skills 4.2 Customer service 4.3 Writing skills 4.4 Business writing 4.5 Preparing presentation materials 4.6 Computing skill

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		application tools 4.21 Use of application software 4.22 Graphic application	
5 Conduct tripping / ocular or site inspection	5.1 Property details are familiarized in accordance with established standard 5.2 Availability chart inventory is familiarized as per brokers confirmation 5.3 Tripping activity is arranged in accordance with established procedures 5.4 Readiness to handle objections according to established standards.	5.1 Verbal 5.2 written 5.3 Office protocols 5.4 Forms 5.5 Property profile 5.6 Inventory 5.7 Lot Plan 5.8 Code of Ethics 5.9 Personality Development 5.10 Techniques in handling objections 5.11 Waste Management 5.12 Occupational Health and Safety Policies and Guidelines 5.13 Compliance with Exhibit Area Policies, Guidelines and Procedures 5.14 Ingress and Egress Procedures 5.15 Basic Real Estate Mathematics 5.16 Global Positioning System (GPS) 5.17 Satellite Imaging 5.18 Zoning <u>HARDWARE</u> 5.19 Use of Personal computer 5.20 Laptop 5.21 Use of Mobile 5.22 Use of Calculator <u>SOFTWARE</u> 5.23 Use of mobile application tools	5.1 Interpersonal skills 5.2 communication skills 5.3 Filing skills 5.4 Negotiation and selling skills 5.5 Customer service 5.6 Writing skills 5.7 Presentation skills 5.8 Business writing 5.9 Preparing presentation materials 5.10 Photography skill 5.11 Handling objections

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		5.24 Use of application software 5.25 Graphic application	
6 Facilitate transaction deal	6.1 Requirements submitted are evaluated in accordance to established procedures. 6.2 Contract to sell or deed of absolute sale is signed if requirements are met and follow standard operating procedures. 6.3 Payments are collected in accordance with agreed payment terms and conditions. 6.4 Signed documents are delivered to clients' in accordance with established procedures.	6.1 Verbal 6.2 Written 6.3 Office protocols 6.4 Forms 6.5 Checklist Requirements 6.6 Code of Ethics 6.7 Personality Development 6.8 Waste Management 6.9 Occupational Health and Safety Policies and Guidelines 6.10 Compliance with Exhibit Area Policies, Guidelines and Procedures 6.11 Ingress and Egress Procedures 6.12 Basic Real Estate Mathematics <u>HARDWARE</u> 6.13 Use of Personal computer 6.14 Laptop 6.15 Use of Mobile 6.16 Use of Calculator <u>SOFTWARE</u> 6.17 Use of mobile application tools 6.18 Use of application software 6.19 Graphic application	6.1 Negotiation and selling skills 6.2 Customer service 6.3 Writing skills 6.4 Business writing 6.5 Photography skill
7 Perform after sales service	7.1 Documents needed for Transfer of title are prepared according to established standard procedure/ guidelines	7.1 Verbal 7.2 written 7.3 Office protocols 7.4 Knowledge on documents on	

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	7.2 Computation for additional fees and charges covering processing fees and appropriate taxes are prepared in accordance with existing standards.	cancellation of transactions 7.5 Forms 7.6 Checklist Requirements 7.7 Code of Ethics 7.8 Personality Development 7.9 Waste Management 7.10 Occupational Health and Safety Policies and Guidelines 7.11 Compliance with Exhibit Area Policies, Guidelines and Procedures 7.12 Ingress and Egress Procedures 7.13 MACEDA Law 7.14 Basic Real Estate Mathematics 7.15 Computing refund if with 20% down payment <u>HARDWARE</u> 7.16 Use of Personal computer 7.17 Laptop 7.18 Use of Mobile 7.19 Use of Calculator <u>SOFTWARE</u> 7.20 Use of mobile application tools 7.21 Use of application software 7.22 Graphic application	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Accreditation Procedures	May include: 1.1 Project Orientation 1.2 Compliance to Education Requirements 1.3 Police Clearance 1.4 Personal Data Sheet
2. Requirements	May include: 2.1 Government issued IDs 2.2 TIN 2.3 NSO Marriage Contract / Cenomar 2.4 NSO Birth Certificate 2.5 Proof of Billing 2.6 If Employed 2.6.1 Certificate of Employment 2.6.2 At least 3 months copy of pay slip 2.6.3 ITR 2.7 Business Registration (Businessman) 2.7.1 DTI / SEC 2.7.2 Mayor's Permit and 2.7.3 Other Licenses 2.7.4 BIR registration 2.7.5 ITR 2.8 If OFW 2.8.1 Job Contract or Certificate of Employment 2.8.2 SPA
3. Laws and Regulations	May include: 3.1 RESA Law – RA 9646 3.2 MACEDA Law – Buyers protection 3.3 PD 957 – Subdivision and Condominium Buyers Protective Decree 3.4 BP 220 – Socialized Housing 3.5 Magna Carta for Homeowners 3.6 Taxation Law
4. Documentation and Procedures	May include: 4.1 Business Forms 4.1.1 Buyers information sheet 4.1.2 Prospect appointment slip 4.2 Reservation Agreement 4.3 Booking Checklists 4.4 Contract to Sell 4.5 Deed of Absolute Sale

VARIABLE	RANGE
5. Personalized Materials	May include: 5.1 Marketing Collaterals 5.1.1 Flyers 5.1.2 Business cards 5.1.3 Tarpaulin 5.1.4 Scale model
6. Manning Activities	May include: 6.1 Set up booth 6.2 Ingress and Egress 6.3 Scale model 6.4 Flyers 6.5 Business cards 6.6 Tarpaulin Scale model
7. Buyers checklist of requirements	May include: 7.1 TIN 7.2 Photocopy of 7.2.1 Government issued IDs 7.2.2 Company ID 7.2.3 Marriage contract (if married) 7.2.4 Valid Community Tax Certificate 7.3 Bank's letter of guaranty 7.4 Certification of Loan Approval (Pag-Ibig member)
8. Payments	May include: 8.1 Terms of payment 8.1.1 Cash 8.1.2 Installment 8.1.2.1 Bank financed 8.1.2.2 In-house financed

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Demonstrated product knowledge and sales process (prospecting, presentation, site orientation) 1.1. Demonstrated knowledge and skills in identifying necessary/appropriate sales and marketing tools 1.2. Applied legal laws and regulations and documentation procedures 1.3. Identified needed requirements as required by the developer and financing institutions 1.4. Used appropriate software applications and tools and equipment 1.5. Applied the appropriate financing terms, provisions and conditions
<p>2. Resource Implications</p>	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials, supplies, tools and equipment relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities 2.4 Internet
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1. Written test 3.2. Direct observation and oral questioning
<p>4. Context of Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed actual workplace or at designated TESDA Accredited Assessment Center

UNIT OF COMPETENCY: PERFORM SALES DOCUMENTATION FUNCTION

UNIT CODE : SOC333302

UNIT DESCRIPTOR : This unit involves the knowledge, skills and attitude required to market and document the transactions.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Organize data sourced from prospecting activity	1.1 Client's data/ information are recorded following client's information sheet. 1.2 Data is analyzed and presented to Broker for evaluation. 1.3 Data is filed according to established procedure.	1.1 Verbal 1.2 Written 1.3 Office protocols 1.4 Forms 1.5 Project Selling 1.6 Buyers Information Sheets Client's 1.7 Reservation agreement 1.8 Prospect appointment slip 1.9 Brokerage 1.10 Contract of agency 1.11 Code of Ethics 1.12 Personality Development 1.13 Waste Management 1.14 Occupational Health and Safety Policies and Guidelines 1.15 Basic Real Estate Mathematics <u>HARDWARE</u> 1.16 Use of Personal computer 1.17 Laptop 1.18 Use of Mobile 1.19 Use of Calculator <u>SOFTWARE</u> 1.20 Use of mobile application tools 1.21 Use of application software 1.22 Graphic application	1.1 Customer service 1.2 Writing skills 1.3 Business writing 1.4 Filing
2. Sort the prospects in accordance	2.1 Data is arranged according to location / client's	2.1 Verbal 2.2 Written 2.3 Office protocols	2.1 Customer service 2.2 Writing skills 2.3 Business writing

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
with client's needs and financial capability	requirements. 2.2 Arrange according to brokers priority/ evaluation. 2.3 Schedule of tripping is planned according to the availability of client and site. 2.4 Schedule with client is arranged and coordinated following established guidelines. 2.5 Feedback result is gathered for documentation. 2.6 Client/prospect appointment slip is checked as per Broker's monitoring activities.	2.4 Forms 2.5 Tripping vehicle request 2.6 Price list 2.7 Inventory 2.8 Flyers 2.9 Subdivision Map 2.10 Lot Plan 2.11 Vicinity Map 2.12 Code of Ethics 2.13 Personality Development 2.14 Waste Management 2.15 Occupational Health and Safety Policies and Guidelines 2.16 Basic Real Estate Mathematics <u>HARDWARE</u> 2.17 Use of Personal computer 2.18 Laptop 2.19 Use of Mobile 2.20 Use of Calculator <u>SOFTWARE</u> 2.21 Use of mobile application tools 2.22 Use of application software 2.23 Graphic application	2.4 Filing
3. Booked Sale documentation	3.1 Requirements are met in accordance with established procedures 3.2 Required documents are familiarized in accordance to mode of payment and established standards 3.1.1 Cash 3.1.2 Installment 3.3 Legal laws and regulations are familiarized 3.4 Documentation	3.1 Verbal 3.2 Written 3.3 Office protocols 3.4 Documents 3.4.1 Contract to sell - if installment 3.4.2 Contract of Sale (DOAS) – if cash basis 3.4.3 Deed of Restrictions 3.4.4 Payment Details 3.5 Code of Ethics 3.6 Basic Real Estate Mathematics 3.7 Global Positioning System (GPS) 3.8 Satellite Imaging 3.9 Zoning	3.1 Customer service 3.2 Writing skills 3.3 Business writing 3.4 Filing

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>and procedures are familiarized in accordance with established standard operating procedures (SOP)</p> <p>3.5 Geographic location principle related to real estate is familiarized in accordance to standard operating procedures(SOP)</p>	<p><u>HARDWARE</u></p> <p>3.10 Use of Personal computer</p> <p>3.11 Use of Mobile</p> <p>3.12 Use of Calculator</p> <p><u>SOFTWARE</u></p> <p>3.13 Use of mobile application tools</p> <p>3.14 Use of application software</p> <p>3.15 Graphic application</p>	
<p>4. Assist buyer regarding chosen financing options</p>	<p>4.1 Checklist of requirements is collected in accordance with established standard</p> <p>4.2 Buyers capacity to purchase the property is established in accordance with established standard and according to financial capability.</p> <p>4.3 Buyers capability to pay is evaluated in accordance with standard operating procedures</p> <p>4.4 Signed Requirements for submission to financial institutions are assisted in accordance with established procedures</p> <p>4.5 Signed documents are collected with the attached requirements as per established procedure.</p>	<p>4.1 Verbal</p> <p>4.2 Written</p> <p>4.3 Office protocols</p> <p>4.4 Documents</p> <p>4.5 Financing Options</p> <p>4.6 In-house</p> <p>4.7 bank</p> <p>4.8 Basic Real Estate Mathematics</p> <p><u>HARDWARE</u></p> <p>4.9 Use of Personal computer</p> <p>4.10 Use of Mobile</p> <p>4.11 Use of Calculator</p> <p><u>SOFTWARE</u></p> <p>4.12 Use of mobile application tools</p> <p>4.13 Use of application software</p>	<p>4.1 Customer service</p> <p>4.2 Writing skills</p> <p>4.3 Business writing</p> <p>4.4 Filing</p> <p>4.5 Persistence in following up</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
5. Collect loan requirements	5.3 Borrower's requirement are coordinated in accordance with established standard 5.4 Borrowers requirements is collected in accordance with <i>financing institutions</i> established standard 5.5 Requirements collected are evaluated for completeness in accordance with to <i>checklist requirements</i> 5.6 Requirements collected are submitted according to established standards.	5.1 Verbal 5.2 Office protocols 5.3 Documents 5.4 Financing Options a. In-house b. bank 5.5 Personality Development 5.6 Basic Real Estate Mathematics <u>HARDWARE</u> 5.7 Use of Personal computer 5.8 Laptop 5.9 Use of Mobile 5.10 Use of Calculator <u>SOFTWARE</u> 5.11 Use of mobile application tools 5.12 Use of application software 5.13 Graphic application	5.1 Customer service 5.2 Filing

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: <ol style="list-style-type: none"> 1.1. Name 1.2. Address 1.3. Contact details 1.4. E-mail address 1.5. Company/business address 1.6. Others
2. Requirements	May include: <ol style="list-style-type: none"> 2.1. TIN 2.2. Photocopy of any three(3) of the following <ol style="list-style-type: none"> 2.2.1. Government issued IDs 2.2.2. Company ID 2.2.3. NSO-issued Birth certificate 2.2.4. NSO-issued Marriage contract (if married) 2.2.5. NSO-issued Certificate of No Marriage (if single) 2.2.6. Valid Community Tax Certificate 2.3. Bank's letter of guaranty 2.4. Certification of Loan Approval (Pag-Ibig member)
3. Required Documents	May include: <ol style="list-style-type: none"> 3.1. Cash <ol style="list-style-type: none"> 3.1.1. Deed of Absolute Sale 3.1.2. Certificate of Title 3.1.3. Tax Declaration 3.1.4. Acknowledgement Receipt of full payment 3.1.5. Tax Clearance on Real Property 3.1.6. Cancellation of Mortgage (if applicable) 3.2. Installment <ol style="list-style-type: none"> 3.2.1. Contract to Sell (signed by buyer and developer) 3.2.2. Deed of Absolute Sale (if with issued Letter of Guarantee) 3.2.3. Transfer of Title to Borrower 3.2.4. Promissory Note
4. Laws and Regulations	May include: <ol style="list-style-type: none"> 4.1 RESA Law – RA 9646 4.2 MACEDA Law – Buyers protection

VARIABLE	RANGE
	4.3 PD 957 – Subdivision and Condominium Buyers Protective Decree 4.4 RA 4726 – Condominium Act 4.5 BP 220 – Socialized Housing 4.6 Magna Carta for Homeowners 4.7 Taxation Law
5. Documentation and Procedures	May include: 5.7 Business Forms 1.7.1 Buyers information sheet 1.7.2 Prospect appointment slip 5.8 Reservation Agreement 5.9 Booking Checklists 5.10 Contract to Sell 5.11 Deed of Absolute Sale
6. Financial Capability	May include: 6.1. Terms of payment 6.1.1. Cash 6.1.2. Installment 6.1.2.1. Bank financed 6.1.2.2. In-house financed 6.1.2.3. Government financed (HDMF or NHMFC)
7. Signed Requirements	May include: 7.1. ITR 7.2. TIN 7.3. If Employed 7.3.1. Government issued IDs 7.3.2. Valid Community Tax Certificate 7.3.3. Certificate of Employment 7.3.4. At least 3 months copy of pay slip 7.4. Business Registration (Businessman) 7.4.1. DTI / SEC 7.4.2. Mayor’s Permit and 7.4.3. Other Licenses 7.4.4. BIR registration 7.4.5. Valid Gov’t IDs

