STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN

(NATIONAL OCCUPATIONAL SKILLS STANDARD)

**REAL ESTATE
(VALUATION)
MANAGEMENT**

LEVEL 4

JPK

JABATAN PEMBANGUNAN KEMAHIRAN

KEMENTERIAN SUMBER MANUSIA, MALAYSIA

TABLE OF CONTENTS

No.	Contents	Pages

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
REAL ESTATE (VALUATION) MANAGEMENT
LEVEL 4

1. INTRODUCTION

Malaysia property is currently in the early stages of a promising growth spurt. Due to a strong economic climate and new government policies to encourage foreign investment in real estate in Malaysia, many worldwide property purchasers are currently looking to Malaysia as a lucrative property market in which to invest.

Real estate (valuation) personnel conducts fixed property valuation by using the appropriate valuation methods to determine how much an asset is worth. Real estate (valuation) personnel determine accurate property values, which are instrumental in all aspects of a real estate transaction, including mortgage financing and insuring a property.

The value of a property is determined by making an estimate of the most probable price for which a property should be sold under current market conditions. To make these estimates, real estate (valuation) administration process begins with collecting relevant documents, compiling data, performing site visit and inspecting the property with regards to land, building design, construction, and condition.

Having gathered this information, real estate (valuation) personnel takes a number of other factors into account and use a variety of standard formulas to assess possible value and costs. They also consider location and other trends that could influence the future value of the property.

Real estate (valuation) personnel search public records for any additional information that may assist them in making a valuation, including records of

previous sales, leases, assessments, and other transactions. The records are usually obtained from local government offices and relevant government departments.

After all the information on a property has been collected, real estate (valuation) personnel make an estimate of the value of the property and prepare a detailed report that includes a legal and physical description of the property, photographs, plans, and an explanation of the estimate.

Some real estate (valuation) personnel evaluate several different types of real estate; others specialize in valuing commercial, residential, rental, or agricultural property. The work performed may depend on where a real estate (valuation) administration works.

In Malaysia, to become a registered valuer, ones must comply to the standard requirement of Professional Competence set by the Board of Valuers, Appraisers and Estate Agents Malaysia (LPPEH) to proclaim, exercise and/ or practice their professionalism in valuation, property management or property consultancy in accordance with various guidelines and practice directions issued by the Board such as the Manual of Valuation Standards.

Therefore, this NOSS document is structured to bring out as much as possible of competent and skilful personnel that are very enthusiastic, passionate and qualified to work in the real estate industry. The personnel who undergo training based on this NOSS should be able to gain and develop new skill as valuation personnel and earn incomes based on his or her skills and experience. This NOSS will describe capability in valuation marketing management, pre-valuation management, valuation operation management and special property valuation management. It is a milestone for an individual that have aspiration and ambition to become as property valuer. The qualified and capable real estate (valuation) personnel now are in demand and may increase in the near future.

In addition, this NOSS has been developed from the discussion and brainstorming by the vast experienced and experts personnel which is according to industrial's needs.

Pre-requisite

Based on the workshop findings, it was decided that the minimum requirement for those interested to enrol this course are as follows:

- Malaysia Skills Certificate (SKM) Level 3
- Mentally and physically fit
- Proficient in English and computer literature is an added advantage

2. OCCUPATIONAL STRUCTURE

Real estate (valuation) management personnel come under the Sector Real Estate and Sub-Sector of Valuation. Fig. 1.1 shows the structured career path of real estate (valuation) management personnel.

Level	Valuation	Estate Agent	Property Development	Property Management	Facilities Management	Research / Market Study
SECTOR REAL ESTATE						
L5	Valuation Manager	Director / Registered Estate Agent	Property Development Manager	Property Management Director	Facilities Management Director	Registered Valuer
L4	Valuation Executive	Senior Negotiator	Property Development Executive	Property Manager	Facilities Manager	Research Manager
L3	Valuation Assistant	Negotiator	Property Development Liason Officer	Property Management Technician	Facilities Management Technician	Research Executive
L2	Valuation clerk	Junior Negotiator	Property Development Clerk	Property Management Clerk	Facilities Management Clerk	
L1	No Level					

Figure 1.1 Occupational Profile for real estate (valuation) management personnel

SECTOR	REAL ESTATE
SUB SECTOR	**VALUATION**
LEVEL	
L5	**REAL ESTATE (VALUATION) MANAGEMENT**
L4	**REAL ESTATE (VALUATION) MANAGEMENT**
L3	**REAL ESTATE (VALUATION) ADMINISTRATION - TECHNICAL**
L2	**REAL ESTATE (VALUATION) ADMINISTRATION**
L1	*No Level*

Figure 1.1 Occupational Area Analysis (OAA) for real estate (valuation) management personnel

3. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1:	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate Level 2:	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Malaysia Skills Certificate Level 3:	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Malaysia Skills Diploma Level 4:	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Malaysia Skills Advanced Diploma Level 5:	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. **MALAYSIAN SKILL CERTIFICATION**

Candidates after being assessed and verified and fulfilled the Malaysian Skill Certification requirements shall be awarded with Malaysia Skills Diploma (DKM) for Level 4.

