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## GOVERNMENT NOTICES

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### SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 730

20 August 2010

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Task Team for

#### COMMERCIAL PROPERTY

registered by Organising Field 11 - Services, publishes the following Qualification and Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Qualification and Unit Standards. The full Qualification and Unit Standards can be accessed via the SAQA web-site at [www.saq.org.za](http://www.saq.org.za). Copies may also be obtained from the Directorate for Registration and Recognition at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification and Unit Standards should reach SAQA at the address below and **no later than 20 September 2010**. All correspondence should be marked **Registration and Recognition – Task Team for Commercial Property** and addressed to

The Director: Registration and Recognition  
SAQA

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ACTING DIRECTOR: REGISTRATION AND RECOGNITION



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### QUALIFICATION:

### *Further Education and Training Certificate: Commercial Property and Facilities Management*

| SAQA QUAL ID                    | QUALIFICATION TITLE   |  |                         |
|---------------------------------|---|--|-------------------------|
| 79626                           | Further Education and Training Certificate: Commercial Property and Facilities Management |  |                         |
| ORIGINATOR                      |   | PROVIDER   |                         |
| Task Team - Commercial Property |   |  |                         |
| QUALIFICATION TYPE              | FIELD   | SUBFIELD   |                         |
| Further Ed and Training Cert    | 11 - Services   | Cleaning, Domestic, Hiring, Property and Rescue Services |                         |
| ABET BAND                       | MINIMUM CREDITS   | NQF LEVEL  | QUAL CLASS              |
| Undefined                       | 150   | Level 4  | Regular-Unit Stds Based |

New NQF Level: NQF Level 04

***This qualification does not replace any other qualification and is not replaced by another qualification.***

### **PURPOSE AND RATIONALE OF THE QUALIFICATION**

Purpose:

A practitioner in the field of Commercial Property Management needs to have a broad knowledge of the concepts, principles and theory underpinning the skills and specialized knowledge required to practice within this field. The aim of this qualification is therefore to provide learners already operating in Commercial Property management or who want to practice within this field with a broad understanding of the knowledge base on which their practice should be founded.

The qualification has been designed for new entrants into the field as well as to facilitate the formalization of knowledge and skills acquired by learners that have extensive experience as Property Practitioners, Managers, Brokers and Facility Managers in Commercial Property.

Candidates completing this qualification will have developed the knowledge and skills required to:

- Analyse, evaluate and apply the Real Estate Code of Conduct and Ethics.
- Perform the functions related to general business in the Commercial Property Industry.
- Perform the specific functions related to an area of specialisation within the Commercial Property Industry.

Rationale:

Commercial Property Management is a multi-million Rand sector which requires professionals who are well-trained and knowledgeable to meet the commercial property needs of the business community through the provision of office space and business premises. A wide range of legislation applies to this sector and employees/agents need to understand the relevant legislation and be able to apply it in the execution of their work. This qualification strives to equip the learners with the knowledge and skills necessary to be able to operate effectively and efficiently in the Commercial Property Management sector.

The knowledge and skills required by practitioners, managers, brokers and facility managers in the Commercial Property Management sector are specialised. The development of this qualification arose from a need to develop a learning pathway for practitioners who are entering into, or have been practicing in this field for many years without being able to gain recognition against a nationally registered qualification.

Property Practitioners, Managers, Brokers and Facility Managers in Commercial Property need to comply with the requirements of the Estate Agency Affairs Board (EAAB) in order to register as non-principal estate agents. This qualification aims to satisfy the EAAB's requirements in this regard, but focuses on the specific knowledge and skills required within the field of Commercial Property Management.

The registration of the Further Education and Training Certificate: Commercial Property and Facilities Management on the NQF underpins the professionalisation of the Commercial Property Management sector. It also creates a formal learning pathway for individuals wanting to follow a career within this lucrative and quickly expanding field.

#### **RECOGNIZE PREVIOUS LEARNING?**

Y

#### **LEARNING ASSUMED IN PLACE**

The following learning is assumed to be in place:

- Communication and Mathematical Literacy at the NQF Level 3 or equivalent.

#### **Recognition of Prior Learning:**

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Qualification. Recognition of Prior Learning will be done by means of an Integrated Assessment. This Recognition of Prior Learning may allow for access to the qualification for those learners who do not meet the requirements for admission or for attaining the qualification in whole or in part. Credits may also be given for unit standards in the qualification.

All recognition of Prior Learning is subject to quality assurance by the relevant accredited Education, Training, Quality, and Assurance Body and is conducted by a registered workplace assessor. The evidence required from a candidate wanting to be assessed against the core and fundamental unit standards may have been acquired in a range of economic sectors and these will be recognized if appropriate.

#### **Access to Qualification:**

There is an open access to this qualification, keeping in mind the "Learning assumed to be in place".

#### **QUALIFICATION RULES**

The Qualification consists of a Fundamental, a Core and an Elective Component.

To be awarded the Qualification, learners are required to obtain a minimum of 150 credits as detailed below.