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Demonstrated knowledge and skills in data management and documentation 1.2. Demonstrated knowledge and skills in coordinating and scheduling of tripping/viewing 1.3. Demonstrated knowledge and skills in legal laws and regulations 1.4. Used software applications, tools and equipment 1.5. Applied the appropriate financing terms, provisions and conditions
<p>2. Resource Implications</p>	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials, supplies, tools and equipment relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities 2.4 Internet and application software
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Direct Observation 3.2 Oral interview and written test
<p>4. Context of Assessment</p>	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA Assessment Center</p>

UNIT OF COMPETENCY: PERFORM LOAN PROCESSING FUNCTION

UNIT CODE : SOC333303

UNIT DESCRIPTOR : This unit involves the knowledge, skills and attitude required to illustrate the loan processing with financing institutions and the governing laws involved.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Coordinate with broker and borrower regarding financing options	<p>1.1 Borrower is advised on <i>financing options</i></p> <p>1.2 Documents for submission is facilitated according to the brokers advise</p> <p>1.3 Documents submitted are evaluated in accordance with pre qualification requirements/ <i>checklists</i> provided by the financing institutions and evaluation procedures</p>	<p>1.1 Verbal</p> <p>1.2 Office protocols</p> <p>1.3 Personality Development</p> <p>1.4 Documents and procedures</p> <p>1.4.1 Financing Requirements</p> <p>1.4.2 Business Forms</p> <p>–</p> <p><u>HARDWARE</u></p> <p>1.5 Use of Personal computer</p> <p>1.6 Laptop</p> <p>1.7 Use of Mobile</p> <p>1.8 Use of Calculator</p>	<p>1.1 Customer service</p> <p>1.2 Oral and written skills</p> <p>1.3 Filing</p> <p>1.4 Coordination Skills</p>
2. Submit loan application to financing institutions	<p>2.1 Loan application <i>requirements</i> is submitted in accordance with the checklist</p> <p>2.2 Notice of loan approval is secured from financing institution</p> <p>2.3 Loan documents is coordinated with the borrower for signing</p> <p>2.4 Letter of guarantee is coordinated with financing institutions before signing of Deed of Absolute Sale</p> <p>2.5 Documents for processing is coordinated with appropriate government agency (BIR, Local Tax Municipal, Register of Deeds and Municipal Assessor)</p> <p>2.6 Completed Loan documents is submitted</p>	<p>2.1 Verbal</p> <p>2.2 Office protocols</p> <p>2.3 Personality Development</p> <p>2.4 Documents and procedures</p> <p>2.4.1 Financing Requirements</p> <p>2.4.2 Business Forms –</p> <p>2.5 Occupational Health and Safety Policies and Guidelines</p> <p>2.6 basic real estate mathematics</p> <p><u>HARDWARE</u></p> <p>2.7 Use of Personal computer</p> <p>2.8 Laptop</p> <p>2.9 Use of Mobile</p> <p>2.10 Use of Calculator</p> <p>2.11 Truth in Lending</p>	<p>2.1 Customer service</p> <p>2.2 Oral and written skills</p> <p>2.3 Filing</p> <p>2.4 Coordination Skills</p> <p>2.5 Computer skills</p> <p>2.6 Performing calculations involving basic real estate mathematics</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	with the new Transfer Certificate of Title to financing institutions 2.7 Follow-up of release of loan is coordinated at financing institutions	Act 2.12 Mortgage redemption Insurance 2.13 Fire Insurance	
3. Advice for payment of appropriate fees	3.1 Appropriate fees are paid in accordance with the financing institutions payment procedures 3.2 Payment charges is coordinated to borrower prior to release of Transfer certificate of title. 3.3 Payment to different government agencies requirements (BIR, Local Tax Municipal, Register of Deeds and Municipal Assessor) is coordinated	3.1 Verbal 3.2 Office protocols 3.3 Personality Development 3.4 Documents and procedures 3.4.1 Financing Requirements 3.4.2 Bank charges– 3.5 BIR Rules and Regulations on Fees 3.6 Local Taxes 3.7 Register of Deeds 3.8 Municipal, City, and Provincial Assessor	3.1 Customer service 3.2 Oral and written skills 3.3 Filing 3.4 Coordination Skills 3.5 Computer skills 3.6 Performing calculations involving basic real estate mathematics

RANGE OF VARIABLES

VARIABLE	RANGE
1. Financing Options	May include: <ul style="list-style-type: none"> 1.1. In-house 1.2. Bank loan 1.3. Government (Pag-Ibig/SSS/Home Dev.)
2. Checklists	May include: <ul style="list-style-type: none"> 1.1. In-house <ul style="list-style-type: none"> 1.1.1. Capability to pay <ul style="list-style-type: none"> 1.1.1.1. <u>Business/Professionals</u> <ul style="list-style-type: none"> 1.1.1.1.1. source of income (ITR) 1.1.1.1.2. TIN 1.1.1.1.3. Marriage Contract, 1.1.1.1.4. two valid gov't IDs (CEI) 1.1.1.1.5. Passport 1.1.1.1.6. Domestic Trade Industry Certificate 1.1.1.1.7. Mayors Permit and Licenses 1.1.1.1.8. Birth Certificate 1.1.1.1.9. Pictures (6 cps) 1.1.1.1.10. Proof of address/billing of Borrower 1.1.1.2. <u>Employed (Local)</u> <ul style="list-style-type: none"> 1.1.1.2.1. Cert. Of Employment With Compensation (COC) 1.1.1.2.2. Latest 3 months pay slip 1.1.1.2.3. ITR 1.1.1.2.4. TIN 1.1.1.2.5. Marriage Contract, 1.1.1.2.6. two valid gov't IDs 1.1.1.2.7. Passport 1.1.1.2.8. Birth Certificate 1.1.1.2.9. Pictures (6 cps) 1.1.1.2.10. ID of spouse / co-borrower 1.1.1.2.11. Proof of Billing of Borrower 1.1.1.3. <u>Employed (Overseas Worker)</u> <ul style="list-style-type: none"> 1.1.1.3.1. Cert. Of Employment With Compensation (COC) / Salary Cert.

VARIABLE	RANGE
	<ul style="list-style-type: none"> 1.1.1.3.2. Seaman's Book 1.1.1.3.3. Latest 3 months pay slip 1.1.1.3.4. TIN 1.1.1.3.5. Marriage Contract, 1.1.1.3.6. two valid gov't IDs 1.1.1.3.7. Passport 1.1.1.3.8. Special Power of Attorney + ID of Atty. In Fact 1.1.1.3.9. Photocopy of Passport showing Entry / Exit to & from Philippines & Foreign country 1.1.1.3.10. Photocopy of Passport page with visa 1.1.1.3.11. Birth Certificate 1.1.1.3.12. Copy of Bank Statement (at least 3 months) 2.1.1.4 <u>Corporations</u> <ul style="list-style-type: none"> 2.1.1.4.1 Company Profile 2.1.1.4.2 SEC Registration Cert. 2.1.1.4.3 Articles of Incorporation 2.1.1.4.4 Gen. Info Sheet 2.1.1.4.5 Corporate By-Laws 2.1.1.4.6 Board Resolution (Sec. Cert.) 2.1.1.4.7 Mayor's Permit 2.1.1.4.8 Audited Financial Statements 2.1.1.4.9 ITR for past 2 years 2.1.1.4.10 TIN / VAT Regn./ 2303 Cert. 2.1.1.4.11 Proof of Billing of Borrower 2.1.1.4.12 Management Team + Bio-Data (BOD/Stockholders)
2. Loan Application Requirements	<p>May include:</p> <p><u>Financing Institutions Loan Documents</u></p> <p>2.1. <u>Business/Professionals</u></p> <ul style="list-style-type: none"> 2.1.1.1.1. Source of income (ITR) 2.1.1.1.2. TIN, 2.1.1.1.3. Marriage Contract, 2.1.1.1.4. two valid gov't IDs

VARIABLE	RANGE
	<p>2.1.1.1.5. Passport</p> <p>2.1.1.1.6. Domestic Trade Industry Certificate</p> <p>2.1.1.1.7. Mayors Permit and Licenses</p> <p>2.1.1.1.8. Birth Certificate</p> <p>2.1.1.1.9. Pictures (6 cps)</p> <p>2.1.1.1.10. Proof of address/billing of Borrower</p> <p>2.1.1.2. <u>Employed (Local)</u></p> <p>2.1.1.2.1. COC</p> <p>2.1.1.2.2. Latest 3 months pay slip</p> <p>2.1.1.2.3. ITR</p> <p>2.1.1.2.4. TIN</p> <p>2.1.1.2.5. Marriage Contract,</p> <p>2.1.1.2.6. two valid gov't IDs</p> <p>2.1.1.2.7. Passport</p> <p>2.1.1.2.8. Birth Certificate</p> <p>2.1.1.2.9. Pictures (6 cps)</p> <p>2.1.1.2.10. ID of spouse / co-borrower</p> <p>2.1.1.2.11. Proof of Billing of Borrower</p> <p>2.2. <u>Employed (Overseas Worker)</u></p> <p>2.2.1.1.1. COC</p> <p>2.2.1.1.2. Latest 3 months pay slip</p> <p>2.2.1.1.3. ITR</p> <p>2.2.1.1.4. TIN</p> <p>2.2.1.1.5. Marriage Contract,</p> <p>2.2.1.1.6. two valid gov't IDs</p> <p>2.2.1.1.7. Job contract</p> <p>2.2.1.1.8. Passport</p> <p>2.2.1.1.9. Cert. Of Employment With Compensation / Salary Cert.</p> <p>2.2.1.1.10. Employment Contract / Job Contract (Order)</p> <p>2.2.1.1.11. Seaman's Book</p> <p>2.2.1.1.12. Latest 3 months pay slip</p> <p>2.2.1.1.13. ITR</p> <p>2.2.1.1.14. TIN</p> <p>2.2.1.1.15. Marriage Contract,</p>

VARIABLE	RANGE
	<ul style="list-style-type: none"> 2.2.1.1.16. two valid gov't IDs 2.2.1.1.17. Job contract 2.2.1.1.18. Passport 2.2.1.1.19. Special Power of Attorney + ID of Atty. In Fact 2.2.1.1.20. Photocopy of Passport showing Entry / Exit to & from Phils. & Foreign country 2.2.1.1.21. Photocopy of Passport page with visa 2.2.1.1.22. Birth Certificate 2.2.1.1.23. Copy of Bank Statement (at least 3 months) <p>1.3 <u>Corporations</u></p> <ul style="list-style-type: none"> 1.3.A.1 Company Profile 1.3.A.2 SEC Registration Cert. 1.3.A.3 Articles of Incorporation 1.3.A.4 Gen. Info Sheet 1.3.A.5 Corporate By-Laws 1.3.A.6 Board Resolution (Sec. Cert.) 1.3.A.7 Mayor's Permit 1.3.A.8 Audited Financial Statements 1.3.A.9 ITR for past 2 years 1.3.A.10 TIN / VAT Regn./ 2303 Cert. 1.3.A.11 Proof of Billing of Borrower 1.3.A.12 Management Team + Bio Data (BOD/Stockholders)
3. Fees	<p>May include:</p> <ul style="list-style-type: none"> 3.1. In-house 3.2. Banking Institutions <ul style="list-style-type: none"> 3.2.1 Loan Processing Fee 3.2.2 Appraisal Fee 3.2.3 Documentary Stamps 3.2.4 Mortgage Redemption Insurance 3.2.5 Fire Insurance (if with improvement)

VARIABLE	RANGE
	<ul style="list-style-type: none"> 3.2.6 Title Annotation Fee 3.3. Government <ul style="list-style-type: none"> 3.3.1 Loan Processing Fee 3.3.2 Appraisal Fee 3.3.3 Documentary Stamps 3.3.4 Mortgage Redemption Insurance 3.3.5 Fire Insurance (if with improvement) 3.3.6 Title Annotation Fee
4. Mode of Payment	<p>May include:</p> <ul style="list-style-type: none"> 4.1 In-house <ul style="list-style-type: none"> 4.1.1 Post dated cheques 4.1.2 Auto-debit advice 4.1.3 Over the counter 4.2 Banking Institutions <ul style="list-style-type: none"> 4.2.1 Post dated cheques 4.2.2 Remittance 4.2.3 Credit Card Payment 4.2.4 On-Line Services (Auto debit/wire transfer) 4.3 Government <ul style="list-style-type: none"> 4.3.1 Post dated cheques 4.3.2 Auto-debit advice 4.3.3 Remittance

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Distinguished different categories of borrowers/buyers 1.2. Recommended financing options to borrowers/buyers 1.3. Familiarized with different loan forms and documents 1.4. Coordinated with appropriate government agencies and financing institutions 1.5. Used appropriate tools, equipment and application software required
<p>2. Resource Implications</p>	<p>The following resources must be provided:</p> <ol style="list-style-type: none"> 2.1 Workplace location 2.2 Materials, Supplies, Tools and Equipment relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities 2.4 Internet and application software
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1. Direct Observation 3.2. Oral interview 3.3. Written test 3.4. Third Report 3.5. Portfolio 3.6. Case Analysis
<p>4. Context of Assessment</p>	<ol style="list-style-type: none"> 4.1. Competency maybe assessed in actual workplace or at designated TESDA Assessment Center