5. **JOB COMPETENCIES**

Real estate (valuation) management Level 4 personnel are competent in performing the following core competencies:-

- Valuation Marketing Management
- Pre-Valuation Management
- Valuation Operation Management
- Special Property Valuation Management

6. **WORKING CONDITIONS**

Real estate (valuation) personnel split their time between their office and at the site of properties they're appraising. The amount of time that appraisers need to spend in the field depends largely on the type of appraisals they specialised in. For instance, Real estate (valuation) personnel normally appraise many properties a month, and spend considerable amounts of time in the field. Commercial appraisers, on the other hand, may spend weeks at a time in the office analyzing information for a single property. Their time in the field is less frequent.

To contact buyers and sellers, appraisers make many of their appointments outside of office hours. They do a great deal of local travelling to properties to be appraised and to local government offices.

Most real estate (valuation) personnel work independently, regardless of whether they're self-employed or part of a large practice. This can be a lonely occupation for some people, while others enjoy working alone. They spend much of their time doing on-site investigations, which may have to be done in bad weather. The rest of their time is usually spent in modern offices, where they complete the paperwork necessary to prepare an appraisal. Real estate (valuation) personnel usually work in normal office hours.

7. EMPLOYMENT PROSPECTS

Real estate (valuation) personnel employed by government departments generally work full time on valuations. Real estate (valuation) personnel employed by private organisations may spend part of their time on other tasks such as real estate sales or property management.

In the private sector most real estate (valuation) personnel are employed by valuation firms, auction houses, real estate agencies and various financial institutions such as banks, insurance companies and building societies. There are also opportunities for self – employment.

Opportunities for transfer and promotion are available between companies or into management of property or real estate. Movement into related areas of employment such as property development and investment management is also possible.

It is a medium – sized occupation with very good employment prospects, although prospects can fluctuate with the level of activity in the industry of your specialisation.

8. TRAINING, INDUSTRIAL RECOGNITION, OTHER QUALIFICATION AND ADVANCEMENT

To become a valuer a candidate has to meet state licensing requirements, which are usually established by a state assessor's board. There are three types of widely accepted licenses: the State Licensed Appraiser license, the Certified General Real Property Appraiser license, and the State Certified Residential Real Property Appraiser license. Candidates working for their licenses are classified as trainees and typically work with licensed, independent appraisers, real estate firms, and financial institutions. Obtaining the basic license, the State Licensed Appraiser, usually requires ninety education hours and thousands of hours of on-the-job training. The other two licenses have much more rigorous requirements; holders of these licenses can appraise property of any value.

9. SOURCES OF ADDITIONAL INFORMATION

- **THE BOARD OF VALUERS, APPRAISERS AND ESTATE AGENTS MALAYSIA**

  A-27-15 Level 27,

  Menara UOA Bangsar,

  No. 5 Jalan Bangsar Utama 1,

  Bangsar, 59000 Kuala Lumpur, MALAYSIA.

  Telephone   : +603-22888815

  Fax   : +603-22888819

  Email   : lppeh@po.jaring.my

  Website   : www.lppeh.gov.my

- **VALUATION AND PROPERTY SERVICES DEPARTMENT MINISTRY OF FINANCE MALAYSIA**

  Level 8, Perbendaharaan 2,

  No. 7, Persiaran Perdana, Precinct 2,

  62592 Putrajaya, MALAYSIA.

  Telephone   : +603-88869000

  Fax   : +603-88869001

  Website   : http://www.jpph.gov.my

- **NATIONAL INSTITUTE OF VALUATION (INSPEN)**

  Valuation and Property Services Department

  Ministry of Finance Malaysia

  Persiaran INSPEN,

  43000 Kajang, Selangor Darul Ehsan,

  MALAYSIA.

  Telephone   : +603-89118800

  Fax   : +603-892581020

  Website   : www.inspen.gov.my

- **ROYAL INSTITUTE OF SURVEYORS MALAYSIA**

  3rd Floor, Bangunan Juruukur,

  64-66, Jalan 52/4,

  46200 Petaling Jaya, Selangor Darul Ehsan,

  MALAYSIA.