#### **Fundamental Component:**

The Fundamental Component consists of Unit Standards in:

- Mathematical Literacy at NQF Level 4 to the value of 16 credits.
- Communication at NQF Level 4 in a First South African Language to the value of 20 credits.
- Communication in a Second South African Language at NQF Level 3 to the value of 20 credits. It is compulsory therefore for learners to do Communication in two different South African languages, one at NQF Level 4 and the other at NQF Level 3.

All Unit Standards in the Fundamental Component totalling 56 credits are compulsory.

Core Component:

The Core Component consists of Unit Standards to the value of 58 credits all of which are compulsory.

Elective Component:

The Elective Component consists of three specialisations, namely Property Management (Commercial), Property Broking and Facilities Management - each with its own set of Unit Standards. Learners must choose a specialization and complete Unit Standards to the value of at least 36 credits from the Unit Standards listed under that specialisation.

These specialisations are:

Property Broking:

The unit standards are:

- Identify and secure a property opportunity (4 credits).
- Implement sales and marketing strategies (5 credits).
- Research the viability of new venture ideas or opportunities (5 credits).
- Assess viability of regeneration options in the property industry (7 credits).
- Contribute to a detailed property feasibility study and property valuation (10 credits).
- Recruit and select candidates to fill defined positions (10 credits).

Property Management (Commercial):

The unit standards are:

- Assess viability of regeneration options in the property industry.
- Contribute to a detailed property feasibility study and property valuation.
- Manage a consultant property project team.
- Recruit and select candidates to fill defined positions.
- Apply technical knowledge and insight into property as an investment.
- Research the viability of new venture ideas/opportunities.
- Contribute to a detailed property feasibility study and property valuation.
- Develop a tenancy mix strategy.
- Consult with interested parties to promote community participation on housing development projects.
- Maintain and control the use of asset and investment resources.
- Plan a public relations programme.

Facilities Management:

The unit standards are:

- Coordinate fit-out of premises for user occupation.
- Determine space utilization.
- Manage a consultant property project team.

- Consult with interested parties to promote community participation on housing development projects.
- Maintain and control the use of asset and investment resources.
- Implement and manage customer specific workplace requirements.

#### **EXIT LEVEL OUTCOMES**

1. Analyse, evaluate and apply the Real Estate Code of Conduct and Ethics.
2. Perform the functions related to general business in the Commercial Property Industry.
3. Perform the specific functions related to an area of specialisation with the Commercial Property Industry.

#### **ASSOCIATED ASSESSMENT CRITERIA**

Associated Assessment Criteria for Exit Level Outcome 1:

- 1.1 The factors that influence the development of a code of ethics are described with examples.
- 1.2 The contents of the Real Estate Code of Conduct are explained with reference to own work context.
- 1.3 The implications of the Real Estate Code of Conduct are explained in the context of a Real Estate organisation.
- 1.4 The Code of Conduct is related to ethical values and standards within own organisation and by referring to ethical best practices.
- 1.5 The Real Estate Code of Conduct and ethics is applied in own work context.

Associated Assessment Criteria for Exit Level Outcome 2:

- 2.1 Decision making is based on credible information that is analysed and interpreted using scientific methods.
- 2.2 Safety of the workplace and commercial properties is ensured by complying with legislative and organisational requirements.
- 2.3 Risk management strategies are aligned so as to be compliant with legislative and/or organisational requirements.
- 2.4 Project plans are implemented in order to meet project objectives within the agreed budget and time frames.
- 2.5 Customer service activities are developed in order to satisfy the needs of the customer and are aligned to organisational policies and procedures.
- 2.6 Functions are performed in compliance with workplace policies and procedures.
- 2.7 Written and oral communication strategies are crafted for the target audience.

Associated Assessment Criteria for Exit Level Outcome 3:

Brokering:

- 3.1 Marketing, sales and public relations strategies are drawn up to include the management of client relationships and networks to achieve marketing, sales and PR objectives.
- 3.2 Marketing and sales strategies are developed on sound principles and are suited to the industry.
- 3.3 Decisions related to the viability of new opportunities and viability of regeneration options in the property industry are informed by sound business practice and credible information.
- 3.4 Appointment of new employees is based on a sound recruitment process that is compliant with organisational requirements.

Or

Property Management:

- 3.1 Decisions related to the viability of new opportunities and the viability of regeneration options in the property industry are informed by sound business practice and credible information.
- 3.2 Management of a consultant property project team is performed using sound management principles and in compliance with organisational requirements.
- 3.3 Investments are identified based on technical information and insight.
- 3.4 Appointment of new employees is based on a sound recruitment process that is compliant with organisational requirements.
- 3.5 Consultations are carried out to include representatives of all relevant constituencies and to promote community participation.
- 3.6 Controls are monitored and reported on according to company policies and procedures.
- 3.7 Tenancy mix strategies are aligned to company policies and procedures and to customer requirements.

Or

**Facilities Management:**

- 3.1 Fit out of premises and utilization of space is done to meet customer requirements.
- 3.2 Teams are managed in order to meet business objectives and targets.
- 3.3 Consultations are done to include representatives of all relevant constituencies and to promote community participation.
- 3.4 Controls are monitored and reported on according to company policies and procedures.

