

Appendices

Appendix One

Real Estate Agents' Background Details

Code name	Age	Gender	Ethnicity	location	R.e position
John	mid-forties	Male	Australian born	inner city and inner west Sydney	Licensee, owner/manager of residential agency
Nick	late forties	Male	Australian born	western Sydney	Licensee, owner/manger of residential agency
Josh	mid thirties	Male	Australian born, Jewish	inner eastern suburbs, Sydney	sales agent in boutique-style residential agency
Kim	mid forties	Male	Korean born	Hills district, Sydney	Licensee, owner/manager of residential agency
Daniel	mid forties	Male	UK born	inner south Sydney	Licensee, partner/manager of commercial/industrial agency
Harry	fifties	Male	Australian born	Inner city, east Sydney	auctioneer
Kate	mid thirties	Female	New Zealand born	eastern suburbs, Sydney	sales agent (left industry in 1994)

Appendix Two

Socio-Economic Backgrounds of Real Estate Client Interviewees

Code name	Role/s in relationship	Age In 2002 - 2003	Gender	Residential area/suburb in Sydney	Educational background/ Job, Profession
Deborah	prospect, vendor, owner	46	female	inner west, Strathfield	Tertiary; self-employed business manager
Mary	prospect, vendor, owner	49	female	eastern suburbs Coogee	Tertiary; University administrator and academic
Fay	vendor	45	female	inner west, Newtown	technical/ vocational; visual designer
Eric	tenant	46	male	inner west, Newtown	Tertiary; Health education consultant
Katherine	prospect, vendor	45	female	Blue Mountains, NSW.	Tertiary; speech therapist

Appendix Three

National Communication Skills Modules

NCS001	Workplace Communication
NCS002	Writing Skills for Work
NCS003	Job Seeking Skills
NCS004	Work Team Communication
NCS005	Dealing with Conflict
NCS006	Writing Workplace Documents
NCS007	Presenting Information
NCS008	Graphic Information
NCS009	Negotiation Skills
NCS010	Team Building Communication
NCS011	Client Interaction
NCS012	Meetings
NCS014	Speaking in Public
NCS015	Presenting Reports
NCS016	Writing in Plain English
NCS017	Writing Technical Documents
NCS018	Dealing with Customers and Clients
NCS019	Interviewer skills

Source: Access Educational Services Division, TAFE, NSW 2006.

Appendix Four

Details of Training Provider Interviewees

Code Name	Role	Background Details
Karl	Head teacher, Real estate and valuation section	Male, aged late 40s Worked as real estate agent and valuer. Close links with API
Patrick	Trainer, acting head teacher, real estate and valuation	Male, aged 40 Worked previously as real estate agent and recently as valuer
Tom	Trainer, real estate and valuation	Male, aged 50. Worked as valuer
Jean	Trainer, law	Female aged mid 30s Worked in human relations, currently studying law
Barry	Curriculum support	Male, aged 50s Worked as valuer. University qualified, had taught at university
Dianne	Head teacher communication section	Female, aged 50s Journalist, activist, writer
Megan	Trainer, communication	Female, aged 40s Had worked in television

Appendix Five

Trainee Evaluation Survey Instruments

Survey 1

1. List the most valuable topics/activities of these modules.
2. List the least useful topics/activities of these modules.
3. How accurately do the activities you have participated in reflect the communication demands you expect to deal with at work?
Very closely; related in some ways; unrelated.
Please comment.
4. How confident do you feel about using the communication skills presented in these modules?
Very confident; could use some skills; not confident.
Please comment.
5. How would you rate the proficiency of the trainer presenting these modules?
Excellent; good; average; adequate; poor.
Please comment.
6. Is there anything that the trainer should be aware of or concerned about?

Source: developed by researcher, 2002.

Survey 2

Module Name/s

Module/s Date

Your Name (optional)

Please use the scale to evaluate the following aspects of the modules.

	Strongly agree	Agree	Disagree	Strongly disagree
Venue 1. set up and arrangement of training room was appropriate 2. training room was conducive to learning				
Additional comments on Venue				
Materials 1. Documentation was clear and easy to follow 2. materials were useful during module				
Additional comments on Venue				
Module Design 1. there was sufficient time to cover the subject matter 2. the content was logically organised 3. the instructional methods/activities were appropriate 4. enough time was given to practice new skills 5. there was a good balance between theory and practice				
Additional comments on module design				
Facilitator 1. explained the module objectives clearly 2. provided clear and complete answers to questions 3. provided feedback to help check progress and make corrections 4. asked questions that encouraged responses and reflective thinking 5. used language and examples I could relate to 6. kept module interactive and well paced 7. clearly explained the assessment tasks 8. overall I was satisfied with the facilitator				
Additional comments on facilitator				
Module Content 1. I clearly understood the module objectives 2. the module content reflects real workplace situations				
Additional comments on Module Content				

Source: adapted from instrument used by Training Division, NSW Dept. Housing.