  Telephone   : +603-79551773

  Fax   : +603-79550253

  Website   : www.rism.org.my

- **BANK NEGARA MALAYSIA (CENTRAL BANK OF MALAYSIA)**

  Jalan Dato' Onn, P.O. Box 10922,

  50929 Kuala Lumpur, MALAYSIA.

  Telephone : +603-26988044

  Fax   : +603-26912990

  Website : www.bnm.gov.my

- **PUSAT MAKLUMAT HARTA TANAH NEGARA (NAPIC)**

  Aras 7, Perbendaharaan 2,

  No. 7, Persiaran Perdana,

  Precinct 2, 62592 Putrajaya, MALAYSIA.

  Telephone   : +603-88869000

  Fax   : +603-88869007

- **DEPARTMENT OF STATISTICS, MALAYSIA**

  Block C6, Complex C,

  Federal Government Administrative Centre,

  62514 Putrajaya, MALAYSIA.

  Telephone   : +603-88857000

  Fax   : +603-88889248

  Email   : jpbkkp@stats.gov.my

  Website   : http://www.statistics.gov.my

10. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

11. **COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP), JOB PROFILE CHART (JPC) AND COMPETENCY PROFILE (CP)**

REAL ESTATE (VALUATION) MANAGEMENT

LEVEL 4

	EXPERT PANEL	
1.	Kartini Binti Nordin	Ketua Pusat Pengurusan INSPEN
2.	Khamsiah Binti Shamsuddin	Registered Valuer JB Jurunilai Bersekutu Sdn Bhd
3.	Saiful Bahri Bin Ahmad Mokhtar	Registered Valuer Nilai Harta Consultant Sdn Bhd
4.	Nor Azraai Bin Ahmad Zubir	Valuation Executive Nilai Harta Consultant Sdn Bhd
5.	Afidah Bt Razali	Valuation Executive S.T Hui & Associates
6.	Siti Rosniza Binti Awang @ Muhammad	Valuation Executive Mohd Nor & Partners (PJ) Sdn Bhd
7.	Wan Rosmadi Bin Wan Ramli	Valuation Executive Mohd Nor & Partners (PJ) Sdn Bhd
8.	Rosmanizan Binti Ibrahim	PA International Property Consultants (KL) Sdn Bhd
9.	Zuraila Binti Abd Jalal	Valuation Surveyor A Jalil & Co. Sdn Bhd
	FACILITATOR	
1.	Salina Binti Roslan	Senior Consultant International Islamic Research Academy (I-IRA)
	CO-FACILITATOR	
1.	Nablan Bin Yusoff	Principal Consultant / Master Trainer International Islamic Research Academy (I-IRA)

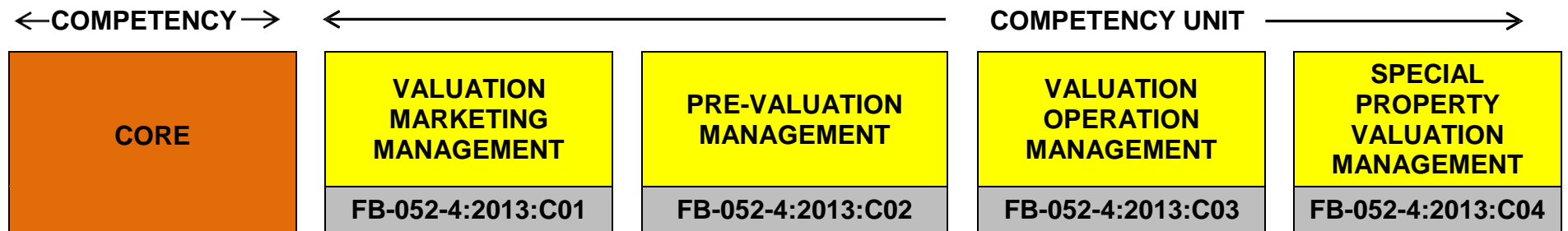## 12. COMMITTEE MEMBERS FOR DEVELOPMENT CURRICULUM OF COMPETENCY UNIT (CoCU)
REAL ESTATE (VALUATION) MANAGEMENT
LEVEL 4

	EXPERT PANEL	
1.	Khamsiah Binti Shamsuddin	Registered Valuer JB Jurunilai Bersekutu Sdn Bhd
2.	Saiful Bahri Bin Ahmad Mokhtar	Registered Valuer Nilai Harta Consultant Sdn Bhd (Bangi)
3.	Nor Azraai Bin Ahmad Zubir	Valuation Executive Nilai Harta Consultant Sdn Bhd (Seremban)
4.	Haidzar Bin Abu Jamal	Manager Nilai Harta Consultant Sdn Bhd (KL)
5.	Muhammad Ubaidillah Bin Ismail	Valuation Executive Nilai Harta Consultant Sdn Bhd (Bangi)
6.	Afidah Binti Razali	Valuation Executive S.T Hui & Associates
7.	Norbaizurah Binti Md. Dan	Valuation Executive One Asia Property Consultant (KL) Sdn Bhd
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1.	Salina Binti Roslan	Senior Consultant International Islamic Research Academy (I-IRA)
	CO-FACILITATOR	
1.	Nablan Bin Yusoff	Principal Consultant / Master Trainer International Islamic Research Academy (I-IRA)