**Integrated Assessment:**

Assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever. An integrated assessment approach is required.

Learning, teaching and assessment are inextricably linked. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic contexts wherever possible.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

**INTERNATIONAL COMPARABILITY**

International benchmarking was done against learning programmes offered in the following countries:

- SADC countries including Zimbabwe, Namibia, Botswana and Zambia.
- Australia.
- United Kingdom.
- United States of America.

SADC qualifications:

A study was undertaken by the EAAB to compare South Africa's Real estate code of Conduct and legislation to international and SADC legislation. According to this study, Botswana is the only country that has recently upgraded its laws in relation to real Estate practices.

The EAAB report also indicated that there is no formal form of regulation or training in the Real Estate (and, by implication) the Commercial Property industry in Botswana, Zimbabwe, Zambia, Lesotho, Malawi, Mozambique, or Africa in general.

Zimbabwe:

Various international distance learning institutions offer courses to individual sin Zimbabwe. However, one specific institute, the Commercial Real Estate Institute, offers a series of certification programmes for practitioners in the field.

The four courses are:

- Certified Commercial Sales Specialist.
- Certified Commercial Leasing Specialist.
- Certified Land Sales Specialist.
- Certified Residential Investor Representative.

The content of the second programme has some relevance to the content pertaining to these qualifications which includes the following:

- Module 1: Includes market analysis, effective listing techniques and tenant representation.
- Module 2: Includes build to suit, ethics and rules for buyer/ tenant representation, fair dealings and the commercial lease.
- Module 3: Includes office lease forms, retail lease forms, industrial lease forms.
- Module 4: Includes commercial lease analysis, due diligence and property analysis for the commercial lease and environmental issues affecting commercial tenants/landlords.

However, the focus of this learning programme is on leasing and is not completely relevant to the focus of the Further Education and Training Certificate: Commercial Property and Facilities Management.

Other learning programmes that are being offered in Zimbabwe include the Principles of Advanced Property Practice being offered via distance learning through the College of People Management and Development (CPMD).

The course includes:

- Module 1:
  - Capital Gains Tax.
  - The property environment including expropriation.
  - Income Tax and the Estate Agent.
  - VAT.

- Deeds registration including transfer and stamp duty.
- Town planning.
- Module 2:
  - Introduction to understanding and integration financial statements.
  - Different forms of ownership including trusts.
  - General requirements for contracts & special contract of sale.
- Module 3:
  - All the financial calculations you will ever need to know.
  - Valuations of going concerns and business enterprises.
  - Valuation of income producing properties and specimen valuations.
  - Valuing residential property, valuing unique properties.
- Module 4:
  - Law of Agency.
  - Retirement Villages.
  - Shareblock schemes.
  - Time sharing.
  - Principles of Business management.
  - Landlord and tenants.
  - Restraint of trade agreements and labour Practice.

The Certified Commercial Investment Member (designation) offered through the CCIM Institute consists of various courses that are required to earn the designation.

These courses include:

- Financial analysis for Commercial Investment Real Estate.
- Marketing Analysis for Commercial investment Real Estate.
- User Decision Analysis for Commercial Investment Real Estate.
- Investment analysis for Commercial Investment Real Estate.
- Online Ethics course.
- Preparing to negotiate.

Elective courses include:

- Introduction to commercial investment Real Estate Analysis.
- Advanced negotiation Workshop.
- Troubled Assets.
- Creating and Sponsoring Real Estate Investment Groups.
- Feasibility Analysis for a Retail property.
- Mining Your Marketing in Today's Economy.

Although these courses are offered in commercial property the main focus of the CCIM designation is competence on investment. The CMPD programme offers some components that are applicable to Commercial Property, but focuses mainly on Real Estate Agents.

The University of Zimbabwe offers a variety of under- and postgraduate programmes. Some of the generic knowledge and skills underpinning commercial property management, brokering and facilities management are included in the content of these courses, but nothing specific to the specialisations in the Further Education and Training Certificate: Commercial Property and Facilities Management is offered. For instance, the Bachelor of Business Studies (Marketing) includes financial accounting, business administration, economic principles, principles of marketing, public relations and selling and sales management.



**Namibia:**

The National Property Academy used to offer programmes related to Real Estate: commercial and residential. However, no current information on the academy or its offerings.

The University of Namibia offers a variety of under- and postgraduate qualifications through various Faculties. Courses related to real estate and commercial property are usually housed at the Faculty of Economics and Management Sciences. Although a variety of qualifications are offered in general business administration, economics and management sciences, there is nothing being offered that specialises in this field.

Components of the components in the Advanced Diploma in Business Administration pertain to commercial property, facilities management and brokering, e.g:

- Strategic Marketing.
- Entrepreneurship.
- Management process.
- Business project.
- Business economics.
- Business accounting.

**Botswana:**

There are no training courses offered that are specific to commercial property.

The Department of Architecture and Planning offers a Bachelor Degree in Architecture and in Urban and Regional Planning. However detailed information on the content of these programmes was not available.