UNIT OF COMPETENCY: PERFORM PROPERTY MANAGEMENT FUNCTION

UNIT CODE : SOC333304

UNIT DESCRIPTOR : This unit involves the knowledge, skills and attitude required in the presentation, preservation, delivery of the rent/lease and sale of the property/properties.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1.1 Coordinate the turn-over activities	1.1 Move in /turn over Compliance of buyer for per policies and guidelines set-forth by the property owner/developer 1.2 Punch listing activities are arranged with the property owner/developer in accordance with the specifications in the deliverables as stated in the contract 1.3 Outcome of the punch listing activity will be coordinated with the property owner/developer for rectification and proper action. 1.4 If rectification of punch list items are acceptable to both parties, actual turn over and acceptance of the property is scheduled in accordance with established procedures	1.1 Verbal 1.2 Office protocols 1.3 Documents 1.4 Financing Options 1.4.1 In-house 1.4.2 bank 1.5 Handling objections techniques 1.6 Waste Management 1.7 Occupational Health and Safety Policies and Guidelines 1.8 Basic Real Estate Mathematics <u>HARDWARE</u> 1.9 Use of Personal computer 1.10 Laptop 1.11 Fax Machines 1.12 Use of Mobile 1.13 Use of Calculator <u>SOFTWARE</u> 1.14 Use of mobile application tools 1.15 Use of application software 1.16 Graphic application 1.17 Internet Technology 1.18 MACEDA Law – Buyers protection 1.19 RA 6552 1.20 PD 957 –	1.1 Total Customer service satisfaction 1.2 Oral and written skills 1.3 Business writing 1.4 Filing 1.5 Coordination Skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		Subdivision and Condominium Buyers Protective Decree 1.21 BP 220 – Socialized Housing 1.22 Magna Carta for Homeowners 1.23 Taxation Law 1.24 Bldg. Code (Basic/Minimum) 1.25 OTHER RELATED LAWS, RA 4726 etc	
1.26 Assist the broker as to the well-being and conditions of the property	2.1 Issues and concerns as to well-being of properties, restrictions, construction, development between buyer investor and broker is facilitated in accordance with established procedures 2.2 Legality of ownership and documents needed in the sales process is verified in accordance with section 29 of RA 9646 2.3 Farming, listing, negotiating with FSBO (For Sale by Owner), and advertising 2.4 The broker is assisted in accepting inquiries, presenting, scheduled tripping and closing. 2.5 Contract signing is coordinated in accordance with established procedures.	2.1 Verbal 2.2 Office protocols 2.3 Personality Development 2.4 Advertising – using marketing tools 2.5 Documents and procedures 2.5.1 Contracts 2.5.2 Business Forms 2.6 Occupational Health and Safety Policies and Guidelines 2.7 CLUP(Basic Comprehensive Land Use Plan) 2.8 Clean Water Act 2.9 All related environmental laws. 2.10 Basic Real Estate Mathematics <u>HARDWARE</u> 2.11 Use of Personal computer 2.12 Laptop 2.13 Use of Mobile 2.14 Use of Calculator <u>SOFTWARE</u>	2.1 Customer service 2.2 Oral and written skills 2.3 Filing 2.4 Coordination Skills 2.5 Computer skills – use of graphic application software for marketing 2.6 Performing calculations involving basic real estate mathematics

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		2.15 Use of mobile application tools 2.16 Use of application software 2.17 Graphic application 2.18 RA -9646, Section 29 (OTHER RELATED LAWS, BP220, RA 4726, PD 957 etc)	
1.27 Coordinate refurbishment or renovation, retrofitting of property/ies.	3.1. Rehabilitation/ refurbishment is coordinated upon brokers recommendations and in accordance with unit owners agreed conditions/ requirements 3.2. Permits and bond requirements facilitated according to established policies of condominium, commercial and residential units 3.3. Documentation for refurbishment/ renovation is coordinated with property management department 3.4. Turn key is coordinated with the unit owner and the broker according to established specifications in the contract	3.1 Verbal 3.2 Office protocols 3.3 Personality Development 3.4 Documents and procedures 3.5 Bldg. Permit Business Forms – 3.6 Construction Bonds a. Condominium and Subdivision Rules and Regulations 3.7 Occupational Health and Safety Policies and Guidelines 3.8 RA -9646, Section 29 3.9 Building Code 3.10 Fire Safety 3.11 Plumbing 3.12 Electrical	3.1 Customer service 3.2 Oral and written skills 3.3 Filing 3.4 Coordination Skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Specifications	<p>May include:</p> <ul style="list-style-type: none"> 1.1 Measurement of area <ul style="list-style-type: none"> 1.1.1.1. Floor plan (residential) <ul style="list-style-type: none"> 1.1.1.1.1. Unit area 1.1.1.1.2. No. of rooms 1.1.1.1.3. No. of T & B 1.1.1.1.4. No. of utilities <ul style="list-style-type: none"> 1.1.1.1.4.1. Powder area 1.1.1.1.4.2. Laundry area 1.1.1.2. Building plan <ul style="list-style-type: none"> 1.1.1.2.1. Amenities 1.1.1.2.2. Facilities 1.1.1.2.3. Parking 1.1.1.3. House and Lot <ul style="list-style-type: none"> 1.1.1.3.1. Orientation and dimension of lot area 1.1.1.3.2. Unit area 1.1.1.3.3. No. of rooms 1.1.1.3.4. No. of T & B 1.1.1.3.5. No. of utilities <ul style="list-style-type: none"> 1.1.1.3.5.1. Powder area 1.1.1.3.5.2. Laundry area 1.1.1.3.6. Parking Area 1.2 Color 1.3 Theme
2. Deliverables as stated in the contract	<p>May include:</p> <ul style="list-style-type: none"> 2.1.1. Residential <ul style="list-style-type: none"> 2.1.1.1. Condominium 2.1.1.2. Villas 2.1.1.3. Townhomes 2.1.1.4. House and Lot / 2.1.2. Commercial <ul style="list-style-type: none"> 2.1.2.1. Business Center 2.1.2.2. Mall spaces 2.1.2.3. Kiosk 2.1.2.4. Exhibit area 2.1.3. Industrial

VARIABLE	RANGE
	2.1.3.1. Plant 2.1.3.2. Warehouse 2.1.4. Resort and Leisure Clubs 1.1.4.1 Cabana 1.1.4.2 Villas 1.1.4.3 Private Resort 1.1.4.4 Golf Club 1.1.4.5 Leisure Farm 2.1.5. Memorial Garden
3. Advertisement procedures.	May include: 3.1.1.Traditional 3.1.1.1. On-line 3.1.1.2. Off-line 3.1.2.Print (Off site) 3.1.2.1. Flyers 3.1.2.2. Tarpaulin 3.1.2.3. Drop downs 3.1.2.4. Booth 3.1.3.Print (On site) 3.1.3.1. Flyers 3.1.3.2. Tarpaulin 3.1.3.3. Scale models 3.1.3.4. Actual Model units 3.1.4.Social Media 3.1.5.Media

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Demonstrated persistency/diligence in following up the requirements for turnover 1.2. Demonstrated knowledge and skills in specifications of deliverables as stated in the contract 1.3. Assessed the needs of the buyer 1.4. Demonstrated knowledge and skills in handling meetings with buyers 1.5. Demonstrated knowledge and skills in product handling 1.6. Handled inquiries both by phone, on line and face to face 1.7. Demonstrated knowledge and skills in marketing product 1.8. Demonstrated knowledge and skills in documentation
<p>2. Resource Implications</p>	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 2.1. Fax machine 2.2. Telephone 2.3. Writing materials 2.4. Internet
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1. Direct Observation 3.2. Oral interview and written test
<p>4. Context of Assessment</p>	<ul style="list-style-type: none"> 4.1. Competency maybe assessed in the actual workplace or at the designated TESDA Accredited Assessment Center

SECTION 3 TRAINING ARRANGEMENTS

These standards are set to provide technical and vocational education and training (TVET) providers with information and other important requirements to consider when designing training programs for **REAL ESTATE SERVICES NC II**.

They include information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; and trainer's qualification.

3.1 CURRICULUM DESIGN

TESDA shall provide training on the development of competency-based curricula to enable training providers develop their own curricula with the components mentioned below.

Delivery of knowledge requirements for the basic, common and core units of competency specifically in the areas of mathematics, science/technology, communication/language and other academic subjects shall be contextualized. To this end, TVET providers shall develop a Contextual Learning Matrix (CLM) to include green technology, issues on health and drugs and persons with disabilities (PWD's).

Course Title: REAL ESTATE SERVICES

NC Level: NC II

Nominal Training Duration:

37 Hrs.	Basic Competencies
24 Hrs.	Common Competencies
88 Hrs.	Core Competencies
149 Hrs	Total
60 hrs.	SIT

Course Description:

This course is designed to enhance the knowledge, skills and attitude of **REAL ESTATE SERVICES NC II** in accordance with industry standards. This covers competencies that a person must achieve in performing functions for sales/marketing, sales documentation, loan processing and property management.

To obtain this, all units prescribed for this qualification must be achieved.

**BASIC COMPETENCIES
(37 HOURS)**

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Participate in workplace communication	1.1. Obtain and convey workplace information	<ul style="list-style-type: none"> • Describe Organizational policies • Read: <ul style="list-style-type: none"> ○ Effective communication ○ Written communication ○ Communication procedures and systems • Identify: <ul style="list-style-type: none"> ○ Different modes of communication ○ Medium of communication ○ Flow of communication ○ Available technology relevant to the enterprise and the individual's work responsibilities • Prepare different Types of question • Gather different sources of information • Apply storage system in establishing workplace information • Demonstrate Telephone courtesy 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation 	2 hours
	1.2. Perform duties following workplace instructions	<ul style="list-style-type: none"> • Read: <ul style="list-style-type: none"> ○ Written notices and instructions ○ Workplace interactions and procedures • Read instructions on work related forms/documents • Perform workplace duties scenario following workplace instructions 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation 	2 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	1.3. Complete relevant work related documents	<ul style="list-style-type: none"> • Describe Communication procedures and systems • Read: <ul style="list-style-type: none"> ○ Meeting protocols ○ Nature of workplace meetings ○ Workplace interactions ○ Barriers of communication • Read instructions on work related forms/documents • Practice: <ul style="list-style-type: none"> ○ Estimate, calculate and record routine workplace measures ○ Basic mathematical processes of addition, subtraction, division and multiplication • Demonstrate office activities in: <ul style="list-style-type: none"> ○ workplace meetings and discussions scenario • Perform workplace duties scenario following simple written notices • Follow simple spoken language • Identify the different Non-verbal communication • Demonstrate ability to relate to people of social range in the workplace • Gather and provide information in response to workplace requirements • Complete work related documents 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role play 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation 	2 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
2. Work in a team environment	2.1 Describe team role and scope	<ul style="list-style-type: none"> • Discussion on team roles and scope • Participate in the discussion: <ul style="list-style-type: none"> ○ Definition of Team ○ Difference between team and group ○ Objectives and goals of team • Locate needed information from the different sources of information 	<ul style="list-style-type: none"> • Lecture/ Discussion • Group Work • Individual Work • Role Play 	<ul style="list-style-type: none"> • Role Play • Case Study • Written Test 	1 hour
	2.2 Identify one's role and responsibility within team	<ul style="list-style-type: none"> • Role play : <ul style="list-style-type: none"> ○ individual role and responsibility • Role Play <ul style="list-style-type: none"> ○ Understanding Individual differences • Discussion on gender sensitivity 	<ul style="list-style-type: none"> • Role Play • Lecture/ Discussion 	<ul style="list-style-type: none"> • Role Play • Written Test 	1 hour
	2.3 Work as a team member	<ul style="list-style-type: none"> • Participate in group planning activities • Role play : Communication protocols • Participate in the discussion of standard work procedures and practices 	<ul style="list-style-type: none"> • Group work • Role Play • Lecture/ Discussion 	<ul style="list-style-type: none"> • Role Play • Written Test 	1 hour
3. Solve/address routine problems	3.1 Identify routine problems	<ul style="list-style-type: none"> • Review of the current industry hardware and software products and services • Identify correctly the industry maintenance, service and helpdesk practices, processes and procedures • Make use of the industry standard diagnostic tools • Share best practices in determining basic malfunctions and resolutions to general problems in the workplace • Analyze routine/procedural problems 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role playing 	<ul style="list-style-type: none"> • Case Formulation • Life Narrative Inquiry (Interview) • Standardized test 	1 hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	3.2 Look for solutions to routine problems	<ul style="list-style-type: none"> Review of the current industry hardware and software products and services Identify correctly the industry maintenance, service and helpdesk practices, processes and procedures Make use of the industry standard diagnostic tools Share best practices in determining basic malfunctions and resolutions to general problems in the workplace Formulate possible solutions to problems and document procedures for reporting 	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role playing 	<ul style="list-style-type: none"> Case Formulation Life Narrative Inquiry (Interview) Standardized test 	1 hour
	3.1 Recommend solutions to problems	<ul style="list-style-type: none"> Discuss standard operating procedures and documentation processes 	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role playing 	<ul style="list-style-type: none"> Case Formulation Life Narrative Inquiry (Interview) Standardized test 	1 hour
4. Develop Career and Life Decisions	4.1 Manage one's emotion	<ul style="list-style-type: none"> Demonstrate self-management strategies that assist in regulating behavior and achieving personal and learning goals Explain enablers and barriers in achieving personal and career goals Identify techniques in handling negative emotions and unpleasant situation in the workplace such as frustration, anger, worry, anxiety, etc. Manage properly one's emotions and recognize situations that cannot be changed and accept them and remain professional Recall instances that demonstrate self-discipline, working independently and 	<ul style="list-style-type: none"> Discussion Interactive Lecture Brainstorming Demonstration Role-playing 	<ul style="list-style-type: none"> Demonstration or simulation with oral questioning Case problems involving workplace diversity issues 	1 hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		showing initiative to achieve personal and career goals <ul style="list-style-type: none"> • Share experiences that show confidence, and resilience in the face of setbacks and frustrations and other negative emotions and unpleasant situations in the workplace 			
	4.2 Develop reflective practice	<ul style="list-style-type: none"> • Enumerate strategies to improve one's attitude in the workplace • Explain Gibbs' Reflective Cycle/Model (Description, Feelings, Evaluation, Analysis, Conclusion, and Action plan) • Use basic SWOT analysis as self-assessment strategy • Develop reflective practice through realization of limitations, likes/ dislikes; through showing of self-confidence • Demonstrate self-acceptance and being able to accept challenges 	<ul style="list-style-type: none"> • Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • 5 Role-playing 	<ul style="list-style-type: none"> • Demonstration or simulation with oral questioning • Case problems involving workplace diversity issues 	1 hour
	4.3 Boost self-confidence and develop self-regulation	<ul style="list-style-type: none"> • Describe the components of self-regulation based on Self-Regulation Theory (SRT) • Explain personality development concepts • Cite self-help concepts (e. g., 7 Habits by Stephen Covey, transactional analysis, psycho-spiritual concepts) • Perform effective communication skills – reading, writing, conversing skills • Show affective skills – flexibility, adaptability, etc. • Determine strengths and weaknesses 	<ul style="list-style-type: none"> • Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing 	<ul style="list-style-type: none"> • Demonstration or simulation with oral questioning • Case problems involving workplace diversity issues 	1 hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
5. Contribute to workplace innovation	5.1 Identify opportunities to do things better	<ul style="list-style-type: none"> • Identify different roles of individuals in contributing to doing things better in the workplace • Appreciate positive impacts and challenges in innovation • Show mastery of the different types of changes and levels of participation in the workplace • Discuss 7 habits of highly effective people 	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace reports of on-the-job performance. • Standardized assessment of character strengths and virtues applied 	1 hour
	5.2 Discuss and develop ideas with others	<ul style="list-style-type: none"> • Identify different roles of individuals in contributing to doing things better in the workplace • Appreciate positive impacts and challenges in innovation • Show mastery of the different types of changes and levels of participation in the workplace • Discuss 7 habits of highly effective people • Communicate ideas through small group discussions and meetings 	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace reports of on-the-job 	1 hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
				performance. <ul style="list-style-type: none"> Standardized assessment of character strengths and virtues applied 	
	5.3 Integrate ideas for change in the workplace	<ul style="list-style-type: none"> Identify different roles of individuals in contributing to doing things better in the workplace Appreciate positive impacts and challenges in innovation Show mastery of the different types of changes and levels of participation in the workplace Discuss 7 habits of highly effective people Communicate ideas through small group discussions and meetings Demonstrate basic skills in data analysis 	<ul style="list-style-type: none"> Interactive Lecture Appreciative Inquiry Demonstration Group work 	<ul style="list-style-type: none"> Psychological and behavioral Interviews Performance Evaluation Life Narrative Inquiry Review of portfolios of evidence and third-party workplace reports of on-the-job performance. Standardized assessment of character strengths and virtues applied 	1 hour
6. Present relevant information	6.1 Gather data/ information	<ul style="list-style-type: none"> Lecture and discussion on: <ul style="list-style-type: none"> Organisational protocols Confidentiality and accuracy Business mathematics and statistics Legislation, policy and procedures relating to the conduct of evaluations Reviewing data/ information 	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role Play 	<ul style="list-style-type: none"> Oral evaluation Written Test Observation Presentation 	2 Hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	6.2 Assess gathered data/ information	<ul style="list-style-type: none"> • Lecture and discussion on: <ul style="list-style-type: none"> ○ Data analysis techniques/ procedures ○ Organisational values, ethics and codes of conduct ○ Trends and anomalies • Computing business mathematics and statistics • Application of data analysis techniques 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role Play • Practical exercises 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Observation • Presentation 	3 Hours
	6.3 Record and present information	<ul style="list-style-type: none"> • Lecture and discussion on: <ul style="list-style-type: none"> ○ Reporting requirements to a range of audiences ○ Recommendations for possible improvements • Analysis and comparison of interim and final reports' outcomes • Reporting of data findings 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role Play • Practical exercises 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Observation • Presentation 	3 Hours
7. Practice Occupational Safety And Health Policies And Procedures	7.1 Identify OSH compliance requirements	<ul style="list-style-type: none"> • Discussion regarding: <ul style="list-style-type: none"> - Hierarchy of Controls - Hazard Prevention and Controls - Work Standards and Procedures - Personal Protective Equipment 	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1 Hour
	7.2 Prepare OSH requirements for compliance	<ul style="list-style-type: none"> • Identification of required safety materials, tools and equipment • Handling of safety control resources 	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	7.3 Perform tasks in accordance with relevant OSH policies and procedures	<ul style="list-style-type: none"> • Discussion of General OSH Standards and Principles • Performing industry related work activities in accordance with OSH Standards 	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	2 Hours
8. Exercise Efficient and Effective Sustainable Practices in the Workplace	8.1 Identify the efficiency and effectiveness of resource utilization	<ul style="list-style-type: none"> - Discussion on the process how Environmental Policies coherence is achieved • Discussion on Necessary Skills in response to changing environmental policies needs <ul style="list-style-type: none"> - Waste Skills - Energy Skills - Water Skills - Building Skills - Transport Skills - Material Skills 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Simulation • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1 Hour
	8.2 Determine causes of inefficiency of resource utilization	<ul style="list-style-type: none"> • Discussion of Environmental Protection and Resource Efficiency Targets • Analysis on the Relevant Work Procedure 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1 Hour
	8.3 Convey inefficient and ineffective environmental practices	<ul style="list-style-type: none"> • Identification of (re)training needs and usage of environment friendly methods and technologies • Identification of environmental corrective actions • Practicing Environment Awareness 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Role Play • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
9. Practice Entrepreneurial Skills in the Workplace	9.1 Apply entrepreneurial workplace best practices	<ul style="list-style-type: none"> • Case studies on Best entrepreneurial practices • Discussion on Quality procedures and practices • Case studies on Cost consciousness in resource utilization 	<ul style="list-style-type: none"> • Case Study • Lecture/ Discussion 	<ul style="list-style-type: none"> • Case Study • Written Test • Interview 	1 Hour
	9.2 Communicate entrepreneurial workplace best practices	<ul style="list-style-type: none"> • Discussion on communicating entrepreneurial workplace best practices 	<ul style="list-style-type: none"> • Lecture/ Discussion 	<ul style="list-style-type: none"> • Written Test • Interview 	1 Hour
	9.3 Implement cost-effective operations	<ul style="list-style-type: none"> • Case studies on Preservation, optimization and judicious use of workplace resources 	<ul style="list-style-type: none"> • Case Study • Lecture/ Discussion 	<ul style="list-style-type: none"> • Case Study • Written Test • Interview 	2 Hours