COMPETENCY PROFILE CHART (CPC)

SECTOR	REAL ESTATE		
SUB SECTOR	VALUATION		
JOB AREA	REAL ESTATE (VALUATION) MANAGEMENT		
JOB LEVEL	FOUR (4)	JOB AREA CODE	FB-052-4:2013

←COMPETENCY→   ←————————— COMPETENCY UNIT —————————→

CORE	VALUATION MARKETING MANAGEMENT	PRE-VALUATION MANAGEMENT	VALUATION OPERATION MANAGEMENT	SPECIAL PROPERTY VALUATION MANAGEMENT
	FB-052-4:2013:C01	FB-052-4:2013:C02	FB-052-4:2013:C03	FB-052-4:2013:C04

COMPETENCY PROFILE (CP)

SUB SECTOR	REAL ESTATE
JOB AREA	REAL ESTATE (VALUATION) MANAGEMENT
LEVEL	FOUR (4)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. VALUATION MARKETING MANAGEMENT	FB-052-4:2013-C01	Valuation marketing management is a process preparing marketing strategies, preparing marketing budget, organising marketing team, monitoring marketing activities and analysing marketing results.	1. Prepare marketing strategies	1.1 New marketing strategies identified. 1.2 Types of marketing strategies identified according to potential client. 1.3 Marketing strategies planned according to potential client.
		The person who is competent in this competency unit shall be able to identify cost list, allocate budget according to	2. Prepare marketing budget	2.1 Event marketing cost breakdown identified. 2.2 Budget allocated according to sales and marketing activities.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		sales and marketing activities, as well as identify types of marketing strategies according to potential client. The outcome of this competency is to ensure the marketing report will be evaluated according to marketing strategies.	3. Organise marketing team 4. Monitor marketing activities 5. Analyse marketing results	3.1 Marketing team work schedule planned according to job requirement. 3.2 Marketing team allocated according to job requirement. 4.1 Progress marketing information reviewed. 4.2 Marketing strategies with client coordinated. 4.3 Marketing team observed. 5.1 Marketing activities identified according to marketing strategies.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				5.2 Potential client feedback identified according to marketing activities.
				5.3 Marketing report prepared according to job requirement.
2. PRE-VALUATION MANAGEMENT	FB-052-4:2013-C02	Pre-valuation management is a process involved evaluating property detail and valuation calculation and monitoring pre- valuation. The person who is competent in this CU shall be able to check property detail according to job requirement, confirm property detail according to	1. Evaluate property detail	1.1 Property detail checked according to job requirement.
				1.2 Property detail confirmed according to job requirement.
			2. Evaluate valuation calculation	21 Valuation data verified.
				22 Valuation calculation reviewed according to Malaysian Valuation Standard (MVS).

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		job requirement, verify valuation of data, and review valuation calculation according to Malaysian Valuation Standard (MVS). The outcome of this competency is to ensure the valuation report is submitted to client according to instruction letter.	3.Monitor pre-valuation	2.3 Valuation calculation verified according to Malaysian Valuation Standard (MVS). 3.1 Pre-valuation schedule allocated according to manpower. 3.2 Pre-valuation recorded according to case requirement. 3.3 Pre-valuation data organised according to case requirement.
3. VALUATION OPERATION MANAGEMENT	FB-052-4:2013-C03	Valuation operation management is a process involved analysing valuation caser scope, delegating valuation case, monitoring	1. Analyse valuation case scope	1.1 Valuation case scope reviewed according to case requirement.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		valuation process and carry out valuation report approval.		1.2 Valuation purpose identified according to case requirement.
				1.3 Property details identified
		The person who is competent in this CU shall be able to analyse valuation case scope, delegating valuation case, monitor valuation process and carry out valuation report approval according to Malaysian Valuation Standard (MVS).	2. Delegate valuation case	1.4 Valuation case timeframe and deadline identified according to case requirement.
				1.5 Valuation workflow determined according to case requirement.
				2.1 Staff capability / competency identified according to case requirement.
		The outcome of this competency is to ensure the valuation report is verified according to instruction letter.		2.2 Number of staff determined according to case requirement.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				2.3 Working timeframe determined according to case deadline.
				2.4 Valuation case assigned.
			3. Monitor valuation process	3.1 Valuation process reviewed according to job requirement.
				3.2 Valuation progress determined according to case requirement.
			4. Carry out valuation report approval	4.1 Draft valuation report reviewed according to job requirement and specific purpose.
				4.2 Rules and Regulation compliance conformed according to case requirement.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				4.3 Valuation report verified in accordance to Malaysian Valuation Standard (MVS).
4. SPECIAL PROPERTY VALUATION MANAGEMENT	FB-052-4:2013-C04	Special property valuation management is a process involved validating client's instruction, analysing specific needs, monitoring valuation progress and evaluating valuation report. The person who is competent in this CU shall be able to identify client needs, confirm client instruction, and obtained specific needs.	1. Validate client's instruction 2. Analyse specific needs 3. Monitor valuation progress	1.1 Client's instruction confirmed according to discussion. 2.1 Specific needs obtained according to client's instruction. 3.1 Valuation task identified according to case requirement. 3.2 Valuation task delegated according to case requirement.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		The outcome of this competency is to ensure the valuation report is submitted to client according to instruction letter.	4. Evaluate valuation report	3.3 Valuation progress scheduled according to case requirement. 4.1 Valuation report reviewed according to case requirement. 4.2 Valuation report verified according to Malaysia Valuation Standard (MVS).