The Centre for Continuing Education at the University offers various short courses. The Distance Education Unit (DEU) offers seven programmes as follows: Four degree programmes (i) Accounting, (ii) Finance (iii) Marketing (iv) Management and 3 Diploma programmes, (I) Diploma in Adult Education (ii) Commonwealth Diploma in Youth and Development Work and (iii) Diploma in Primary Education. However, none of these programmes focus specifically on commercial property, facilities management and brokering.

**Zambia:**

The University of Zambia comprises nine schools but none of these schools does offer any programme specific to commercial property, facilities management and brokering.

Once again, there are only generic components of certain programmes that touch on knowledge underpinning this field of learning.

**Australia:**

This qualification has been benchmarked against the qualifications and units of competence registered and developed by the Construction and Property Services Industry Skills Council in Australia. The council has developed a comprehensive learning pathway for practitioners in the construction and property industry. Summary of Australian Qualifications Framework (AQF) qualifications in CPP07 Property Services Training Package pertaining to commercial property management, facilities management and brokering includes:

- CPP30207: Certificate III in Property Services (Agency).
- CPP30309: Certificate III in Property Services (Operations).
- CPP40307: Certificate IV in Property Services (Real Estate).
- CPP40407: Certificate IV in Property Services (Stock and Station Agency).

- CPP40507: Certificate IV in Property Services (Business Broking).
- CPP40609: Certificate IV in Property Services (Operations).
- CPP50307: Diploma of Property Services (Agency Management).
- CPP50409: Diploma of Property Services (Business Broking).
- CPP50509: Diploma of Property Services (Asset and Facility Management).
- CPP60208: Advanced Diploma of Property Services (Asset and Facility Management).

The content of the Further Education and Training Certificate: Commercial Property and Facilities Management is based on the units of competency making up the Diploma of Property Services (Asset and Facility Management). The alignment is based on the following units of competency included in this qualification:

Common units:

- BSBFIM501A: Manage budgets and financial plans.
- BSBHRM402A: Recruit, select and recruit staff.
- BSBMGT502B: Manage people performance.
- BSBMGT515A: Manage operational plan.
- BSBSUS501A: Develop workplace policy and procedures for sustainability.
- CPPDSM5006A: Coordinate customer service activities in the property industry.
- CPPDSM5009A: Coordinate risk management system in the property industry.
- CPPDSM5010A: Determine needs of customer populations in the property industry.
- CPPDSM5014A: Develop property marketing and sales strategy.
- CPPDSM5018A: Ensure a safe workplace in the property industry.
- CPPDSM5029A: Manage client relationships and networks in the property industry.
- CPPDSM5030A: Manage projects in the property industry.
- CPPDSM5036A: Prepare tender documentation in the property industry.

Specialist units:

- Development:
  - CPPDSM5004A: Assess viability of regeneration options in the property industry.
  - CPPDSM5005A: Contribute to a detailed property feasibility study.
  - CPPDSM5008A: Coordinate fit-out of premises for user occupation.
  - CPPDSM5011A: Determine space utilization.
  - CPPDSM5017A: Dispose of property.
  - CPPDSM5019A: Identify and secure a property opportunity.
  - CPPDSM5026A: Manage a consultant property project team.
- Management:
  - CPPDSM5002A: Advise on property investment strategy.
  - CPPDSM5013A: Develop a tenancy mix strategy.
  - CPPDSM5016A: Develop strata/community management agreement.
  - CPPDSM5021A: Implement asset maintenance strategy.
  - CPPDSM5022A: Implement asset management plan.
  - CPPDSM5025A: Maintain public relations in the property industry.
- Facilities
  - CPPDSM5001A: Advise on use and design of facilities.
  - CPPDSM5007A: Coordinate construction or renovation of facilities.
  - CPPDSM5023A: Implement facilities management plan.
  - CPPDSM5024A: Implement facilities procurement systems.
  - CPPDSM5027A: Provide facilities and amenities for property users.
  - CPPDSM5034A: Monitor performance of property or facility portfolio.

Approval was also sought from the Commonwealth and agreement was reached that South Africa could have access to and use the content of standards and qualifications written by member countries.

#### United Kingdom (UK):

The National Association of Estate Agents (NAEA) offers, through the National Federation of Property Professionals (NFOPP) Awarding Body (recognized by Office of the Qualifications and Examinations Regulator (OFQUAL)), various qualifications that are nationally recognized in the United Kingdom. Two qualifications (offered through Manchester College) that are in Commercial Property are:

- Diploma in Commercial Property Agency (DipCPA) (Ref. No. 100/3717/2 on the National Database of Accredited Qualifications (UK)) - Level 4 on UK NQF:
  - Unit 1: Legal Aspects of Commercial Agency (3 hour examination).
  - Unit 2: Commercial Agency Practice (3 hour examination).
  - Unit 3: Commercial Property Inspection and Valuation (3 hour examination).
  - Unit 4: Business Promotion and Organisation (3 hour examination).
  - Unit 5: Commercial Property Agency project covering a cross section of topics within the syllabus (6,000 words).
- Technical Award in Commercial Property Agency (Ref No. 100/5006/1 on the National Database of Accredited Qualifications (UK)) - Level 3 on UK NQF:
  - Unit 1: Health and Safety, Security and General Law relating to Commercial Property Agency.
  - Unit 2: Practice and Law relating to Commercial Property Agency.
  - Unit 3: Law relating to Commercial Property.
  - Unit 4: Commercial Property and Business Appraisal and Basic Building Construction.