**COMMON COMPETENCIES
(24 hours)**

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Apply knowledge in real estate service practice	1.1. Identify major areas of the workplace	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation 	3 hours
		<ul style="list-style-type: none"> ○ conditions of service including: employer and employee obligations, employment contract, OH&S and other regulations 			
		<ul style="list-style-type: none"> ○ Emergency procedures 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Prepare site or workplace layout 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read and interpret instructions, procedures, information and signs relevant to work activities 	<ul style="list-style-type: none"> • Self-Learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Read workplace structures and the roles and responsibilities of team/ group members 			
		<ul style="list-style-type: none"> • Interpret and follow operational instructions and prioritize work 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Identify and correctly use equipment, processes and procedures 			
		<ul style="list-style-type: none"> • Select and use required personal protective equipment conforming to industry and OH&S standards 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Prepare personal protective equipment and read instructions of 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		its use			
		<ul style="list-style-type: none"> Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities 			
		<ul style="list-style-type: none"> Practice in-house safety procedures on emergency and workplace hazards and related hazard minimization 	<ul style="list-style-type: none"> Role Play 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Demonstrate ability to: <ul style="list-style-type: none"> work collaboratively with others in completing workplace orientation and induction procedures 			
		<ul style="list-style-type: none"> work systematically with required attention to detail without injury to self or others, or damage to goods or equipment 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
	1.2. Organize and accept responsibility for own workload	<ul style="list-style-type: none"> Describe <ul style="list-style-type: none"> enterprise work guidelines, directions or instructions 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral evaluation 	
		<ul style="list-style-type: none"> Read work planning and method of communicating work progress to others 	<ul style="list-style-type: none"> Self-Learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Identify ways of establishing priorities and deadlines 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Demonstrate ability to <ul style="list-style-type: none"> plan and communicate work progress to others 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ complete work to the expected standard in the workplace and in accordance with any guidelines, directions ○ communicate additional support to improve work to appropriate personnel 			
	1.3. Apply ethical practices	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ workplace procedures, regulations and legislation ○ Enterprise policy on commitments and undertakings to clients, colleagues and supervisors are met ○ Workplace security policies • Read and follow workplace procedures, regulations and legislation • Read codes company ethics • Apply appropriate codes of acceptable and ethical work practices • Identify techniques of maintaining company confidentiality • Apply enterprise policy on commitments and undertakings to clients, colleagues and supervisors 	<ul style="list-style-type: none"> • Group Discussion • Self-Learning • Self-Learning • Demonstration • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral Evaluation • Written Test • Written Test • Observation • Written Examination • Observation 	
	1.4. Plan and organize a personal daily routine	<ul style="list-style-type: none"> • Describe company standard time and other performance measures of work activities • Identify 	<ul style="list-style-type: none"> • Group Discussion • Lecture 	<ul style="list-style-type: none"> • Oral Evaluation • Written 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ techniques of clarifying requirements of tasks 		Examination	
		<ul style="list-style-type: none"> ○ ways of planning daily routine to take into account rosters, industrial agreements and workplace procedures 			
		<ul style="list-style-type: none"> • Select requirements of tasks appropriate to work activity 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Follow tasks agreeing achievable time and other performance measures 			
		<ul style="list-style-type: none"> • Prepare daily routine plan taking into account rosters, industrial agreements and workplace procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
2. Perform industry calculation in real estate operations	2.1 Carry out calculations	<ul style="list-style-type: none"> • Read and follow instructions on estimating <ul style="list-style-type: none"> ○ Quantities of materials (i.e. sample computations, miscellaneous fees, VAT) and resources (computation templates, i.e Excel files) required to complete a work task 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> ○ Time needed to complete a work activity 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Prepare estimates for work completion 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Identify method of estimating the time needed to complete a work activity 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration		
		<ul style="list-style-type: none"> • Apply techniques of <ul style="list-style-type: none"> ○ estimating quantities of materials and resources ○ accurate estimate of completing a particular work/activity • Prepare report / documentation related to work activities • Demonstrate ability to communicate effectively with others when carrying out basic workplace calculations 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 			
		<ul style="list-style-type: none"> • Demonstrate ability to work systematically with required attention to detail 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 			
		<ul style="list-style-type: none"> • Describe relevant OH&S responsibilities 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation 			
		<ul style="list-style-type: none"> • Read and interpret information represented in symbols, diagrams and pictorial representations 	<ul style="list-style-type: none"> • Self-Learning 	<ul style="list-style-type: none"> • Written Test 			
	<ul style="list-style-type: none"> • Identify methods in interpreting, recognizing and representing, Information in symbols, diagrams and pictorial representations 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 				
	3. Perform workplace security and safety	1.1 Maintain security of goods and cargo	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Transport security legislation including relevant international, national laws, regulations, codes and/or guidelines 	<ul style="list-style-type: none"> • Group Discussion 		<ul style="list-style-type: none"> • Oral Evaluation 	3 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Workplace security program and policies and procedures for responding to security threats, situations and emergencies ○ Quarantine and bond regulations and requirements ○ Common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them • Practice OH & S and environmental protection, procedures and guidelines 	<ul style="list-style-type: none"> • Group Discussion • Group Discussion • Demonstration 	<ul style="list-style-type: none"> • Oral Evaluation • Oral Evaluation • Observation 	
		<ul style="list-style-type: none"> • Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industries. • Apply procedures for security checks and precautions as per limits of role and responsibilities • Prepare documentation and reports related to security procedures • Demonstrate ability to communicate effectively with others when following security procedures 	<ul style="list-style-type: none"> • Lecture • Demonstration • Simulation • Demonstration • Demonstration 	<ul style="list-style-type: none"> • Written Examination • Observation • Observation • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	1.2 Identify a security threat or situation	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines ○ Workplace security program and policies and procedures for responding to security threats, situations and emergencies ○ Quarantine and bond regulations and requirements 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation 	
	1.3 Respond to a security threat or situation	<ul style="list-style-type: none"> • Identify and follow security procedures to solve and/or report problems that may arise • Identify signs of security threats and situations • Identify signs of pillage, theft and interference with goods, cargo and mail • Demonstrate inspection of signs of pillage, theft and interference with goods, cargo and mail • Practice OH & S and environmental protection, procedures and guidelines • Describe: <ul style="list-style-type: none"> ○ Adapting to differences in equipment, facilities, cargo and passengers 	<ul style="list-style-type: none"> • Lecture • Demonstration • Demonstration • Group Discussion 	<ul style="list-style-type: none"> • Written Examination • Observation • Observation • Oral Evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Modifying activities depending on differing workplace contexts risk situations and environments 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation 	
		<ul style="list-style-type: none"> • Report and/or rectify identified problems that arises following security procedures in accordance with regulatory requirements and workplace procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to work collaboratively with others in completing workplace orientation and induction procedures 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation 	
		<ul style="list-style-type: none"> • Identify common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Apply procedures for security checks and precautions as per limits of role and responsibilities 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Apply documentation and reporting requirements 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Prepare documentation and reports related to security procedures 			
4. Provide effective customer service	4.1 Deal with customer inquiries	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Workplace procedures relevant to work activities ○ Customer service policies and procedures 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation 	11 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Products and/or services provided by the workplace concerned ○ Types of operations carried out in the workplace concerned • Identify techniques in dealing with customer inquiries both by phone and face to face • Demonstrate handling customer queries and complaints • Demonstrate ability to communicate effectively with others in providing customer service 	<ul style="list-style-type: none"> • Lecture • Demonstration 	<ul style="list-style-type: none"> • Written Examination • Observation 	
		<ul style="list-style-type: none"> • Apply telephone techniques in answering telephone calls • Practice OH & S and environmental protection, procedures and guidelines • Demonstrate ability in dealing with customer inquiries courteously and efficiently both by phone and face to face • Demonstrate ability in seeking assistance from other staff when a customer' s inquiry cannot be fully answered 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	4.2 Monitor customer satisfaction	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Ways of dealing with Customer requirements ○ Methods of providing feedback to managers and internal and/or external customers • Identify sources of information and documentation needed for work 	<ul style="list-style-type: none"> • Group Discussion • Group Discussion • Lecture 	<ul style="list-style-type: none"> • Oral Evaluation • Oral Evaluation • Written Examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		place operations			
		<ul style="list-style-type: none"> Apply ways of recording customer inquiries and associated action in accordance with workplace procedures 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Prepare documentation related to the provision of customer service 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Demonstrate ability to provide appropriate feedback to managers and internal and/or external customers 	<ul style="list-style-type: none"> Role Play 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Record and report customer inquiries and associated action 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Prepare reports and records of inquiries 			
5. Contribute to quality systems	5.1 Apply quality concepts	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Means of completing work in accordance with workplace standards as defined in enterprise policies and procedures Basic quality concepts applied to work activities Typical quality-related problems that may arise in work operations and products, and related options for action and solutions Identify ways of meeting external and internal customer needs in providing quality services or products 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral Evaluation 	2 hours
		<ul style="list-style-type: none"> Basic quality concepts applied to work activities 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral Evaluation 	
		<ul style="list-style-type: none"> Typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral Evaluation 	
		<ul style="list-style-type: none"> Identify ways of meeting external and internal customer needs in providing quality services or products 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Read typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> Self-Learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Practice quality work/ services or products to meet external and internal customer needs 			
		<ul style="list-style-type: none"> Demonstrate ability: <ul style="list-style-type: none"> Complete work in accordance with workplace standards as defined in enterprise policies and procedure 	<ul style="list-style-type: none"> Role Play 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Work collaboratively with others when applying quality procedures and standards 			
		<ul style="list-style-type: none"> Applying basic quality concepts to work activities 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Apply workplace quality assurance and improvement principles and procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Read and interpret instructions and information relevant to quality procedures and standards 	<ul style="list-style-type: none"> Self-Learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Prepare documentation related to quality procedures and standards 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
	5.2 Test and evaluate improvements	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Test Improvements to work processes 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral Evaluation 	
		<ul style="list-style-type: none"> Evaluating improvements to work processes 			
		<ul style="list-style-type: none"> Identify steps and procedures of checking for improvement 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		outcomes and compliance with workplace requirements			
		<ul style="list-style-type: none"> Apply methods of testing and evaluating improvements to work processes 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Read typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> Self-Learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Check for improvement outcomes and compliance with workplace requirements 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Prepare report and/or rectify any identified quality-related problems in accordance with workplace procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
	5.3 Implement improvements	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Ways of completing work in accordance with workplace procedure 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral Evaluation 	
		<ul style="list-style-type: none"> Workplace quality assurance and improvement principles and procedures 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral Evaluation 	
		<ul style="list-style-type: none"> Impact of job on enterprise and individual performance 	<ul style="list-style-type: none"> Group discussion 	<ul style="list-style-type: none"> Oral evaluation 	
		<ul style="list-style-type: none"> Implement a successful tested and confirmed Improvement initiatives in accordance with enterprise procedures 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Apply enterprise procedures in testing and improvement initiatives 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Practice completing work in accordance with workplace procedure 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	4 hours
		<ul style="list-style-type: none"> Identify methods of implementing a tested and confirmed Improvement initiatives 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Prepare documentation related to quality procedures and standards 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Prepare report and/or rectifying any identified quality-related problems in accordance with workplace procedures 			
6. Identify legal and ethical requirements of property management to complete agency work	6.1 Apply knowledge of property management process	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Legislative and agency practice requirements Leased properties 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Identify <ul style="list-style-type: none"> property and asset management lease and management of properties Types of tenancies Property management procedure 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
	6.2 Handle moneys	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Legislative and agency practice requirements to process, receive, record, lodge, releasing bond and disbursing trust monies 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
<ul style="list-style-type: none"> Demonstrate preparing and forwarding financial statements 		<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 		
	6.3 Manage leased properties	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Roles and responsibilities of 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral Evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		agents in leasing and managing property			
7. Perform computer operations	7.1 Plan and prepare for task to be undertaken	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Means of determining requirements of task 	• Demonstration	• Observation	2 hours
		<ul style="list-style-type: none"> ○ Method of selecting appropriate software according to task assigned and required outcome 			
		<ul style="list-style-type: none"> ○ Manner of planning task to ensure oh & s guidelines and procedures are followed 			
		<ul style="list-style-type: none"> • Practice OH & S guidelines and procedures 	• Demonstration	• Observation	
		<ul style="list-style-type: none"> • Apply task requirements in performing work activity 	• Demonstration	• Observation	
		<ul style="list-style-type: none"> • Describe basic ergonomics of keyboard and computer use 	• Group Discussion	• Oral Evaluation	
		<ul style="list-style-type: none"> • Read: <ul style="list-style-type: none"> ○ Main types of computers and basic features of different operating systems 	• Self-Learning	• Written Test	
		<ul style="list-style-type: none"> ○ Main parts of a computer 			
		<ul style="list-style-type: none"> ○ Storage devices and basic categories of memory 			
		<ul style="list-style-type: none"> • Identify relevant types of software 	• Lecture	• Written Examination	
		<ul style="list-style-type: none"> • Demonstrate ability to: <ul style="list-style-type: none"> ○ select appropriate software application according to task assigned and required outcome 	• Demonstration	• Observation	
		<ul style="list-style-type: none"> • Read and interpret work instruction 	• Self-Learning	• Written Test	
<ul style="list-style-type: none"> • Practice communication skills 	• Demonstration	• Observation			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	7.2 Input data into computer	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Method of entering data into the computer using appropriate program/application in accordance with company procedures ○ Technique of performing work within ergonomic guidelines 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation 	
		<ul style="list-style-type: none"> • Identify means of storing inputted data in storage media according to requirements • Practice checking and saving information following standard operating procedures • Read general security viruses • Practice OH & S principles and responsibilities • Perform work within ergonomic guidelines • Demonstrate ability to: <ul style="list-style-type: none"> ○ Store inputted data in storage media according to requirements ○ Enter data into the computer and • Select application program in accordance with company procedures 	<ul style="list-style-type: none"> • Lecture • Demonstration • Self-Learning • Demonstration • Demonstration • Demonstration 	<ul style="list-style-type: none"> • Written Examination • Observation • Written Test • Observation • Observation • Observation 	
	7.3 Access information using computer	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Means of selecting correct program/ application is based on job requirements ○ Manner of accessing 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<p>program/application containing the information required according to company procedures</p> <ul style="list-style-type: none"> Identify ways of selecting, opening and closing desktop icons correctly for navigation purposes 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Apply keyboard techniques in line with oh & s requirements for safe use of keyboards Demonstrate ability to: <ul style="list-style-type: none"> Select, open and close desktop icons correctly for navigation purposes Select correct program/application based on job requirements Access program/application containing the information required according to company procedures 	<ul style="list-style-type: none"> Demonstration Demonstration 	<ul style="list-style-type: none"> Observation Observation 	
	7.4 Produce/output data using computer system	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Method of printing out data as required using computer hardware/ peripheral devices in accordance with standard operating procedures Read procedure of processing entered data using appropriate software commands Demonstrate ability to: <ul style="list-style-type: none"> Process entered data using appropriate software 	<ul style="list-style-type: none"> Group Discussion Self-Learning Demonstration 	<ul style="list-style-type: none"> Oral evaluation Written Test Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		commands			
		<ul style="list-style-type: none"> Apply techniques of transferring files and data between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Print out data as required using computer hardware/ peripheral devices in accordance with standard operating procedures Transfer files and data between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
	7.5 Maintain computer equipment and systems	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Method of implementing Systems for cleaning, minor maintenance and replacement of consumables Procedure of implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral Evaluation 	
		<ul style="list-style-type: none"> Apply technique of implementing basic file maintenance procedures in line with the standard operating procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Follow standard operating 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		procedures in: <ul style="list-style-type: none"> ○ security of data, including regular back-ups and virus checks ○ basic file maintenance procedures 			