Survey 3

Student Feedback Sheet

Subject:

Instructions:

The information collected by this sheet will be used to review and improve the teaching service that students will receive. Please respond in an open manner to ensure that the information received can be utilised in the most effective manner. Please respond by writing down the number (1-5) that reflects the answer closest to your views.

Strongly disagree	disagree	neutral	agree	strongly agree
1	2	3	4	5

1. The subject was interesting Number.....
Comment.....
2. the sequence of topics seemed logical Number.....
Comment.....
3. the content was appropriate Number.....
Comment.....
4. the information presented was too easy Number.....
Comment.....
5. I understood the way things were explained in class Number.....
Comment.....
6. the information required for assessment tasks was presented in class No. ...
Comment.....
7. I usually had a clear idea of what was going on Number.....
Comment.....
8. The lesson presentations were interesting Number.....
Comment.....
9. the teacher showed an interest in my needs Number.....
Comment.....
10. I felt comfortable asking questions in class Number.....
Comment.....
11. the teacher seemed to like the subject Number.....
Comment.....
12. I felt the teacher respected me Number.....
Comment.....
13. Behaviour of students in class was satisfactory Number.....
Comment.....

General Comments

The best things about this module were:

.....
.....

The worst things about this module were:

.....
.....

The things at TAFE that should change are:

.....

Source: John Engle, Trainer in communication, real estate and valuation, 2004.

Survey 4

Student Exit Survey

Instructions:

The information collected by this sheet will be submitted in an effort to review and improve the teaching service that students will receive. Please respond in an open manner to ensure that the information received can be utilised in the most effective manner. Please respond by writing down the number (1-5) that reflects the answer closest to your views.

Strongly disagree	disagree	neutral	agree	strongly agree
1	2	3	4	5

1. I feel that my initial understanding of the course and its proposed outcomes were accurate
Number.....
Comment.....
2. the subjects studied supported my future role in real estate
Number.....
Comment.....
3. I feel disappointed by the outcomes of the course
Number.....
Comment.....
4. I was well treated as a person by the teachers
Number.....
Comment.....
5. I feel I was discriminated against by either staff or students
Number.....
Comment.....
6. The way the classes were conducted were satisfactory to reach the level of learning required
Number.....
Comment.....
7. I feel that TAFE was supportive of me in gaining my diploma
Number.....
Comment.....
8. I feel my teachers were supportive
Number.....
Comment.....
9. I feel I was kept informed of relevant information
Number.....
Comment.....
10. the teachers seemed to like teaching the students
Number.....
Comment.....
11. I felt the teachers respected the students
Number.....
Comment.....
12. I feel well equipped to enter the workforce
Number.....
Comment.....

General comments

The best things about this course were:

.....
.....

The worst things about his course were:

.....
.....

The things at TAFE that should be changed are:

.....
.....

Thankyou for your input into this feedback sheet.

Source: John Engle, Trainer in communication, real estate and valuation, 2004.

Appendix Six

Background Details of Real Estate Graduates

Code-name	Gender	Age	Ethnicity	Activities in 2004
Ari	male	22	Greek-Aust	Studied Adv. Dip (valuation); worked as sales agent in residential agency, western Sydney
Paul	male	34	Anglo-Aust	Worked as marketing manager in residential agency, eastern Sydney. Left after 6 months. Found job in travel sales.
Dan	male	mid 40s	Aust'n born (Polish heritage)	Graduated Adv. Dip (val'n); looking for work as buyer's agent/ valuer.
Jerry	male	19	Lebanese-Aust	Worked as property manager, residential agency in western Sydney
June	female	60	Maori	Pursued family land claim in New Zealand; worked as nurse. No plans to work in real estate.
Carla	female	21	Aust'n born (East Europe heritage)	Worked as personal assistant to four sales agents, in residential agency, eastern Sydney. Left after 2 months.
May	female	41	Polish-Aust	Studied Adv. Dip (val'n); child-rearing; not employed.

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