These qualifications are accredited and delivered in England, Wales and Northern Ireland.

#### United States of America (USA):

The National Association of Realtors (NAS) offers a wide variety of courses across all States in the USA. They offer extensive education, training and professional certification programmes through their Realtor University. Some of the courses that have been used to benchmark the content of this qualification include:

#### Realtors Land Institute (RLI):

The REALTORS® Land Institute is an affiliate of the over 900,000 - member National Association of REALTORS®. It is the only branch of the REALTOR® family focused on land brokerage transactions of five specialized types: (1) farms and ranches; (2) undeveloped tracts of land; (3) transitional and development land; (4) subdivision and wholesaling of lots; (5) site selection and assemblage of land parcels.

- Land 101 - Fundamentals of Land Brokerage: An introduction for real estate professionals to the land brokerage business.

The objectives of this course include:

- Differentiate between the different land types.
- Describe the fundamentals of the land brokerage business.
- Explain assemblage and the site selection process.
- Identify the factors that influence land values.
- Recognize the different appraisal methods.
- List the major factors in subdivision development.
- Know when to bring in an expert in a land-related deal.

- Explain the process for getting started in land brokerage.
- Identify how RLI can be a valuable resource.
- Understand the tax issues involved in land brokerage.
- Identify property rights and the major restrictions.
- Understand the issues related to wetlands and brown fields.
- List the key issues for conservation easements.
- Identify key legislative, regulatory and land rights issues.
- Define highest and best use, and explain its impact on the land brokerage.
- Explain rent theory.
- List several methods to package a property.
- Understand the legal ramifications of a land contract.

<https://www.learninglibrary.com/>

#### Certified International Property Specialist (CIPS) Education:

The Certified International Property Specialist (CIPS) course curriculum is the educational foundation of the CIPS Network. It distinguishes CIPS designees as individuals who have both hands-on experience in international real estate transactions, as well as successfully completed an intensive seven-day program of study focusing on critical aspects of transnational transactions, including currency and exchange rate issues and cross-cultural relationships, regional market conditions, investment performance, tax issues and more.

#### Conclusion:

This qualification because it used the content of standards and qualifications written by member countries of the Commonwealth compares very favourably with what is offered in this field internationally. It also compares favourably with what is offered in the USA.

#### **ARTICULATION OPTIONS**

This Qualification articulates horizontally with the following Qualifications:

- ID 57712: Further Education and Training Certificate: Generic Management.
- ID 23953: Further Education and Training Certificate: New Venture Creation.
- ID 49129: Further Education and Training Certificate: Management and Administration.
- Further Education and Training Certificate: Business Administration Services.
- ID 59097: Further Education and Training Certificate: Real Estate.

Vertical articulation is possible with the following Qualifications:

- National Diploma: Conveyancing Secretary, NQF Level 5.
- Certificate: Office Administration, NQF Level 5.
- ID 49126: National Certificate: Management and Administration, NQF Level 5.
- ID 58341: National Diploma: Business Management, NQF Level 5.
- ID 20188: National Certificate: Real Estate, NQF Level 5.

#### **MODERATION OPTIONS**

• Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the relevant Education, Training, Quality, and Assurance (ETQA) Body.

• Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.

• Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements

reached around assessment and moderation between ETQA's (including professional bodies); and in terms of the moderation guideline detailed immediately below.

- Moderation must include both internal and external moderation of assessments at exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards, the integrated competence described in the Qualification and will include competence within core sales and the elective standards relevant to the economic sector.

- Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

#### CRITERIA FOR THE REGISTRATION OF ASSESSORS

For an applicant to register as an assessor, the applicant needs:

- A minimum of 3 (three) years' practical, relevant occupational experience.
- A relevant Qualification at NQF Level 5 or higher or equivalent.
- To be registered as an assessor with the relevant ETQA.