**CORE COMPETENCIES
(88 hours)**

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
1. Perform sales/ marketing function	1.1 Participate in Project Orientation and Accreditation (16 hrs)	<ul style="list-style-type: none"> • Discuss and explain the content of <ul style="list-style-type: none"> - Introduction of Real Estate in the Philippines and allied industry - RESA Law - Code of Ethics • Discuss and explain theories and concepts on project orientation, registration and accreditation <ul style="list-style-type: none"> - Policies and Guidelines of Broker and Developer • Perform Map reading of Site Development Plan • Audio Video Presentation on project • Field tour 	<ul style="list-style-type: none"> • Lecture/ Discussion • Role Play • Demonstration • Hands-On • Video Presentation • Tripping/Viewing • Lecture/ Discussion • Demonstration • Video Viewing • Field Visit 	<ul style="list-style-type: none"> • Oral Questioning • Written Examination • Revalida • Interview • Demonstration • Oral Evaluation • Written Examination • Revalida • Interview • Demonstration • Observation • Interview • Oral Evaluation 	22 hrs.
		<ul style="list-style-type: none"> • Discuss and explain <ul style="list-style-type: none"> ○ Accreditation procedures ○ Documentation procedures ○ Amortization computation table • Perform computation using amortization table 	<ul style="list-style-type: none"> • Lecture/ Discussion • Group Discussion • Demonstration • Demonstration 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation • Observation • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
		<ul style="list-style-type: none"> Discuss and explain product lines Video presentation on scale models 	<ul style="list-style-type: none"> Lecture/ Discussion Group Discussion Video Viewing Video Viewing 	<ul style="list-style-type: none"> Written Examination Oral Evaluation Observation Observation 	
		<ul style="list-style-type: none"> Video presentation on tripping and viewing of project 	<ul style="list-style-type: none"> Video Viewing 	<ul style="list-style-type: none"> Oral Evaluation Observation 	
		<ul style="list-style-type: none"> Demonstrate product by model units 	<ul style="list-style-type: none"> Lecture/ Discussion Group Discussion Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Conduct oral recitation regarding: <ul style="list-style-type: none"> Real Estate of the Philippines Code of Ethics Content of the accreditation contract 	<ul style="list-style-type: none"> Demonstration (individual / group presentation) 	<ul style="list-style-type: none"> Oral Evaluation Observation 	
		<ul style="list-style-type: none"> Conduct project site orientation 	<ul style="list-style-type: none"> Demonstration (individual presentation) 	<ul style="list-style-type: none"> Observation 	
	1.2 Conduct prospecting activities / Saturation activities	<ul style="list-style-type: none"> Discuss and explain the importance of prospecting activities: <ul style="list-style-type: none"> Manning saturation, open house and 	<ul style="list-style-type: none"> Lecture Group Discussion 	<ul style="list-style-type: none"> Oral Evaluation Written Examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
		- public exhibits			
		<ul style="list-style-type: none"> • Simulate actual selling activity 	<ul style="list-style-type: none"> • Demonstration • Simulation / Role Play • Caddying 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Discuss and explain product lines • Visitation of project site 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Field Visit 	<ul style="list-style-type: none"> • Oral Evaluation • Written Examination • Oral Evaluation 	
		<ul style="list-style-type: none"> • Discuss and explain profiling of prospects 	<ul style="list-style-type: none"> • Lecture/ Discussion • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation • Written Examination 	
		<ul style="list-style-type: none"> • Apply computation using the amortization table • Practice different computation exercises using the amortization table 	<ul style="list-style-type: none"> • Group Discussion • Demonstration • Simulation/Role play 	<ul style="list-style-type: none"> • Oral Evaluation • Observation • Written Examination 	
		<ul style="list-style-type: none"> • Plan schedule of tripping / project visit 	<ul style="list-style-type: none"> • Lecture/ Discussion • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation • Written Examination 	
	1.3 Prepare marketing tools	<ul style="list-style-type: none"> • Discuss and explain the concepts about marketing tools, equipment and its usage 	<ul style="list-style-type: none"> • Lecture/ Discussion • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation • Written Examination 	
		<ul style="list-style-type: none"> • Discuss and explain marketing compliance in accordance with HLURB circulars 	<ul style="list-style-type: none"> • Lecture/ Discussion • Group Discussion 	<ul style="list-style-type: none"> • Oral Evaluation • Written Examination 	
		<ul style="list-style-type: none"> • Discuss and explain 	<ul style="list-style-type: none"> • Lecture/ 	<ul style="list-style-type: none"> • Oral Evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
		<p>appropriate way of inviting prospects for open house activity</p> <ul style="list-style-type: none"> ○ Art and Science of Selling 	<p>Discussion</p> <ul style="list-style-type: none"> ● Group Discussion 	<ul style="list-style-type: none"> ● Written Examination 	
		<ul style="list-style-type: none"> ● Demonstrate the use of marketing tools and equipment 	<ul style="list-style-type: none"> ● Lecture/ Discussion ● Group Discussion ● Demonstration ● Simulation 	<ul style="list-style-type: none"> ● Oral Evaluation ● Written Examination 	
		<ul style="list-style-type: none"> ● Conduct practical exercises regarding compliance with HLURB circulars <ul style="list-style-type: none"> ○ Pitfalls and myths in the practice of selling 	<ul style="list-style-type: none"> ● Lecture/Discussion ● Group Discussion ● Demonstration ● Simulation 	<ul style="list-style-type: none"> ● Oral Evaluation ● Written Examination 	
		<ul style="list-style-type: none"> ● Simulate or conduct role play regarding appropriate way of inviting prospects for open house activity 	<ul style="list-style-type: none"> ● Lecture/ Discussion ● Demonstration ● Simulation/ Role Play 	<ul style="list-style-type: none"> ● Oral evaluation ● Written Examination 	
	1.4 Conduct tripping / viewing activities	<ul style="list-style-type: none"> ● Discuss and explain prospects of profiling 	<ul style="list-style-type: none"> ● Lecture/ Discussion 	<ul style="list-style-type: none"> ● Written Examination 	
		<ul style="list-style-type: none"> ● Discuss and explain inventory of properties and how to present to client <ul style="list-style-type: none"> ○ Characteristics of properties 	<ul style="list-style-type: none"> ● Lecture/ Discussion ● Group Discussion 	<ul style="list-style-type: none"> ● Written Examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
		<ul style="list-style-type: none"> Discuss and explain availability chart inventory 	<ul style="list-style-type: none"> Lecture/ Discussion Group Discussion 	<ul style="list-style-type: none"> Written Examination Oral Evaluation 	
		<ul style="list-style-type: none"> Discuss and explain the content of site development plan 	<ul style="list-style-type: none"> Lecture/ Discussion Group Discussion 	<ul style="list-style-type: none"> Written Examination Oral Evaluation 	
		<ul style="list-style-type: none"> Discuss and explain the principle of handling objections 	<ul style="list-style-type: none"> Lecture/ Discussion Group Discussion 	<ul style="list-style-type: none"> Written Examination Oral Evaluation 	
		<ul style="list-style-type: none"> Discuss and explain tripping activities 	<ul style="list-style-type: none"> Lecture/ Discussion Group Discussion 	<ul style="list-style-type: none"> Written Examination Oral Evaluation 	
		<ul style="list-style-type: none"> Practical exercises on property profiling 	<ul style="list-style-type: none"> Demonstration Simulation/Role Play 	<ul style="list-style-type: none"> Observation Oral Evaluation Written Examination 	
		<ul style="list-style-type: none"> Simulate or conduct role play regarding presentation of the availability chart inventory to client during tripping / viewing activities 	<ul style="list-style-type: none"> Demonstration Simulation/Role Play 	<ul style="list-style-type: none"> Observation Oral Evaluation Written Examination 	
		<ul style="list-style-type: none"> Simulate or conduct role play on handling objections 	<ul style="list-style-type: none"> Demonstration Simulation/Role Play 	<ul style="list-style-type: none"> Observation Oral Evaluation Written Examination 	
	1.5 Qualify the buyers financial capability	<ul style="list-style-type: none"> Discuss and explain buyer's eligibility <ul style="list-style-type: none"> Financial standing / 	<ul style="list-style-type: none"> Lecture / Discussion Demonstration 	<ul style="list-style-type: none"> Written Examination Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
	(6 hrs)	<ul style="list-style-type: none"> Income Requirements <ul style="list-style-type: none"> ○ Documentation Requirements ○ Net disposable income ○ Loan to value ratio ● Perform actual computation <ul style="list-style-type: none"> ○ manual ○ software applications (PC, tablet and smart phones) 		<ul style="list-style-type: none"> ● Oral Evaluation ● 	
	1.6 Facilitate consummation of transaction (4 hrs)	<ul style="list-style-type: none"> ● Discuss and explain <ul style="list-style-type: none"> ○ Evaluation of documents ○ Documents – <ul style="list-style-type: none"> - Contract to sell - Deed of Absolute Sale - Lease contracts - DOAS with Assumption of Mortgage - Deed of Conditional Sale 	<ul style="list-style-type: none"> ● Lecture / Discussion 	<ul style="list-style-type: none"> ● Written Examination ● Oral Evaluation 	
	1.7 Perform after sales service	<ul style="list-style-type: none"> ● Discuss and explain <ul style="list-style-type: none"> ○ MACEDA Law ○ Refund <ul style="list-style-type: none"> - Company policies and guidelines ○ Double Sale ○ Types of remedies 	<ul style="list-style-type: none"> ● Lecture / Discussion 	<ul style="list-style-type: none"> ● Written Examination ● Oral Evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
2. Perform sales documentation function	2.1 Organize data sourced from prospecting activity	<ul style="list-style-type: none"> • Discuss and explain data management options and procedure <ul style="list-style-type: none"> ○ Types of data ○ Data management system 	<ul style="list-style-type: none"> • Lecture/ Discussion • Demonstration • Hands-On 	<ul style="list-style-type: none"> • Written Examination • Revalida • Interview 	22 hrs
		<ul style="list-style-type: none"> • Discuss and explain <ul style="list-style-type: none"> ○ Questioning Techniques (Probing) ○ FAQ 	<ul style="list-style-type: none"> • Lecture/ Discussion 	<ul style="list-style-type: none"> • Written Examination • Interview 	
		<ul style="list-style-type: none"> • Discuss and explain data reporting procedure 	<ul style="list-style-type: none"> • Lecture / Discussion 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	
		<ul style="list-style-type: none"> • Simulate data management procedure 	<ul style="list-style-type: none"> • Simulation/ Role Play 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Simulate data reporting procedure 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	2.2 Sort the prospects in accordance with client's needs/ financial capability	<ul style="list-style-type: none"> • Discuss and explain clients' needs analysis process 	<ul style="list-style-type: none"> • Lecture / Discussion 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	
		<ul style="list-style-type: none"> • Discuss and explain financial capability evaluation 	<ul style="list-style-type: none"> • Lecture / Discussion 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	
		<ul style="list-style-type: none"> • Practice computation exercises 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
		<ul style="list-style-type: none"> • Simulate sorting of prospects in accordance with their needs • Video presentation on Handling Sales 	<ul style="list-style-type: none"> • Simulation/ Role Play • Video Viewing 	<ul style="list-style-type: none"> • Observation • Oral Evaluation 	
		<ul style="list-style-type: none"> • Apply Sales Progression of clients 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Simulate financial capability evaluation 	<ul style="list-style-type: none"> • Simulation/ Role Play 	<ul style="list-style-type: none"> • Observation 	
	2.3 Booked sale documentation	<ul style="list-style-type: none"> • Discuss and explain requirements for every type of transaction 	<ul style="list-style-type: none"> • Lecture / Discussion 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	
		<ul style="list-style-type: none"> • Discuss and explain different types of contracts and forms needed for every kind of transaction 	<ul style="list-style-type: none"> • Lecture / Discussion 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	
		<ul style="list-style-type: none"> • Discuss and explain scope of work to comply with requirements of different entities involved in each type of transaction 	<ul style="list-style-type: none"> • Lecture / Discussion 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	
		<ul style="list-style-type: none"> • Discuss and explain the tasks to be performed by the salesperson with various parties and agencies involved in the documentation • Property seller • Broker 	<ul style="list-style-type: none"> • Lecture / Discussion 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
		<ul style="list-style-type: none"> • Notary public • Bureau of Internal Revenue (BIR) • Treasurer's Office • Assessors' Office • Registry of Deeds • Financial Institutions • Other related government agencies, if applicable 			
