

VET*Ink

**CPP40307 Certificate IV
in Property Services
(Real Estate)**



LYN MELVILLE (EDITOR)

**INDUSTRY, VET AND BUSINESS
POCKETBOOK GUIDE**

CPP40307 Certificate IV in Property Services (Real Estate)

Includes...

- ✓ Latest training package material for real estate agents and salespersons
- ✓ Packaged qualification: Core and elective units
- ✓ Employability skills
- ✓ State and territory licensing training requirements
- ✓ Sample learning programs for states and territories
- ✓ Unit descriptions, elements and performance criteria, required skills and knowledge, evidence guides and range statements
- ✓ Links

Also available ...

VET★Ink App for your smartphone, android tablet or iPad. Record and email pictures, videos, comments, recommendations, follow up and assessment decisions. Purchase from VET★Ink at android and Mac app stores

CPP40307 Certificate IV in Property Services (Real Estate)

INDUSTRY, VET AND BUSINESS POCKETBOOK GUIDE

For industry practitioners, business personnel and
vocational education trainers, assessors and students

Lyn Melville (Editor) BEc, DipEd, MEc, Cert IV TAE

Purchase additional copies of this guide or order
a customised qualification, skill set or unit from
VETink.edu.au

Visit android and Mac app stores to buy the
VET★Ink app for this qualification for your
smartphone, android tablet or iPad.

© **VET Ink** October 2014

5 Lae Ave EAST TAMWORTH NSW 2340

T 02 6766 1713

M 041 3077 135

E orders@vetink.edu.au

W vetink.edu.au

CPPDSM4013A	Market property for lease	164
CPPDSM4014A	Market property for sale	174
CPPDSM4016A	Monitor and manage lease or tenancy agreement	185
CPPDSM4017A	Negotiate effectively in property transactions	199
CPPDSM4019A	Prepare for auction and complete sale	210
CPPDSM4020A	Present at tribunals	222
CPPDSM4022A	Sell and finalise the sale of property by private treaty	232
CPPDSM4049A	Implement maintenance plan for managed properties	251
BSBLED401A	Develop teams and individuals	265
BSBRKG304B	Maintain business records	272
BSBSMB406A	Manage small business finances	279
CPPDSM4056A	Manage conflict and disputes in the property industry	287
CPPDSM4018A	Prepare and present property reports	299
CPPDSM4046A	Manage tenancy disputes	310
CPPDSM3019B	Communicate with clients as part of agency operations	324
Links		335
References and websites		335
State and Territory Licensing Boards		336
Units of competency in the qualification CPP40307		337

[illegible]

ABOUT THIS GUIDE

Welcome

Welcome to VET Ink's pocketbook guide for the qualification *CPP40307 Certificate IV in Property Services (Real Estate)* from CPP07 Property Services Training Package (Version 14.1, 14 Feb 2014).

Presented here in accessible format is information about the qualification such as employability skills and packaging rules. Sample learning programs show training requirements for agents in states / territories where it is relevant to CPP40307. Unit outlines show details, elements and performance criteria, evidence guides and range statements. Links to training bodies, agencies and legislation are shown. So too are the four units for the NSW Certificate of Registration for salespersons (real estate).

See the range of pocketbook guides – qualifications, skill sets and units – available from VET Ink at www.VETink.edu.au Purchase VET Ink apps from the android and Mac app stores.

We welcome feedback and requests. Let us know your needs and we will customise a printed guide or app for you.

Waiver

VET Ink has used accurate, up-to-date information available at the time of publication. VET Ink is not responsible for errors or omissions or for consequences of use. Use the links provided to verify all information.

Copyright information

Information in the Qualification and Units tabs is from the Commonwealth of Australia (2014) under a Creative Commons Attribution-No Derivative Works 3.0 Australia licence: CPP07 Property Services Training Package 14.1 at training.gov.au. Further text or tools added by VET Ink are shown in square brackets [].

Publishing information

© VET Ink October 2014

Ferngood Pty Ltd trading as VET Ink
5 Lae Ave EAST TAMWORTH NSW 2340

T 02 6766 1713 M 041 3077 135 E orders@vetink.edu.au W vetink.edu.au

QUALIFICATION DETAILS

CPP40307 Certificate IV in Property Services (Real Estate)

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011
Usage recommendation	Current	

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0 - 14.1

Units of competency [Refer Links tab]

Classifications

Scheme	Code	Classification value
ANZSCO Identifier	612114	Real Estate Agent
ASCO (occupation type) Identifier	3293-15	Real Estate Salesperson
ASCED Qualification/Course Field of Education Identifier	0805	Sales and Marketing
Qualification/Course Level of Education Identifier	511	Certificate IV

Content

Download:

- [Qualification in Word format \(440.65 KB\) \[Refer training.gov.au\]](#)
- [Qualification in PDF format \(149.6 KB\) \[Refer training.gov.au\]](#)

Modification history, Description, Pathways information, Licensing / Regulatory information, Pathways information and Entry requirements

Not applicable

Employability skills qualification summary

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> ■ apply literacy skills to access and interpret a variety of texts, including leases; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms ■ apply numeracy skills to calculate and interpret data such as deposits, entitlements and commissions ■ communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities ■ demonstrate effective communication strategies to establish rapport with clients, determine client needs, provide accurate advice, address client concerns and deal with conflict in line with agency practice ■ identify and assess property marketing strategies in the context of legislative requirements and agency practice ■ identify effective communication strategies for managing conflicts involving clients, and evaluate them in line with legislative requirements and agency practice