#### NOTES

N/A

#### UNIT STANDARDS

|             | ID     | UNIT STANDARD TITLE  | LEVEL   | CREDITS |
|-------------|--------|--|---------|---------|
| Fundamental | 119472 | Accommodate audience and context needs in oral/signed communication  | Level 3 | 5       |
| Fundamental | 119466 | Interpret a variety of literary texts  | Level 3 | 5       |
| Fundamental | 119457 | Interpret and use information from texts   | Level 3 | 5       |
| Fundamental | 119465 | Write/present/sign texts for a range of communicative contexts   | Level 3 | 5       |
| Fundamental | 9015   | Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems                                      | Level 4 | 6       |
| Fundamental | 119462 | Engage in sustained oral/signed communication and evaluate spoken/signed texts   | Level 4 | 5       |
| Fundamental | 119469 | Read/view, analyse and respond to a variety of texts   | Level 4 | 5       |
| Fundamental | 9016   | Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts   | Level 4 | 4       |
| Fundamental | 7468   | Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues  | Level 4 | 6       |
| Fundamental | 12153  | Use the writing process to compose texts required in the business environment  | Level 4 | 5       |
| Fundamental | 119459 | Write/present/sign for a wide range of contexts  | Level 4 | 5       |
| Core        | 110295 | Arrange a Public Relations / Communication event   | Level 4 | 5       |
| Core        | 117495 | Assess legal contracts for business  | Level 4 | 8       |
| Core        | 242668 | Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act | Level 4 | 4       |
| Core        | 242658 | Demonstrate knowledge and application of the nature of risk and the risk management process  | Level 4 | 4       |
| Core        | 377060 | Ensure implementation of workplace policy and procedures for sustainability  | Level 4 | 5       |
| Core        | 113831 | Implement project plans  | Level 4 | 9       |
| Core        | 7836   | Monitor customer satisfaction  | Level 4 | 3       |
| Core        | 120375 | Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget                               | Level 4 | 6       |
| Core        | 7789   | Provide Customer Service   | Level 4 | 8       |
| Core        | 246737 | Demonstrate knowledge of and apply the Real Estate Code of Conduct and ethics  | Level 5 | 6       |
| Elective    | 377009 | Assess viability of regeneration options in the property industry  | Level 4 | 7       |

|          | ID     | UNIT STANDARD TITLE  | LEVEL   | CREDITS |
|----------|--------|--|---------|---------|
| Elective | 377040 | Carry out a detailed property feasibility study and property valuation                             | Level 4 | 10      |
| Elective | 377020 | Contribute to a detailed property feasibility study and property valuation                         | Level 4 | 10      |
| Elective | 377000 | Coordinate fit-out of premises for user occupation   | Level 4 | 5       |
| Elective | 377021 | Determine space utilisation  | Level 4 | 5       |
| Elective | 377003 | Develop a tenancy mix strategy   | Level 4 | 5       |
| Elective | 377061 | Develop strategy for managing community management agreements                                      | Level 4 | 4       |
| Elective | 377006 | Identify and secure a property opportunity   | Level 4 | 4       |
| Elective | 377002 | Implement and manage customer specific workplace requirements                                      | Level 4 | 6       |
| Elective | 115845 | Implement sales and marketing strategies   | Level 4 | 5       |
| Elective | 377041 | Manage a consultant property project team  | Level 4 | 4       |
| Elective | 10978  | Recruit and select candidates to fill defined positions  | Level 4 | 10      |
| Elective | 114596 | Research the viability of new venture ideas/opportunities  | Level 4 | 5       |
| Elective | 242576 | Apply technical knowledge and insight into property as an investment                               | Level 5 | 3       |
| Elective | 263044 | Consult with interested parties to promote community participation on housing development projects | Level 5 | 10      |
| Elective | 335996 | Plan a public relations programme  | Level 5 | 12      |

#### **LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION**

**None**



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Coordinate fit-out of premises for user occupation***

| SAQA US ID                      |                    | UNIT STANDARD TITLE                                      |         |
|---------------------------------|--------------------|--|---------|
| 377000                          |                    | Coordinate fit-out of premises for user occupation       |         |
| ORIGINATOR                      |                    | PROVIDER   |         |
| Task Team - Commercial Property |                    |  |         |
| FIELD                           |                    | SUBFIELD   |         |
| 11 - Services                   |                    | Cleaning, Domestic, Hiring, Property and Rescue Services |         |
| ABET BAND                       | UNIT STANDARD TYPE | NQF LEVEL  | CREDITS |
| Undefined                       | Regular            | Level 4  | 5       |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Prepare for fit-out.

**SPECIFIC OUTCOME 2**

Determine fit-out delivery.

**SPECIFIC OUTCOME 3**

Arrange contractors and consultants.

**SPECIFIC OUTCOME 4**

Monitor fit-out processes.

**SPECIFIC OUTCOME 5**

Finalise fit-out process.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | ID    | QUALIFICATION TITLE   | LEVEL   |
|----------|-------|---|---------|
| Elective | 79626 | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4 |

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## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Implement and manage customer specific workplace requirements***

| SAQA US ID                      |                    | UNIT STANDARD TITLE   |         |
|---------------------------------|--------------------|---|---------|
| 377002                          |                    | Implement and manage customer specific workplace requirements |         |
| ORIGINATOR                      |                    | PROVIDER  |         |
| Task Team - Commercial Property |                    |   |         |
| FIELD                           |                    | SUBFIELD  |         |
| 11 - Services                   |                    | Cleaning, Domestic, Hiring, Property and Rescue Services      |         |
| ABET BAND                       | UNIT STANDARD TYPE | NQF LEVEL   | CREDITS |
| Undefined                       | Regular            | Level 4   | 6       |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Determine space use requirements.

**SPECIFIC OUTCOME 2**

Review space use.