		<ul style="list-style-type: none"> • Discuss and explain computation of fees, taxes and other charges <ul style="list-style-type: none"> • Real property tax • Capital Gains Tax • Withholding Tax • Income tax • Documentary stamps tax • Value added tax • Transfer fees • Registration expenses 	<ul style="list-style-type: none"> • Lecture / Discussion 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	
		<ul style="list-style-type: none"> • Simulate documentation procedure for every type of transaction 	<ul style="list-style-type: none"> • Simulation/ Role Play 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Simulate computations of fees, taxes, and other charges applicable for each type of transaction 	<ul style="list-style-type: none"> • Simulation/ Role Play 	<ul style="list-style-type: none"> • Observation 	
2.4	Assist buyer regarding	<ul style="list-style-type: none"> • Discuss and explain with proper etiquette in assisting 	<ul style="list-style-type: none"> • Lecture / Discussion 	<ul style="list-style-type: none"> • Written Examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
	chosen financing options	buyer		• Oral Evaluation	
		<ul style="list-style-type: none"> Discuss and explain standard operating practices in assisting buyers to choose financing options 	<ul style="list-style-type: none"> Lecture / Discussion 	<ul style="list-style-type: none"> Written Examination Oral Evaluation 	
		<ul style="list-style-type: none"> Simulate or conduct role play on assisting buyer in choosing financing options 	<ul style="list-style-type: none"> Simulation/ Role Play 	<ul style="list-style-type: none"> Observation 	
	2.5 Collect loan requirements	<ul style="list-style-type: none"> Discuss and explain checklist of loan requirements 	<ul style="list-style-type: none"> Lecture / Discussion 	<ul style="list-style-type: none"> Written Examination Oral Evaluation 	
		<ul style="list-style-type: none"> Discuss and explain timetable for each requirements 	<ul style="list-style-type: none"> Lecture / Discussion 	<ul style="list-style-type: none"> Written Examination Oral Evaluation 	
		<ul style="list-style-type: none"> Simulate collection of loan requirements 	<ul style="list-style-type: none"> Simulation/ Role Play 	<ul style="list-style-type: none"> Observation 	
3. Perform loan processing function	3.1 Coordinate with broker and borrower regarding financing options	<ul style="list-style-type: none"> Discuss and explain <ul style="list-style-type: none"> Financing options Pre-qualification requirements / Checklists <ul style="list-style-type: none"> Private Institution Government Institution MSV – membership status verification (Pag-Ibig) 	<ul style="list-style-type: none"> Lecture/ Discussion 	<ul style="list-style-type: none"> Written Examination 	22 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
	3.2 Submit loan application to financing institutions	<ul style="list-style-type: none"> • Discuss and explain <ul style="list-style-type: none"> ○ Loan documents ○ Notice of approval (Pag-Ibig) ○ Loan Guarantee (Bank) ○ Deed of Absolute Sale with Mortgage • If General Brokerage – Transacting with: <ul style="list-style-type: none"> ○ BIR ○ Municipal Local Tax Office, ○ Register of Deeds and ○ Municipal Assessor 	<ul style="list-style-type: none"> • Lecture/ Discussion 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Apply Ethical and People Skills in transacting with different agencies and financing institutions 	<ul style="list-style-type: none"> • Role Play/ Simulation 	<ul style="list-style-type: none"> • Demonstration 	
	3.3 Advice for payment of appropriate fees	<ul style="list-style-type: none"> • Discuss and explain: <ul style="list-style-type: none"> - Payment facility - Payment charges and Fees 	<ul style="list-style-type: none"> • Lecture/ Discussion 	<ul style="list-style-type: none"> • Written Examination 	
4. Perform property management function	4.1 Coordinate the turn-over activities	<ul style="list-style-type: none"> • Discuss and explain <ul style="list-style-type: none"> - Deed of Restrictions (DR) - Policies and Guidelines • Plan and discuss with the client and the building administrator on punch listing of the units for turnover re: 	<ul style="list-style-type: none"> • Lecture/ Discussion • Video presentation 	<ul style="list-style-type: none"> • Oral Questioning • Written Examination 	22 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
		<ul style="list-style-type: none"> - Schedules - and inspection activities 			
		<ul style="list-style-type: none"> • Read – <ul style="list-style-type: none"> - Definition of Terms/Unit Nomenclatures on Fixtures and Finishes in condominiums, house and lot 	<ul style="list-style-type: none"> • Lecture/ Discussion • Self-pace learning 	<ul style="list-style-type: none"> • Written Examination • 	
		<ul style="list-style-type: none"> • Discuss, explain and demonstrate: <ul style="list-style-type: none"> - different Systems and Procedures for turn-over (6 hours) - different forms and documents <ul style="list-style-type: none"> • buyers acceptance form • punch list form • Rules and Regulations of Condominiums, Corporations and Subdivisions 	<ul style="list-style-type: none"> • Lecture/ Discussion 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Video presentation on turn-over activities 	<ul style="list-style-type: none"> • Video Viewing 	<ul style="list-style-type: none"> • Oral Evaluation 	
		<ul style="list-style-type: none"> • Sorting, filing and safekeeping system of documents – manual and use of computer 	<ul style="list-style-type: none"> • Lecture/ Discussion • Role Play • Demonstration • Hands-on 	<ul style="list-style-type: none"> • Oral Questioning • Written Examination • Revalida 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Method	Nominal Duration
			<ul style="list-style-type: none"> • Tripping/viewing 	<ul style="list-style-type: none"> • Interview • Demonstration 	
	4.2 Assist the broker regarding unit if it is for lease or sale	<ul style="list-style-type: none"> • Discuss and explain <ul style="list-style-type: none"> ▪ Standard in accepting listing and applicable documents for lease or sale • Discuss and explain various types of advertising • Role playing of proper assistance and conduct of inspection of the units 	<ul style="list-style-type: none"> • Lecture/ Discussion • Role Play 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	
		<ul style="list-style-type: none"> • Analyze different problems involved and possible solutions 	<ul style="list-style-type: none"> • Case Study 	<ul style="list-style-type: none"> • Written Examination • Oral Evaluation 	
	4.3 Coordinate refurbishment of unit	<ul style="list-style-type: none"> • Discuss and explain <ul style="list-style-type: none"> - Policies and procedures on refurbishment - basic types of refurbishments/ upgrades 	<ul style="list-style-type: none"> • Lecture/ Discussion 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Role playing of proper assistance and conduct of final inspection of the units 	<ul style="list-style-type: none"> • Role Play/ Simulation 	<ul style="list-style-type: none"> • Demonstration 	

3.2 TRAINING DELIVERY

1. The delivery of training shall adhere to the design of the curriculum. Delivery shall be guided by the principles of competency-based TVET.
 - a. Course design is based on competency standards set by the industry or recognized industry sector; (Learning system is driven by competencies written to industry standards)
 - b. Training delivery is learner-centered and should accommodate individualized and self-paced learning strategies;
 - c. Training can be done on actual workplace setting, simulation of a workplace and/or through adoption of modern technology;
 - d. Assessment is based in the collection of evidence of the performance of work to the industry required standards;
 - e. Assessment of competency takes the trainee's knowledge and attitude into account but requires evidence of actual performance of the competency as the primary source of evidence;
 - f. Training program allows for Recognition of Prior Learning (RPL) or current competencies;
 - g. Training completion is based on satisfactory performance of all specified competencies.

1. The competency – based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities and their variations/components may be adopted singly or combination with other modalities when designing and delivering training programs:

2.1 Institution-Based:

- Dual Training System (DTS)/Dualized training Program (DTP) which contain both in-school and in-industry training or fieldwork components. Details can be referred to the Implementing Rules and Regulations of the DTS Law and the TESDA Guidelines on the DTP;
- Distance learning is formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video, computer technologies or other modern technology that can be used to facilitate learning and formal and non-formal training. Specific guidelines on this mode shall be issued by the TESDA Secretariat.
- The traditional classroom-based or in-center instruction may be enhanced through use of learner-centered methods as well as laboratory or field-work components.

2.2 Enterprised-Based:

- Formal Apprenticeship – Training within employment involving a contract between an apprentice and an enterprise on an approved apprenticeable occupation.

- Informal Apprenticeship – is based on training (and working) agreement between an apprentice and a master craftsperson wherein the agreement may be written or oral and the master craftsperson commits to training the apprentice in all the skills relevant to his or her trade over a significant period of time, usually between one and four years, while the apprentice commits to contributing productively to the work of the business. Training is integrated into the production process and apprentices learn by working alongside the experienced craftsperson.
- Enterprise-based Training – where training is implemented within the company in accordance with the requirements of the specific company. Specific guidelines on this mode shall be issued by the TESDA Secretariat.

2.3 Community-Based – short term programs conducted by Non-Government Organizations (NGOs), LGUs, training centers and other TVET providers which are intended to address the specific needs of a community. Such programs can be conducted in informal settings such as barangay hall, basketball courts, etc. These programs can also be Mobile Training Programs (MTP).

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students who want to enroll in this course should possess the following requirements:

- Must have completed at least ten (10) years of basic education or Alternative Learning System (ALS) Certificate of Completion with Grade 10 equivalent holder
- Must have good communication skills
- Must be able to perform basic mathematical computation

3.4 TOOLS AND EQUIPMENT

LIST OF TOOL, EQUIPMENT AND MATERIALS

List of tools, equipment and materials for the training of a maximum of 25 trainees for are as follows:

TOOLS	
Qty	Specification/s
5 pcs.	Compass
5 pcs.	Metric Tape measure
5 pcs.	Protractor
1 unit	Scientific Calculator * or Financial Calculator
1 unit	Smart phone/tablet
1 unit	Laser pointer
5 pcs.	Ruler

EQUIPMENT *	
Qty	Specification/s
3 units	Desktop Computers with WIFI (Internet facility), with complete accessories
1 unit	Laptop
1 unit	Multimedia projector with screen
1 unit	Printer
1 unit	Sound system w/ video player
1 unit	Lapel microphone
1 unit	Landline phone

TRAINING MATERIALS/CONSUMABLES	
Qty	Specification/s
1 pc.	Scale model
6 pcs.	Marking Pen, permanent, black
25 sets	Set of Pads and pens (ballpen or pencil)
6 pcs.	Whiteboard pens (red, blue, black)
1 pc.	Whiteboard eraser
	Office supplies (bond paper, clips, glue, tape, puncher, stapler)
100 sheets	Graphing paper
1 set	Wall Maps (Philippine Map and Metro Manila) with colored marks

Reference Materials

	<p>Samples (1 pc. each)</p> <ul style="list-style-type: none"> - Site development plan - Topographic map - Lot plan - Floor plan - Vicinity map - Engineering plans - Flyers - Brochures
	<p>Sample Documents (1 pc. each)</p> <ul style="list-style-type: none"> - Authority to Sell (Exclusive and Non-Exclusive) - Extension of Authority to Sell - Authority to Lease - Extension of Authority to Lease - Authority to Transact Joint Venture Agreement - Certificate Authorizing Registration (CAR) - Condominium Corporation SEC Registration - Contract of Lease - Reservation Agreement Form - Contract to Sell - Deed of Assignment - Deed of Absolute Sale - Deed of Restrictions (DOR) - Deed of Sale with Assumption of Mortgage - Master Deed - OCT (Original Certificate of Title) - CCT (Condominium Certificate of Title) - TCT (Transfer Certificate of Title) <p>CLIENT DOCUMENTS (1 pc. each)</p> <ul style="list-style-type: none"> - SPA (Consularized or Non-Consularized) - Job Contract, (Consularized or Non-Consularized)

	<ul style="list-style-type: none"> - Certificate of Employment and Compensation - Membership Status Verification Slip (MSVS) - Marriage Contract - ITR - Business Permit - Buyer's Information Sheet <p>CORPORATE (1 pc. each)</p> <ul style="list-style-type: none"> - Board Resolution - Secretary's Certificate - SEC Registration with attached articles - General Information Sheet of SEC <p>FORMS (1 pc. each)</p> <ul style="list-style-type: none"> - BIR Form 2000 documentary stamp tax - BIR Form __ (capital gains tax) - BIR Form 1903 - BIR Form 1904
	Manuals (Laws and Regulations on Real Estate)
	Modules
	Textbooks
	DVDs

ROOM FURNITURES	
Qty	Specification/s
25 units	Arm chair, plastic, 17 ½" seat height
1 unit	Table teachers, single pedestal, 48" W x 30" D x 29-1/2" H
6 tables	Table for 5 persons (1.5" x 8")
1 unit	White board, magnetic, wall mounted. 4 ft. x 8 ft.
1 pc	Cork Board

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture Room	8 x 5 m.	40 sq. m.	40 sq. m.
Laboratory/workshop	2 x 5 m.	10 sq. m.	10 sq. m.
Learning Resource Center	2 x 5 m.	10 sq. m.	10 sq. m.
Storage room		6 sq.m	6 sq.m
Separate Rest room/Comfort Room (Male and Female)	2x 5 m.	10 sq. m.	12 sq. m.
Circulation Area			20 sq. m.
Total workshop area:			98 sq. m.