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	REAL ESTATE						
Job Area	REAL ESTATE (VALUATION) MANAGEMENT						
Competency Unit Title	VALUATION MARKETING MANAGEMENT						
Learning Outcome	The person who is competent in this CU shall be able to ensure the marketing activities determined according to marketing strategies. Upon completion of this competency unit, trainees will be able to :- • Prepare marketing strategies • Prepare marketing budget • Organise marketing team • Monitor marketing activities • Analyse marketing results						
Competency Unit ID	FB-052-4:2013:C01	Level	4	Training Duration	672 Hours	Credit Hours	67

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare marketing strategies	i. New marketing strategies ii. Types of marketing strategies • Publicity • Promotion • Function • In person iii. Potential client such as; • Bank • Lawyer			32 Hours	Lecture	• New marketing strategies determined • Potential client determined • Type of marketing determined according to potential client

23

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	• Corporate • Developer • Government agency					• Marketing strategies report produced according to potential client
		i. Identify new marketing strategies ii. Identify potential client iii. Identify type of marketing strategies iv. Plan marketing strategies	_Attitude_ i. Resourceful in marketing strategies ii. Understand client's need	96 Hours	Practical / Project assignment / case study	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare marketing budget	i. Sales and marketing activities • Event / exhibition • Meeting with clients ii. Event marketing cost breakdown such as; • Marketing kits • Fleet • Sponsorship • Accommodation • Presenter /consultant • Exhibition venue			24 Hours	Lecture	• Sales and marketing activities determined • Event marketing cost breakdown confirmed • Marketing budget produced • Marketing budget assigned • Marketing budget report produced
		i. Identify sales and marketing activities ii. Determine event marketing cost breakdown iii. Calculate marketing budget iv. Allocate marketing budget		72 Hours	Practical / Project assignment / case study	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude i. Resourceful in marketing activities ii. Resourceful in event marketing rate iii. Accuracy in calculating marketing budget			
4. Organise marketing team	i. Marketing report ii. Work schedule • Daily • Weekly • Monthly / quarterly • Yearly iii. Marketing team allocation • Group • Location			24 Hours	Lecture	• Marketing report checked • Marketing team work schedule arranged • Marketing team organised
		i. Review marketing report ii. Plan Marketing team work schedule		72 Hours	Practical / Project assignment / case study	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iii. Arrange marketing team	*Attitude* i. Particular in reviewing marketing report ii. Understand job description			
5. Monitor marketing activities	i. Marketing activities schedule • Venue • Date / Period ii. Marketing strategies approach such as; • Fees • Service • Promotion iii. Marketing team • Number of staff • Number of Appointment			24 Hours	Lecture	• Marketing activities schedule verified • Marketing strategies organised • Marketing team monitored
		i. Check marketing activities schedule ii. Manage marketing strategies		72 Hours	Practical / Project assignment / case study	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iii. Observe marketing team	*Attitude* i. Particular in reviewing marketing activities ii. Well versed in marketing strategies			
6. Analyse marketing results	i. Marketing activities feedback • Volume of card • Volume of Quotation • Volume of letter for appointment ii. Potential client feedback iii. Marketing efficiency • Volume of pre-valuation • Volume of case / job • Volume of call per day • Volume of customer iv. Marketing report			32 Hours	Lecture	• Marketing activities feedback confirmed • Potential client feedback determined • Marketing efficiency assessed • Marketing report produced