**SPECIFIC OUTCOME 3**

Record and report results.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | ID    | QUALIFICATION TITLE   | LEVEL   |
|----------|-------|---|---------|
| Elective | 79626 | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4 |





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Develop a tenancy mix strategy***

|                                 |                                |  |                |
|---------------------------------|--------------------------------|--|----------------|
| <b>SAQA US ID</b>               | <b>UNIT STANDARD TITLE</b>     |  |                |
| 377003                          | Develop a tenancy mix strategy |  |                |
| <b>ORIGINATOR</b>               |                                | <b>PROVIDER</b>  |                |
| Task Team - Commercial Property |                                |  |                |
| <b>FIELD</b>                    |                                | <b>SUBFIELD</b>  |                |
| 11 - Services                   |                                | Cleaning, Domestic, Hiring, Property and Rescue Services |                |
| <b>ABET BAND</b>                | <b>UNIT STANDARD TYPE</b>      | <b>NQF LEVEL</b>   | <b>CREDITS</b> |
| Undefined                       | Regular                        | Level 4  | 5              |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Determine tenancy mix requirements.

**SPECIFIC OUTCOME 2**

Develop tenancy mix strategy.

**SPECIFIC OUTCOME 3**

Implement tenancy mix strategy.

**SPECIFIC OUTCOME 4**

Review tenancy mix strategy.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | <b>ID</b> | <b>QUALIFICATION TITLE</b>  | <b>LEVEL</b> |
|----------|-----------|---|--------------|
| Elective | 79626     | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4      |

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## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Identify and secure a property opportunity***

| SAQA US ID                      |                    | UNIT STANDARD TITLE                                      |         |
|---------------------------------|--------------------|--|---------|
| 377006                          |                    | Identify and secure a property opportunity               |         |
| ORIGINATOR                      |                    | PROVIDER   |         |
| Task Team - Commercial Property |                    |  |         |
| FIELD                           |                    | SUBFIELD   |         |
| 11 - Services                   |                    | Cleaning, Domestic, Hiring, Property and Rescue Services |         |
| ABET BAND                       | UNIT STANDARD TYPE | NQF LEVEL  | CREDITS |
| Undefined                       | Regular            | Level 4  | 4       |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Research property opportunity.

**SPECIFIC OUTCOME 2**

Analyse property opportunity.

**SPECIFIC OUTCOME 3**

Recommend and secure property deal.

**SPECIFIC OUTCOME 4**

Package property deal.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | ID    | QUALIFICATION TITLE   | LEVEL   |
|----------|-------|---|---------|
| Elective | 79626 | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4 |



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Assess viability of regeneration options in the property industry*

| SAQA US ID                      | UNIT STANDARD TITLE   |           |         |
|---------------------------------|---|-----------|---------|
| 377009                          | Assess viability of regeneration options in the property industry |           |         |
| ORIGINATOR                      | PROVIDER  |           |         |
| Task Team - Commercial Property |   |           |         |
| FIELD                           | SUBFIELD  |           |         |
| 11 - Services                   | Cleaning, Domestic, Hiring, Property and Rescue Services          |           |         |
| ABET BAND                       | UNIT STANDARD TYPE  | NQF LEVEL | CREDITS |
| Undefined                       | Regular   | Level 4   | 7       |

New NQF Level: NQF Level 04

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Establish requirements of asset regeneration.

**SPECIFIC OUTCOME 2**

Define assessment criteria.

**SPECIFIC OUTCOME 3**

Access relevant information.

**SPECIFIC OUTCOME 4**

Assess viability of options.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | ID    | QUALIFICATION TITLE   | LEVEL   |
|----------|-------|---|---------|
| Elective | 79626 | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4 |



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Contribute to a detailed property feasibility study and property valuation***

|                                 |  |  |                |
|---------------------------------|--|--|----------------|
| <b>SAQA US ID</b>               | <b>UNIT STANDARD TITLE</b>   |  |                |
| 377020                          | Contribute to a detailed property feasibility study and property valuation |  |                |
| <b>ORIGINATOR</b>               |  | <b>PROVIDER</b>  |                |
| Task Team - Commercial Property |  |  |                |
| <b>FIELD</b>                    |  | <b>SUBFIELD</b>  |                |
| 11 - Services                   |  | Cleaning, Domestic, Hiring, Property and Rescue Services |                |
| <b>ABET BAND</b>                | <b>UNIT STANDARD TYPE</b>  | <b>NQF LEVEL</b>   | <b>CREDITS</b> |
| Undefined                       | Regular  | Level 4  | 10             |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Establish study requirements.

**SPECIFIC OUTCOME 2**

Access relevant information.

**SPECIFIC OUTCOME 3**

Analyse information.

**SPECIFIC OUTCOME 4**

Formulate sensitivity scenarios.

**SPECIFIC OUTCOME 5**

Document feasibility study.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | <b>ID</b> | <b>QUALIFICATION TITLE</b>  | <b>LEVEL</b> |
|----------|-----------|---|--------------|
| Elective | 79626     | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4      |



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Determine space utilisation***

| SAQA US ID                      |                    | UNIT STANDARD TITLE                                      |         |
|---------------------------------|--------------------|--|---------|
| 377021                          |                    | Determine space utilisation                              |         |
| ORIGINATOR                      |                    | PROVIDER   |         |
| Task Team - Commercial Property |                    |  |         |
| FIELD                           |                    | SUBFIELD   |         |
| 11 - Services                   |                    | Cleaning, Domestic, Hiring, Property and Rescue Services |         |
| ABET BAND                       | UNIT STANDARD TYPE | NQF LEVEL  | CREDITS |
| Undefined                       | Regular            | Level 4  | 5       |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Determine space utilisation requirements.