3.6 TRAINER'S QUALIFICATIONS FOR REAL ESTATE SECTOR

- Must be a holder of National TVET Trainer's Certificate (NTTC) Level I in Real Estate Services NC II
- Must have at least 3 years relevant real estate industry experience
- Must be a licensed real estate practitioner
- Must be computer system or data base system literate

3.7 INSTITUTIONAL ASSESSMENT

Institutional Assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 ASSESSMENT AND CERTIFICATION ARRANGEMENT

Competency Assessment is the process of collecting evidence and making judgments whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standards expected at the workplace as expressed in relevant competency standards.

The assessment process is based on evidence or information gathered to prove achievement of competencies. The process may be applied to an employable unit(s) of competency in partial fulfillment of the requirements of the national qualification.

4.1 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

- 4.1.1 A National Certificate (NC) is issued when a candidate has demonstrated competence in all unit/s of competency of a qualification with a promulgated Training Regulations.
- 4.1.2 Individuals wanting to be certified will have to be assessed in accordance with the requirements identified in the evidence guide of the relevant unit/s of competency.
- 4.1.3 Recognition of Prior Learning (RPL). Candidates who have gained competencies through education, informal training, previous work or life experiences may apply for recognition in a particular qualification through competency assessment.
- 4.1.4 The following are qualified to apply for assessment:
 - 4.1.4.1 Graduating students/trainees of NTR programs or graduates of formal/non-formal/informal including enterprise-based trainings related to real estate services
 - 4.1.4.2 Experienced real estate agent for at least 2 years.
- 4.1.5 The industry shall determine assessment and certification requirements for each qualification with promulgated Training Regulations. It includes the following:
 - a. Entry requirements for candidates
 - b. Evidence gathering methods
 - c. Qualification requirements of competency assessors
 - d. Specific assessment and certification arrangements as identified by industry
- 4.1.6 Recognition of Prior Learning (RPL). Candidates who have gained competencies through informal training, previous work or life experiences may apply for recognition in a particular qualification through a recognition/assessment process.

4.1. COMPETENCY ASSESSMENT REQUISITE

4.2.1 **Self-Assessment Guide.** The self-assessment guide (SAG) is accomplished by the candidate prior to actual competency assessment. SAG is a pre-assessment tool to help the candidate and the assessor determine what evidence is available, where gaps exist, including readiness for assessment.

This document can:

- a) Identify the candidate's skills and knowledge
- b) Highlight gaps in candidate's skills and knowledge
- c) Provide critical guidance to the assessor and candidate on the evidence that need to be presented
- d) Assist the candidate to identify key areas in which practice is needed or additional information or skills that should be gained prior to assessment

4.2.2 **Accredited Assessment Center.** Only Assessment Center accredited by TESDA is authorized to conduct competency assessment. Assessment centers undergo a quality assured procedure for accreditation before they are authorized by TESDA to manage the assessment for National Certification.

4.2.3 **Accredited Competency Assessor.** Only accredited competency assessor is authorized to conduct assessment of competence. Competency assessors undergo a quality assured system of accreditation procedure before they are authorized by TESDA to assess the competencies of candidates for National Certification.

**COMPETENCY MAP
For Real Estate Services NC II**

**ELECTIVE
COMPETENCIES**

Perform basic appraisal function

Process title transfer and registration

Basic environmental impact assessment

Process loan packages

**CORE
COMPETENCIES**

Perform sales/marketing function

Perform sales documentation function

Perform loan processing function

Perform property/management function

**COMMON
COMPETENCIES**

Apply knowledge in real estate service operations

Perform industry calculation in real estate operations

Perform workplace security and safety

Provide effective customer service

Contribute to quality system

Follow ethical standards in the practice of real estate

Perform computer operations

BASIC COMPETENCIES

Participate in Workplace Communication

Work in a Team Environment

Solve/address general workplace problems

Develop career and life decisions

Contribute to workplace innovation

Present relevant information

Practice occupational safety and health policies and procedures

Exercise efficient and effective sustainable practices in the workplace

Practice entrepreneurial skills in the workplace

GLOSSARY OF TERMS

1. **ABANDONMENT -** The voluntary surrender of property rights, with no intention of reclaiming them and without vesting interest in another person. Non-use is not necessarily abandonment.
2. **ABSTRACT -** A history of the ownership of a property, showing transfers in ownership and factors affecting ownership, such as mortgages. Abstract of Title
3. **ACCEPTANCE -** The expression of the intention of the person receiving an offer (offeree, usually the seller) to be bound by the terms of the offer. The acceptance must be communicated to the offeror and must be in **writing** to be enforceable. The buyer has the **right to revoke** the offer anytime before the seller's acceptance.
4. **ACCRETION -** An increase in dry land by gradual deposit of waterborne, solid material and riparian land. Soil deposited by accretion is called **alluvium**. The owner of riparian land becomes owner of title to land formed by accretion. Antonym: **erosion**. Sudden removal of land because of strong current is called **avulsion**. **Accretion** is one mode of acquiring title or ownership to the land.
5. **ACCRUED DEPRECIATION -** The difference between the present worth of improvements and the reproduction or replacement cost new, both measured on the appraisal date.
6. **ACRE** A measure of land equaling **43,560 square** feet; or 4,840 square yards
7. **AD VALOREM TAX -** A tax on the value of the object or thing subject to taxation. Tax based on value.
8. **ADMINISTRATOR -** A person appointed by the court to manage and settle the estate of a deceased person who has left no will.
9. **ADVERSE POSSESSION -** Acquisition of title to real property owned by someone else, by open, notorious, and continuous possession for the statutory period of time. Burden to prove title is on the possessor, who does not have a marketable title until he obtains and records a judicial decree quieting title. Under Act 141 (Public Land Act) prescriptive period for acquisition by adverse possession is **30 years**. However, under RA10023 (New Residential Free Patent Act) possession may only be **10 years**.
10. **AFFIDAVIT -** A written declaration, sworn before an officer who has authority to administer oaths like a notary public.

11. CONTRACT TO SELL-	A written agreement whereby the purchaser agrees to buy certain real estate and the seller agrees to sell upon terms and conditions set forth in the agreement. This is perfection of a sale.
12. AIR RIGHTS -	The rights vested by a grant of an estate in real property to build upon, occupy, or use, in the manner and degree permitted, all or any portion of space above the ground or any other stated elevation within vertical planes, the basis of which corresponds with the boundaries of the real estate described in the grant. Use of air rights is subject to limitation by the police power of the State.
13. ALIENATION -	The voluntary transfer of real property from one person to another. Example: sale, exchange, assignment, donation.
14. AMENITIES -	Tangible and intangible benefits generated and received through exercise of rights to real property, not necessarily in the form of money.
15. AMORTIZATION -	Liquidation or gradual retirement of a financial obligation by periodic installments. Usually, it includes interest and principal.
16. APPRAISAL -	A written estimate plus written opinion of value; a conclusion resulting from the analysis of facts. Valuation is just an estimate with no written opinion.
17. APPRAISER -	One qualified by education, training, and experience who is hired to estimate the value of real and personal property based upon experience, judgment, facts, and the use of the formal appraisal processes. A person who is licensed to estimate value.
18. APPRECIATION -	An increased conversion value of property or mediums of exchange due to economic or related causes which may prove to be either temporary or permanent.
19. APPURTENANCE -	Something annexed to another principal thing and which passes as incident to it, for example a right of way passing with a principal property.
20. ASSETS -	All valuable things owned by a person, corporation, or other entity, encumbered or not.
21. ASSIGNMENT (OF LEASE) -	A transfer to another of rights, interest, or claim in or to real or personal property. The party who assigns or transfers his interest is the assignor, and the assignee is the one to whom the assignment is made.
22. ASSUMPTION OF MORTGAGE -	The taking of title to property by a grantee wherein he assumes liability for payment of an existing note secured by a mortgage or deed of trust against the

property.

- 23. ATTACHMENT -** The legal process of **seizing** the real or personal property of a defendant in a law suit, by levy or judicial order, and holding it in the custody of the court as security for satisfaction of the judgment.
- 24. ATTORNEY- IN FACT -** A person authorized to perform certain acts for another person, under **power of attorney**.
- 25. BASE LINE AND MERIDIAN -** Established lines used by surveyors to locate and describe land under the rectangular survey method of property description. The first north-south line is the principal meridian; the first east-west line is the base line, at right angles to the meridian.
- 26. BASE MAP -** A map with reference points on which land ownership data can be plotted.
- 27. BEARING -** The cardinal direction (North, South, East, West) of a line; e.g., North 50 degrees, 30 minutes West.
- 28. BENCH MARK -** A mark of known elevation affixed to a permanent reference or monument, such as an iron post or brass marker, usually embedded in cement or a concrete structure and used to establish elevations over other surveys in the area.
- 29. BENEFICIARY -** A person who receives and benefits from the gifts or acts of another, such as one who is designated to receive the proceeds from a will or trust.
- 30. BLANKET MORTGAGE -** A single mortgage which covers more than one piece of real estate.
- 31. BOND -** Any obligation under seal. A real estate bond is a written obligation, usually issued on security of a mortgage or a trust deed.
- 32. COMPARABLE -** Properties listed in an appraisal report which are substantially equivalent to the subject property, comparable in selling price, physical character, rental, income or similar measure.
- 33. BREACH OF CONTRACT -** Violation of any of the terms or conditions of a contract without legal excuse.
- 34. BUNDLE OF RIGHTS -** Beneficial interests or rights which attach to the ownership of real property, including the right to sell, lease, encumber, use, enjoy, exclude, will, etc. When purchasing real estate, one actually buys the rights previously held by the seller, except those which are reserved or limited in the sale.
- 35. CAPITALIZATION -** In appraising, determining value of property by considering net income and percentage of reasonable return on the investment. **Formula:**

Value = Net Operating Income / Cap Rate

- 36. CAPITALIZATION RATE -** The percentage ratio between net income from investment and the value of the investment. Commonly expressed as "return on and return of" capital. Return **on** refers to "interest rate" while return **of** refers to "recapture rate".
- 37. CASH VALUE -** The actual money that an asset will bring on the open market without any lengthy delay. It is synonymous with MARKET VALUE or OBJECTIVE VALUE.
- 38. CERTIFICATE OF TITLE -** A document stating that title to a particular property is clear. It is prepared by an attorney or qualified person who has examined the abstract of title, but is not to be confused with title insurance. It is only an **opinion that title is good**. Usually given to a homeowner with the deed.
- 39. CHATTEL -** Personal property which is tangible and movable. The word "chattel" evolved from the word "cattle", one of man's early important possessions.
- 40. COMMON ELEMENT -** In a condominium, land and parts of buildings used by all owners for mutual convenience and safety. These are non alienable areas of a condominium project – sometimes called COMMON AREAS.
- 41. COMMON EXPENSE -** In a condominium, expenses of operation and sums declared by the by laws to be common expense. Differentiate regular assessment and special assessment in condominium project.
- 42. COMMUNITY PROPERTY -** Property accumulated through joint efforts of husband and wife, or by either one, during their marriage and owned in common. Without pre-nuptial agreement, married couple's marriage settlement beginning August 3, 1988 (Family Code) falls under **Absolute Community of Property**.
- 43. COMPOUND INTEREST -** Interest paid both on the original principal and on interest accrued from the time it fell due.
- 44. CONDEMNATION -** In real property law, the **process** by which property of a private owner is taken for public use, with just compensation to the owner. Condemnation occurs under the **right of eminent domain**. In the Philippines it is popularly known as **EXPROPRIATION**.
- 45. CONDITIONAL SALE CONTRACT -** A contract whereby the owner retains title to the property until the purchaser has met all of the terms and conditions of the contract. Example: Contract to Sell. It is different from Conditional DEED of Sale. There is transfer of ownership here

already because of the word DEED.

- 46. CONDOMINIUM -** Fee ownership of a unit (or right) in multi-unit building with joint ownership of common areas. It is different from Condominium Unit or Condominium Project.
- 47. CONSIDERATION -** An act or forbearance, or the promise thereof, which is offered by one party to induce another to enter into a contract; that which is given in exchange for something from another. Consideration is usually something of value, such as the purchase price in money, though it may be personal services or exchanged property. It is the price bargained for and paid for a promise.
- 48. CONSTRUCTIVE EVICTION -** Breach of a covenant of warranty or quiet enjoyment; for example, the inability of a purchaser or lessee to obtain possession by reason of a paramount outstanding title. An act by the landlord which deprives the tenant of the beneficial use and occupancy of the premises devised.
- 49. CONSTRUCTIVE NOTICE -** Often called legal notice, the conclusive presumption that all persons have knowledge of the contents of a recorded instrument. It is one of the purposes of registration.
- 50. CONTRACT -** An agreement, either oral or written to do or not to do certain things. In real estate, there are many different types of contracts, including listings, contracts of sale, options, mortgages, assignments, leases, deeds, escrow agreements, and loan commitments, among others.
- 51. CONTRACT RENT -** Payment for use of property, as specified in a lease.
- 52. CONVEYANCE -** The transfer of title to real property by means of a written instrument, such as a **deed**.
- 53. COST OF REPRODUCTION -** The normal cost of **exact** duplication of a property with the same or closely similar materials as of a certain date or period. Differentiate reproduction vs. replacement cost.
- 54. COVENANT -** A written agreement in a deed which pledges that either party will perform or abstain from specified acts on a certain property, or which specifies or forbids certain uses of the property.
- 55. DEED -** A legal instrument in writing, duly executed, sealed, and delivered, whereby the owner of real property (grantor) **conveys** to another (grantee) some right, title, or interest in real estate.