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine marketing activities feedback ii. Identify potential client feedback iii. Measure marketing efficiency iv. Prepare marketing report	*Attitude* i. Particular in reviewing marketing activities ii. Respectfully handle marketing activities feedback	96 Hours	Practical / Project assignment / case study	

Employability Skills

Core Abilities	Social Skills / Social Values
04.08 Develop and negotiate staffing plans 04.09 Prepare project / work plans 04.10 Utilize science and technology to achieve goals 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and / or authority 05.05 Coordinate contract and tender activities 06.08 Identify and analyse effect of technology on the environment	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Marketing strategies report sample	1:1
2. Marketing plan report sample	1:1
3. Marketing budget report sample	1:1
4. Work schedule sample	1:1
5. Marketing report sample	1:1
6. Computer	1:5

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3. Kenneth M. Lusht(Jun 1997), Real Estate Valuation: Principles and Applications (The Irwin Series in Finance, Insurance and Real Estate)., ISBN: 978-0256190595
4. J. D. Eaton (Jul 1995), Real Estate Valuation in Litigation, Second Edition., ISBN: 978-0922154203
5. Ko Wang and Marvin L. Wolverton (Sep 30, 2002), Real Estate Valuation Theory (Research Issues in Real Estate)., ISBN: 978-0792376637
6. Howard C. Gelbtuch (2010), Real Estate Valuation in Global Markets, Second Edition., ISBN: 978-1935328124

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	REAL ESTATE						
Job Area	REAL ESTATE (VALUATION) MANAGEMENT						
Competency Unit Title	PRE-VALUATION MANAGEMENT						
Learning Outcome	The person who is competent in this CU shall be able to ensure the valuation report is submitted to client according to instruction letter. Upon completion of this competency unit, trainees will be able to :- • Evaluate property detail • Evaluate valuation calculation • Monitor pre – valuation						
Competency Unit ID	FB-052-4:2013:C02	Level	4	Training Duration	384 Hours	Credit Hours	38

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria

1. Evaluate property detail	i. Clients and property details summary
	 ii. Recognised property details
	     - Address
	     - Type of property
	     - Title particular
	     - Land size / built up area
	     - Renovation / extension information
				32 Hours	Lecture	• Clients and property details identified
						 • Recognised property details assessed
						 • Property details recorded

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	- Purchase price - Property condition - Occupancy status - Current Rental					
		i. Review clients and property details summary ii. Check recognised property details iii. Confirm property details	*Attitude* i. Analytical mind ii. Particular in reviewing clients and property details	96 Hours	Practical / Project assignment / case study	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria

2. Evaluate valuation calculation	i. Valuation data
	  • Comparable data
	  • Asking price
	ii. Valuation calculation
	iii. Consideration of value such as;
	  • Market value
	  • Forced sale value
	  • Fire insurance value
	  • Auction sale value
				32 Hours	Lecture	• Valuation calculation assessed
						• Valuation calculation confirmed
						• Consideration of value produced

		i. Review valuation data ii. Verify valuation data iii. Check valuation calculation iv. Confirm consideration of value	*Attitude* i. Analytical mind ii. Particular in reviewing valuation data	96 Hours	Practical / Project assignment / case study	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Monitor pre-valuation	i. Pre-valuation schedule ii. Work delegation • Manpower • Duty • Time iii. Pre-valuation data • Number of call • Branch • Property details • Number of quotation			32 Hours	Lecture	• Work delegation confirmed • Pre-valuation schedule produced • Pre-valuation schedule organised • Pre-valuation data recorded
		i. Determine work delegation ii. Prepare pre-valuation schedule iii. Monitor pre-valuation schedule iv. Record pre-valuation data	*Attitude* i. Good leadership skills ii. Aware of staff capability	96 Hours	Practical / Project assignment / case study	

35

Employability Skills

Core Abilities	Social Skills / Social Values
04.08 Develop and negotiate staffing plans 04.09 Prepare project / work plans 04.10 Utilize science and technology to achieve goals 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and / or authority 05.05 Coordinate contract and tender activities 06.08 Identify and analyse effect of technology on the environment	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Property details record sample	1:1
2. Valuation data sample	1:1
3. Pre-valuation schedule sample	1:1
4. Computer	1:5

REFERENCES

1. James H. Boykin and Alfred A. Ring (Jan 1993), The Valuation of Real Estate., ISBN: 978-0139484315
2. Stephen F. Fanning (Nov 28, 2005), Market Analysis for Real Estate: Concepts and Application in Valuation and Highest and Best Use., ISBN: 978-0922154869
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	REAL ESTATE
Job Area	REAL ESTATE (VALUATION) MANAGEMENT
Competency Unit Title	VALUATION OPERATION MANAGEMENT
Learning Outcome	The person who is competent in this CU shall be able to monitor valuation process according to case requirement. Upon completion of this competency unit, trainees will be able to :- • Analyse valuation case scope • Delegate valuation case • Monitor valuation process • Carry out valuation report approval