**SPECIFIC OUTCOME 2**

Establish design concepts.

**SPECIFIC OUTCOME 3**

Prepare design brief.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | ID    | QUALIFICATION TITLE   | LEVEL   |
|----------|-------|---|---------|
| Elective | 79626 | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4 |



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Carry out a detailed property feasibility study and property valuation***

| SAQA US ID                      |                    | UNIT STANDARD TITLE  |         |
|---------------------------------|--------------------|--|---------|
| 377040                          |                    | Carry out a detailed property feasibility study and property valuation |         |
| ORIGINATOR                      |                    | PROVIDER   |         |
| Task Team - Commercial Property |                    |  |         |
| FIELD                           |                    | SUBFIELD   |         |
| 11 - Services                   |                    | Cleaning, Domestic, Hiring, Property and Rescue Services               |         |
| ABET BAND                       | UNIT STANDARD TYPE | NQF LEVEL  | CREDITS |
| Undefined                       | Regular            | Level 4  | 10      |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Establish study requirements.

**SPECIFIC OUTCOME 2**

Access relevant information.

**SPECIFIC OUTCOME 3**

Analyse information.

**SPECIFIC OUTCOME 4**

Formulate sensitivity scenarios.

**SPECIFIC OUTCOME 5**

Document feasibility study.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | ID    | QUALIFICATION TITLE   | LEVEL   |
|----------|-------|---|---------|
| Elective | 79626 | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4 |



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Manage a consultant property project team***

| SAQA US ID                      |                    | UNIT STANDARD TITLE                                      |         |
|---------------------------------|--------------------|--|---------|
| 377041                          |                    | Manage a consultant property project team                |         |
| ORIGINATOR                      |                    | PROVIDER   |         |
| Task Team - Commercial Property |                    |  |         |
| FIELD                           |                    | SUBFIELD   |         |
| 11 - Services                   |                    | Cleaning, Domestic, Hiring, Property and Rescue Services |         |
| ABET BAND                       | UNIT STANDARD TYPE | NQF LEVEL  | CREDITS |
| Undefined                       | Regular            | Level 4  | 4       |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Determine project requirements.

**SPECIFIC OUTCOME 2**

Assess and select contractors.

**SPECIFIC OUTCOME 3**

Monitor project.

**SPECIFIC OUTCOME 4**

Finalise project.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | ID    | QUALIFICATION TITLE   | LEVEL   |
|----------|-------|---|---------|
| Elective | 79626 | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4 |



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Ensure implementation of workplace policy and procedures for sustainability***

| SAQA US ID                      |                    | UNIT STANDARD TITLE   |         |
|---------------------------------|--------------------|---|---------|
| 377060                          |                    | Ensure implementation of workplace policy and procedures for sustainability |         |
| ORIGINATOR                      |                    | PROVIDER  |         |
| Task Team - Commercial Property |                    |   |         |
| FIELD                           |                    | SUBFIELD  |         |
| 11 - Services                   |                    | Cleaning, Domestic, Hiring, Property and Rescue Services                    |         |
| ABET BAND                       | UNIT STANDARD TYPE | NQF LEVEL   | CREDITS |
| Undefined                       | Regular            | Level 4   | 5       |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Develop workplace sustainability policy

**SPECIFIC OUTCOME 2**

Communicate workplace sustainability policy.

**SPECIFIC OUTCOME 3**

Implement workplace sustainability policy.

**SPECIFIC OUTCOME 4**

Review workplace sustainability policy implementation.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|      | ID    | QUALIFICATION TITLE   | LEVEL   |
|------|-------|---|---------|
| Core | 79626 | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4 |





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Develop strategy for managing community management agreements***

| SAQA US ID                      |                    | UNIT STANDARD TITLE   |         |
|---------------------------------|--------------------|---|---------|
| 377061                          |                    | Develop strategy for managing community management agreements |         |
| ORIGINATOR                      |                    | PROVIDER  |         |
| Task Team - Commercial Property |                    |   |         |
| FIELD                           |                    | SUBFIELD  |         |
| 11 - Services                   |                    | Cleaning, Domestic, Hiring, Property and Rescue Services      |         |
| ABET BAND                       | UNIT STANDARD TYPE | NQF LEVEL   | CREDITS |
| Undefined                       | Regular            | Level 4   | 4       |

New NQF Level: NQF Level 04

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Establish agreement requirements.

**SPECIFIC OUTCOME 2**

Prepare agreement.

**SPECIFIC OUTCOME 3**

Organise resources and support processes.

**SPECIFIC OUTCOME 4**

Review and evaluate management agreement.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

|          | ID    | QUALIFICATION TITLE   | LEVEL   |
|----------|-------|---|---------|
| Elective | 79626 | Further Education and Training Certificate: Commercial Property and Facilities Management | Level 4 |