56. DEED OF RESTRICTION -	A provision in a deed controlling or limiting the use of the land or condominium units or project as a whole.
57. DEFICIENCY JUDGMENT -	At a foreclosure sale, the difference between the indebtedness sued upon and the sale price or market value of the real estate. Applicable to judicial foreclosure.
58. DEFICIENCY PAYMENT -	Additional compensation required in a final judgment in condemnation proceedings or in foreclosure sale (judicial foreclosure).
59. DEPRECIATION –	<ul style="list-style-type: none"> a. A lowering of value. A reduction; lessening. The decline in value of property. Loss in market value. Deterioration over a period of time. The opposite of appreciation. b. In appraising, depreciation is the reduction on value of a property as measured from the cost to replace it. It is the difference between the replacement cost and the market value. c. In accounting, it is a write-off (usually annually) of a portion of an asset on the records.
60. EARNEST MONEY -	The cash deposit made by a purchaser of real estate as evidence of good faith. Sometimes it is called RESERVATION MONEY in project selling. It is part of the purchase price. In brokers examination, it is opposite of OPTION MONEY where option money is not considered part of purchase price.
61. ECONOMIC LIFE -	The period over which a property will yield a return on the investment, over and above the economic or ground rent due to land.
62. ECONOMIC OBSOLESCENCE -	Impairment of desirability or useful life arising from economic forces, such as changes in optimum land use, a legislative enactment which restrict or impair property rights, and changes in supply-demand relationships. In appraisal, this is an incurable depreciation. See also FUNCTIONAL OBSOLESCENCE (maybe curable or incurable).
63. EFFECTIVE AGE -	Age in years, indicated by the condition and utility of a structure.
64. EMINENT DOMAIN -	The right of the government to take private property for a necessary public use, with just compensation paid to the owner. Through eminent

domain, the state may acquire land (either fee, leasehold, or easement) for streets, parks, public buildings, public rights-of-way, and the like. The state may delegate the power of eminent domain to local governments and to public corporations and associations such as school districts. No private property is exempt from this exercise of government power.

65. ENCROACHMENT -

Trespass; the building of a structure or any improvements partly or wholly intruding upon the property of another.

66. ENCUMBRANCE -

Any claim, lien, charge or liability attached to and binding upon real property which may lessen the value of the property but will not necessarily prevent transfer of title. There are two general classifications of encumbrances:

- (1) those that affect the title, such as judgments, mortgages, mechanic's liens and other liens which are charges on property used to secure a debt or obligation; and
- (2) those that affect the physical condition of the property such as restrictions, encroachments, and easements.

67. EQUITY -

In real estate, the interest or value of the real estate over and above the amount of the indebtedness thereon. In real estate : Formula is :
Selling Price - Loan Value = Buyer's Equity

68. ESCALATION CLAUSE -

A clause in a lease which causes a rent increase, contingent on a specific action.

69. ESCHEAT -

The reverting of property to the state by reason of failure of person legally entitled to hold or when heirs capable of inheriting are lacking.

70. ESCROW -

In real estate, it is the state or condition of a deed which is conditionally held by a third party, called the escrow agent, pending the performance or fulfillment of some act or condition.

71. ESTATE -

In real estate it refers to the degree, quantity, nature, and extent of interest which a person has in real property, such as a fee simple absolute estate, an estate for years.

72. ESTOPPEL -

A legal doctrine which prevents one from asserting rights that are inconsistent with a previous position or representation.

73. EVICTION -

Dispossession by process of law; the act of depriving a person of the possession of lands he

has held pursuant to a judgment of the court.

- 74. EXCHANGE -** Disposal of any real interest by exchanging it for another real interest of equal value instead of cash.
- 75. EXECUTOR -** An individual or institution designated in a will and appointed by a court to settle the estate of the testator.
- 76. EXPERT WITNESS -** Persons with particular knowledge or skill which enables them to give an opinion on the facts in dispute.
- 77. FAIR MARKET VALUE -** Legal term synonymous with MARKET VALUE.
- 78. FEE -** When applied to property, an inheritable estate in land.
- 79. FEE SIMPLE -** The most comprehensive ownership of real property known to law; the largest bundle of ownership rights possible in real estate. Fee simple title is sometimes referred to as "the fee".
- 80. FIRST MORTGAGE -** The mortgage on property that is superior in right to any other mortgage. Also called senior mortgage. However, **government liens** like taxes though not annotated in the title are **superior** to any other kind of lien
- 81. FIXTURE -** A chattel which is affixed to and becomes a part of real property.
- 82. FORECLOSURE -** Procedure whereby property pledged as security for a debt is sold to pay the debt in event of default in payments or terms.
- 83. GRADUATED LEASE -** A lease that provides for the varying rental rate, often based upon future determination; sometimes rent is based upon result of periodic appraisals; used largely in long-term leases.
- 84. GRANT -** The act of conveying or transferring real property, the operative words in a conveyance of real estate are to "grant, bargain, and sell". The grantor (the person who conveys the real estate) delivers the grant, in the form of a deed, to the grantee.
- 85. GRANTEE -** Entity to whom a grant is made, or to whom real estate is conveyed. The buyer.
- 86. GRANTOR -** Entity who makes a grant, conveys real estate by deed. The seller.
- 87. GROSS INCOME -** The projected annual income from operation of a business or from management of a property. Differentiate potential gross income and effective

gross income

- 88. GROSS RENT MULTIPLIER -** Ratio of sales price to monthly rental income for single family residential properties.
- 89. GROUND LEASE -** A lease to use land for a stated period; may be secured by improvements which the tenant will provide.
- 90. HECTARE -** A metric surface measure: 10,000 square meters or 2.471 acres.
- 91. IMPROVEMENTS -** An addition to land which costs labor or capital (buildings, pavements, etc.), more or less permanently attached. More than repair or replacement.
- 92. INSTALLMENT CONTRACT -** Purchase of real estate upon an installment basis; upon default, payments are forfeited. Often called a LAND CONTRACT, the deed to the property is not given to the purchaser until either all or a certain portion of the purchase price has been paid. It is often called Contract to Sell.
- 93. INTEREST RATE -** The rate of return on an investment, specifically, the rate charged on borrowed money.
- 94. INTESTATE -** A person who dies having made no will, or one defective in form; in which case, his estate descends to his heirs at law or next of kin.
- 95. JUNIOR LIEN -** A lien placed upon property after a previous lien has been made and recorded. See also SENIOR LIEN.
- 96. JUST COMPENSATION -** Market value paid for real estate taken in a condemnation action plus consequential damage minus consequential benefits.
- 97. LAND MANAGEMENT -** Planning and execution of programs to use, improve and maintain land and water areas for the greatest net public benefit, while supporting the assigned mission. Includes forest and wildlife management, agriculture and grazing leasing, outdoor recreation, etc.
- 98. LAND SURVEYING -** Location and identification of a parcel of land by a professional surveyor or engineer.

- 99. LEASE -** A written document by which the owner transfers the rights of use and occupancy of land and/or structures to another person or entity for a specified period of time in return for a specified rental.
- 100. LEASEHOLD -** The interest or estate which a lessee has in real property by virtue of his lease. See also leased fee estate, sub-leasehold and sandwich lease.
- 101. LEGAL DESCRIPTION -** A statement containing a designation by which land is identified according to a system set up by law or approved by law.
- 102. LIEN -** A hold or claim which one person has upon the property of another as a security for some debt or charge.
- 103. LIS PENDENS -** A public notice, filed against specific lands, that an action at law is pending that may affect the title to the land.
- 104. MARKET PRICE -** The price paid regardless of pressures, motives, or intelligence.
- 105. MARKET VALUE -** The price at which a willing seller would sell and a willing buyer would buy, neither being under abnormal pressure.
- 106. MORTGAGE -** A legal instrument pledging a described property for repayment of a loan under certain terms.
- 107. MORTGAGEE -** one to whom a mortgage is made; the lender.
- 108. MORTGAGOR -** One who makes a mortgage, the borrower.
- 109. NEGOTIABLE -** A promissory note, or similar instrument, is said to be negotiable if title to the instrument, and the money it represents, can be transferred by mere endorsement and delivery by the holder, or by delivery only.
- 110. NET INCOME -** in general, synonymous with net earnings, but considered a broader and better term; the balance remaining, after deducting from the gross income all operating expenses, maintenance, taxes, and losses pertaining to operating properties excepting interest or other financial charges on borrowed or other capital.
- 111. NET LEASE -** A lease agreement whereby the lessee pays all property charges (taxes, insurance, maintenance)

in addition to rent. Local market customs and terms vary, in some areas, "net, net" and "net, net, net" are used.

- 112. OBLIGOR -** One who places himself under a legal obligation to an obligee.
- 113. OBSOLESCENCE -** As applied to real estate it is the loss of value due to structural, economic, or social changes becoming outmoded.
- 114. OPEN-END MORTGAGE -** A mortgage containing a clause that permits the mortgagor to borrow money after the loan has been reduced without rewriting the mortgage.
- 115. OPTION -** A privilege, acquired for a consideration, of demanding within a specified time the carrying out of a transaction upon stipulated terms. The optionor grants an option to an optionee.
- 116. PARTITION -** The dividing of common interests in real property owned jointly by two or more persons. It sometimes happens that one of several tenants in common or joint tenants desires to sell the property while the other tenants think it best to hold on to the investment. If the parties cannot reach an agreement, an action in partition is often the solution. The main purpose is to provide a means by which people, fording themselves in an unwarranted common relationship, can free themselves from the relationship. See CONDOMINIUM CONCEPT.
- 117. PATENT -** An instrument by which the Federal Government conveys public land to an individual.
- 118. PERCENTAGE LEASE -** A lease whereby rental is a percentage of gross or net income from sales or services. Such a lease often guarantees a minimum or maximum rent, regardless of business volume.
- 119. PERMIT -** A privilege, revocable at will, granted to another Federal agency to use real property for a specific purposes; confers no possessory interest.
- 120. PERSONAL PROPERTY -** All physical objects of a personal or movable nature subject to ownership, except real estate (real property). See also PROPERTY and REAL PROPERTY.
- 121. PLAT -** Map of town, section, or subdivision, showing location and boundaries of individual properties.

122. **PLOT -** A piece of land.
123. **PREPAYMENT PENALTY -** Penalty for the payment of a mortgage or deed of trust note before it actually becomes due.
124. **PRESCRIPTION -** The acquiring of a right in property, usually in the form of an intangible property right such as an easement or right-of-way, by means of adverse use of property that is continuous and uninterrupted for the prescriptive period.
125. **PRICE -** The amount paid in legal tender, goods, or services; the consideration; purchase price. The terms for which a thing is done.
126. **PRINCIPAL -** Amount of a loan balance. In a mortgage payment of principal and interest, the principal repays the loan.
127. **PROPERTY -** The rights or interests a person has in the thing he owns; not, in the technical sense, the thing itself. These rights include the right to possess, to use, to encumber, to transfer and to exclude, commonly called the bundle of rights. In modern understanding, however, property has come to mean the thing itself to which certain ownership rights are attached. Property is either real or personal.
128. **PUBLIC DOMAIN LANDS -** Land or interest in land owned by the Philippine Government
129. **QUIET TITLE -** Court action brought to establish title and to remove a cloud on the title.
130. **QUITCLAIM DEED -** A deed of conveyance which conveys to the grantee **without warranty** of title whatever interest, title, or claim the grantor possesses.
131. **REAL PROPERTY -** Land and anything built on, growing on, or affixed to land. See also PROPERTY, PERSONAL PROPERTY.
132. **REALTY -** A term sometimes used as a collective noun for real property or real estate.
133. **RESCISSION OF CONTRACTS -** The abrogating or annulling of contracts. the revocation or repealing of a contract by mutual consent by parties to the contract, or for cause by either party to the contract.
134. **REDEMPTION -** The right to redeem property during the foreclosure period; the right of an owner to redeem his property after a sale for taxes. Often referred to as Equity of Redemption.

135. **RENT -** A compensation, either in money, provisions, chattels, or labor, received by the owner of real estate from the occupant.
136. **REPLACEMENT COSTS -** Cost of a building with equivalent utility or similar features but with **modern** materials and eliminating deficiencies of the building it replaces.
137. **RIGHT-OF-WAY -** The right or privilege, acquired through accepted usage or by contract, to pass over a designated portion of the property of another. A right-of-way may be private, as in an access easement given a neighbor, or public, as in the right-of-way to use the highways and streets.
138. **SALE-LEASEBACK -** A situation where the owner of a piece of property wishes to sell the property and retain occupancy by leasing it from the buyer.
139. **SALES CONTRACT -** A contract by which buyer and seller agree to the terms of the sale.
140. **SITE -** A parcel of land, sufficiently improved to be used as a building lot or for other purposes requiring an improved site. Unimproved lot is rawland.
141. **SUBDIVISION -** Any land which is divided or is proposed to be divided for the purpose of disposition into two or more lots, parcels, units, or interests.
142. **SURVEY -** The act by which the quantity and boundaries of a piece of land are ascertained; the paper containing a statement of the courses, distance, and quantity of land is also called a survey.
143. **TAX DEED -** A deed given where property has been purchased at a sale to the public of property for nonpayment of taxes.
144. **TAX LIEN -** A government claim for unpaid real estate tax.
145. **TAX SALE -** A sale of property, usually at auction, for nonpayment of taxes assessed against it.
146. **TITLE -** The right to or ownership of lands. Also, the evidence of ownership. Title to property encompasses all the bundle of rights an owner possesses.
147. **TRADE FIXTURES -** Articles of personal property annexed to real property but which are necessary to the carrying

on of a trade and are removable by the owner. It is considered personal property. Fixture is real property.

- 148. UTILITY -** The usefulness of a property; its ability to satisfactorily function for the purpose for which it was intended. **It is the criterion of value.**
- 149. VALUE -** Ability to command goods, including money, in exchange; the quantity of goods, including money, which should be commanded or received in exchange for the thing valued; utility; desirability. As applied to a property value may be broadly defined as "the present worth of all the rights to future benefits arising from ownership".
- 150. WAIVER -** The renunciation, abandonment, or surrender of a right, claim, or privilege.
- 151. WARRANTY DEED -** A deed that contains a covenant that the grantor will protect the grantee against any claimant.
- 152. ZONING -** The public regulation, through police power, of the character and extent of real estate use. Uniform restrictions on improvements, building height, density of population, and other factors regulate the use and development of private property.



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