Competency Unit ID	FB-052-4:2013:C03	Level	4	Training Duration	416 Hours	Credit Hours	42

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Analyse valuation case scope	i. Valuation case scope • Agricultural • Residential • Commercial • Industrial ii. Valuation job requirement / purpose • Financing • Auction purpose • Probate			32 Hours	Lecture	• Valuation case scope identified • Valuation job requirement / purpose determined • Property details checked • Valuation case timeframe and deadline determined

38

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria

	• Share distribution
	• Specific purpose
	  - Securities Commission (SC)
	  - Land Acquisition (LA)
	  - Rating
	iii. Property details
	  • Clients
	  • Address
	  • Contact
	  • Reference
	  • Type of property
	iv. Valuation case timeframe and deadline
	v. Valuation workflow
	vi. Category of valuation case
	  • Corporate
	  • Retail / financing
						• Valuation workflow confirmed
						• Analysed valuation case recorded

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Review valuation case scope ii. Identify valuation job requirement / purpose iii. Review Property details iv. Identify valuation case timeframe and deadline v. Determine valuation workflow vi. Record analysed valuation case	<u>Attitude</u> i. Analytical mind ii. Particular in reviewing property details iii. Aware of valuation case timeframe and deadline	96 Hours	Practical / Project assignment / case study	

40

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Delegate valuation case	i. Staff performance • Capability • Level of education • Level of experience ii. Number of staff iii. Working timeframe and deadline			24 Hours	Lecture	• Category of valuation case determined • Staff performance determined • Number of staff confirmed • Working timeframe confirmed • Valuation case timeframe and deadline confirmed • Valuation case distributed • Delegated valuation case recorded
		i. Identify category of valuation case ii. Identify staff performance iii. Determine number of staff iv. Determine working timeframe v. Determine valuation case timeframe and deadline vi. Assign valuation case vii. Record delegated valuation case		72 Hours	Practical / Project assignment / case study	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude i. Good leadership skills ii. Aware of staff capability iii. Aware of valuation case timeframe and deadline			

3. Monitor valuation process	i. Valuation workflow such as;
	• Schedule
	• Chart
	ii. Valuation progress
	• Complete
	• In progress
	  - Value
	  - Fees
	  - Date of inspection
	  - Legal documents
	• Keep in viewed (KIV)
	• Cancel
				24 Hours	Lecture	• Valuation workflow checked
						• Valuation workflow determined
						• Valuation workflow organised

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Review valuation workflow ii. Identify valuation workflow iii. Coordinate valuation workflow iv. Observe valuation progress	*Attitude* i. Particular in reviewing valuation workflow ii. Good leadership skills	72 Hours	Practical / Project assignment / case study	
4. Carry out valuation report approval	i. Job requirement and specific purpose ii. Rules and Regulation iii. Draft Valuation report			24 Hours	Lecture	• Job requirement and specific purpose determined • Rules and regulation determined

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Identify job requirement and specific purpose ii. Identify rules and regulation iii. Check draft valuation report iv. Verify draft valuation report	*Attitude* i. Understand job requirement and specific purpose ii. Comply with rules and regulation iii. Particular in checking draft valuation report	72 Hours	Practical / Project assignment / case study	• Draft valuation report evaluated

Employability Skills

Core Abilities		Social Skills / Social Values	
04.08	Develop and negotiate staffing plans	1.	Communication skills
04.09	Prepare project / work plans	2.	Conceptual skills
04.10	Utilize science and technology to achieve goals	3.	Interpersonal skills
05.03	Allocate and record usage of financial and physical resources	4.	Multitasking and prioritizing
05.04	Delegate responsibilities and / or authority	5.	Self-discipline
05.05	Coordinate contract and tender activities	6.	Teamwork
06.08	Identify and analyse effect of technology on the environment	7.	Learning skills
		8.	Leadership skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Valuation workflow sample	1:1
2. Draft valuation report sample	1:1
3. Computer	1:5

REFERENCES

1. James H. Boykin and Alfred A. Ring (Jan 1993), The Valuation of Real Estate., ISBN: 978-0139484315
2. Stephen F. Fanning (Nov 28, 2005), Market Analysis for Real Estate: Concepts and Application in Valuation and Highest and Best Use., ISBN: 978-0922154869
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	REAL ESTATE
Job Area	REAL ESTATE (VALUATION) MANAGEMENT
Competency Unit Title	SPECIAL PROPERTY VALUATION MANAGEMENT
Learning Outcome	The person who is competent in this CU shall be able to ensure valuation progress is managed according to case requirement. Upon completion of this competency unit, trainees will be able to :- • Validate client's instruction • Analyse specific needs • Monitor valuation progress • Evaluate valuation report

