**QUALIFICATION DETAILS**

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| **Qualification number/Te nama o te tohu mātauranga** | 1809 | | |
| **English title/Taitara Ingarihi** | New Zealand Certificate in Residential Property Management (Level 4) | | |
| **Māori title/Taitara Māori** |  | | |
| **Version number/Te putanga** | 5 | **Qualification type/Te momo tohu** | Certificate |
| **Level/Te kaupae** | 4 | **Credits/Ngā whiwhinga** | 65 |
| **NZSCED/Whakaraupapa** | 080503 Management and Commerce>Sales and Marketing>Real Estate | | |
| **Qualification developer/Te kaihanga tohu** | Ringa Hora Services Workforce Development Council | | |
| **Review Date /Te rā arotake** | XXX 2030 | | |

**OUTCOME STATEMENT/TE TAUĀKI Ā-HUA**

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

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| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:   * Establish and maintain residential tenancies in accordance with New Zealand legislation for residential property. * Apply broad legal, operational, and theoretical knowledge of the property when undertaking work as a property manager. * Communicate and maintain professional relationships. * Professionally manage a residential property portfolio. * Manage maintenance of residential rental properties. * Resolve tenancy conflicts using third parties where appropriate. |

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| **Education Pathway/ Ngā huarahi mātauranga** |
| Graduates of this qualification may undertake further study towards Real Estate or Business qualifications at Level 4, such as the:   * New Zealand Certificate in Real Estate (Salesperson) [Ref: 3111] * New Zealand Certificate in Business (Small Business) (Level 4) [Ref: 2457]   Or other relevant industry/sector qualifications. |

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| **Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki** |
| Graduates of this qualification will have the skills and knowledge to work in the property industry as Residential Property Managers managing properties under private ownership, public ownership, or community housing providers.  Graduates will also be equipped with skills, knowledge and attributes that may see them progress on to be employed in a variety of customer service, relationship management, business, or community-oriented roles. |

**QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU**

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| Qualification Award/ Te whakawhiwhinga o te tohu | This qualification may be awarded by any education organisation with an approved programme or accreditation to deliver an approved programme. |
| Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga | Evidence may include graduate and/or stakeholder/end-user feedback demonstrating that the graduate profile outcomes of the qualification are met by the graduate.. |
| Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga | Achieved. |
| Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumaru, ki ngā here ā-ture rānei) | N/A |
| General conditions for programme/ Ngā tikanga whānui o te hōtaka | It is recommended for learners to have sufficient literacy and digital literacy skills.  Programmes must reflect professional conduct and communication skills and processes that allow residential property managers to act and communicate effectively with culturally diverse communities in Aotearoa New Zealand in a private, public, or community housing management context.  Providers are advised to refer to the Ringa Hora Services Workforce Development Council [Programme endorsement](https://www.ringahora.nz/for-providers-including-schools/programme-endorsement/) considerations:   * Ngā Whakamārama - Programme content * Mana ōrite mō te hunga ako - Equity for learners * Torotoronga me te kimi whakaaro - Programme engagement and consultation * Te ao Māori * Te akoako me ngā reo o Te Moana-nui-a-Kiwa - Pacific languages and learners * Tangata Whaikaha - Disabled people |

**CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGA HUA O TE TOHU**

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| **Qualification outcomes/ Ngā hua** | | **Credits/Ngā whiwhinga** | **Conditions/Ngā tikanga** |
| 1. | Establish and maintain residential tenancies in accordance with New Zealand legislation for residential property. | 15 credits |  |
| 2. | Apply broad legal, operational, and theoretical knowledge of the property when undertaking work as a property manager. | 10 credits |  |
| 3. | Communicate and maintain  professional relationships. | 10 credits |  |
| 4. | Professionally manage a residential property portfolio. | 15 credits |  |
| 5. | Manage maintenance of residential rental properties. | 5 credits |  |
| 6. | Apply knowledge of tenancy conflicts using third parties where appropriate. | 10 credits |  |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

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| Replacement information/ He kōrero mō te whakakapi | N/A |
| Additional transition information/ Kō ētahi atu kōrero mō te whakakapi | Version Information  Version 4 of this qualification was reviewed as part of a scheduled review. Please refer to [Qualifications and Assessment Standards Approvals](https://www.nzqa.govt.nz/framework/updates/summaries.do) for further information  The last date for assessment of version 4 of the qualification is XX XXX 2027.  Candidates currently enrolled in version 4 of this qualification and who are unable to complete by XX XXX 2027 may transfer their existing achievement to version 5.  It is not intended that any existing candidates be disadvantaged by these transition agreements; however, anyone who feel that they have been disadvantaged may appeal to Ringa Hora.  Ringa Hora Services Workforce Development Council  PO Box 445  Wellington  New Zealand    Phone:  04 909 0306  Email:  [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz%22%20\t%20%22_blank)  Website: [www.ringahora.nz](http://www.ringahora.nz/%22%20/t%20%22_blank) |