Competency Unit ID	FB-052-4:2013:C04	Level	4	Training Duration	384 Hours	Credit Hours	38

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria

1. Validate client's instruction	i. Client's instruction such as;
	• Time frame
	• Purpose of valuation
	  - Land Acquisition
	  - Court case
	  - Rating
	  - Accounting purpose
	  - Consulting purpose
	• Mode of payment
				24 Hours	Lecture	• Client's instruction checked
						• Client's instruction verified
						• Client's instruction confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Review client's instruction ii. Check client's instruction iii. Verify client's instruction _Attitude_ i. Particular in reviewing client instruction ii. Understand client instruction		72 Hours	Practical / Project assignment / case study	
2. Analyse specific needs	i. Special requirement • Tender document • Quotation fees • Company profile • Scope of work • Date of hearing			24 Hours	Lecture	• Special requirement gathered • Special requirement determined

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Obtain special requirement ii. Identify special requirement	*Attitude* i. Analytical mind	72 Hours	Practical / Project assignment / case study	
3. Monitor valuation progress	i. Scope of work ii. Valuation workflow arrangement ii. Staff performance • Capability • Level of education • Level of experience iii. Number of staff iv. Working timeframe and deadline v. Specific purpose valuation management checklist			24 Hours	Lecture	• Scope of work determined according to category of valuation case • Workflow arranged • Staff performance determined • Number of staff determined • Valuation case delegated • Valuation progress organised
		i. Identify scope of work ii. Organise workflow iii. Identify staff performance		72 Hours	Practical / Project assignment / case study	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv. Identify number of staff v. Assign valuation case vi. Arrange valuation progress vii. Record specific purpose valuation management checklist	_Attitude_ i. Aware of staff performance ii. Aware of valuation progress iii. Aware of timeframe and deadline			• Specific purpose valuation management checklist updated

4. Evaluate valuation report	i. Job requirement and specific purpose
	ii. Valuation report
	  • Relevant data
	  • Valuation information
				24 Hours	Lecture	• Job requirement and specific purpose determined

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	• Specific requirement iii. Rules and Regulation					• Rules and regulation determined • Draft valuation report confirmed • Draft valuation report evaluated according to Malaysia Valuation Standard (MVS)
		i. Identify job requirement and specific purpose ii. Identify rules and regulation iii. Check draft valuation report iv. Verify draft valuation report	_Attitude_ i. Analytical mind ii. Understand job requirement and specific purpose iii. Particular in checking draft valuation report	72 Hours	Practical / Project assignment / case study	

Employability Skills

Core Abilities		Social Skills / Social Values	
04.08	Develop and negotiate staffing plans	1.	Communication skills
04.09	Prepare project / work plans	2.	Conceptual skills
04.10	Utilize science and technology to achieve goals	3.	Interpersonal skills
05.03	Allocate and record usage of financial and physical resources	4.	Multitasking and prioritizing
		5.	Self-discipline
05.04	Delegate responsibilities and / or authority	6.	Teamwork
05.05	Coordinate contract and tender activities	7.	Learning skills
06.08	Identify and analyse effect of technology on the environment	8.	Leadership skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Special requirement sample	1:1
2. Valuation workflow sample	1:1
3. Specific purpose valuation management checklist sample	1:1
4. Valuation report sample	1:1
5. Computer	1:5

REFERENCES

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Summary of Training Duration

NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	HOURS	ASSESSMENT (KA & PA)	TOTAL (Hours)
1	**VALUATION MARKETING MANAGEMENT**	Prepare marketing strategies	32	96	128		672
		Design marketing plan	32	96	128		
		Prepare marketing budget	24	72	96		
		Organise marketing team	24	72	96		
		Monitor marketing activities	24	72	96		
		Analyse marketing results	32	96	128		
2	**PRE-VALUATION MANAGEMENT**	Evaluate property detail	32	96	128		384
		Evaluate valuation calculation	32	96	128		
		Monitor pre – valuation	32	96	128		
3	**VALUATION OPERATION MANAGEMENT**	Analyse valuation case scope	32	96	128		416
		Delegate valuation case	24	72	96		
		Monitor valuation process	24	72	96		
		Carry out valuation report approval	24	72	96		
4	**SPECIAL PROPERTY VALUATION MANAGEMENT**	Validate client's instruction	24	72	96		384
		Analyse specific needs	24	72	96		
		Monitor valuation progress	24	72	96		
		Evaluate valuation report	24	72	96		
	TOTAL HOURS (CORE Competencies)		464	1392	1856		1856