	<ul style="list-style-type: none"> ■ use verbal communication skills for face-to-face communication with real estate sellers and buyers
Teamwork	<ul style="list-style-type: none"> ■ identify roles and responsibilities of government agencies regulating the lease and management of property ■ identify roles and responsibilities of agents in leasing and managing property in line with legislative requirements and agency practice ■ work effectively in and promote communication between teams in an agency environment
Problem solving	<ul style="list-style-type: none"> ■ apply decision making and problem solving skills to analyse situations and make decisions consistent with legislative and regulatory requirements ■ apply strategies for resolving disputes between landlords and tenants and evaluate them in line with legislative requirements and agency practice
Initiative and enterprise	<ul style="list-style-type: none"> ■ analyse causes and potential impact of risks on agency, clients and other stakeholders ■ apply analytical skills to interpret documentation, such as parliamentary documents, legislation, regulations and codes of conduct ■ apply research skills to identify and locate legislation, regulations and codes of conduct ■ apply negotiation and conflict resolution skills to resolve disputes with tenants and landlords ■ negotiate to assist clients with property sales and property management matters

5

Planning and organising

- apply risk management strategies associated with advising clients on property sales and property management options
- identify and assess listing opportunities in the context of legislative requirements and agency practice
- plan, organise and schedule work-related tasks, such as inspecting properties
- identify changes to legislation and regulations affecting agency operations
- identify information on key operations of estate agencies in the context of legislative and agency requirements
- implement agency procedures and systems to minimise risk to agency
- maintain relevant records of legislation and industry codes of conduct
- identify and access source documents for legislation and regulations relevant to the provision of real estate agency services

Self-management

- demonstrate a commitment to comply with industry codes of conduct by own personal ethical behaviour
- interpret and comply with legislative and agency requirements
- understand legislative requirements and verify with relevant people
- manage competing work demands
- model ethical practice
- ensure personal presentation and professional image comply with industry and agency norms
- organise own work
- source specialist advice in line with agency practice

QUAL

Learning	<ul style="list-style-type: none"> ■ apply knowledge of ethical and conduct standards and key principles of consumer protection, equal employment opportunity and privacy in relation to the leasing and management of property ■ apply knowledge of the process of leasing and managing property ■ assess personal knowledge and skills in providing real estate services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities ■ identify and plan opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in line with agency practice
Technology	<ul style="list-style-type: none"> ■ access the internet and web pages ■ apply computing skills to access agency and resource databases ■ send and receive emails and complete standard forms and documents online ■ use standard software packages

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging rules

To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the five core units, plus nineteen electives (total twenty-four units).

At least ten elective units must be selected from property, sales and management, with the remaining elective units chosen from one or more of the following:

- property sales and management
- specialist
- common.

Up to two of the elective units may be chosen from:

- the Diploma of Property Services (Agency Management)
- any Certificate IV qualification in CPP07 Property Services Training Package
- any Certificate IV qualification in BSB07 Business Services or FNS04 Financial Services Training Package, provided that the units do not duplicate units in CPP07 Property Services Training Package.

All units must contribute to a valid, industry-supported vocational outcome.

CORE UNITS

Code	Title
<u>CPPDSM4007A</u>	Identify legal and ethical requirements of property management to complete agency work
<u>CPPDSM4008A</u>	Identify legal and ethical requirements of property sales to complete agency work
<u>CPPDSM4009B</u>	Interpret legislation to complete agency work
<u>CPPDSM4015B</u>	Minimise agency and consumer risk
<u>CPPDSM4080A</u>	Work in the real estate industry

ELECTIVE UNITS

Property sales and management

Code	Title
<u>CPPDSM3008A</u>	Maintain and protect condition of managed properties
<u>CPPDSM4001A</u>	Act as a buyer's agent
<u>CPPDSM4002A</u>	Apply knowledge of state or territory legislative and regulatory framework to complete agency work
<u>CPPDSM4003A</u>	Appraise property
<u>CPPDSM4004A</u>	Conduct auction
<u>CPPDSM4005A</u>	Establish and build client-agency relationships
<u>CPPDSM4006A</u>	Establish and manage agency trust accounts
<u>CPPDSM4010A</u>	Lease property
<u>CPPDSM4011A</u>	List property for lease
<u>CPPDSM4012A</u>	List property for sale
<u>CPPDSM4013A</u>	Market property for lease
<u>CPPDSM4014A</u>	Market property for sale
<u>CPPDSM4016A</u>	Monitor and manage lease or tenancy agreement
<u>CPPDSM4017A</u>	Negotiate effectively in property transactions
<u>CPPDSM4018A</u>	Prepare and present property reports
<u>CPPDSM4019A</u>	Prepare for auction and complete sale
<u>CPPDSM4020A</u>	Present at tribunals
<u>CPPDSM4022A</u>	Sell and finalise the sale of property by private treaty
<u>CPPDSM4046A</u>	Manage tenancy disputes
<u>CPPDSM4049A</u>	Implement maintenance plan for managed properties

9

Specialist

Code	Title
<u>CPPDSM3017A</u>	Work in the strata/community management sector
<u>CPPDSM4021A</u>	Sell and finalise sale of rural property by private treaty
<u>CPPDSM4023A</u>	Act as a tenant's agent
<u>CPPDSM4029A</u>	Appraise business
<u>CPPDSM4030A</u>	Appraise rural property
<u>CPPDSM4033A</u>	Assess and value goods, chattels, plant and equipment
<u>CPPDSM4034A</u>	Assess and implement strata/community management agreement
<u>CPPDSM4036A</u>	Broker sale of industrial, commercial and retail property
<u>CPPDSM4038A</u>	Conduct goods, chattels or equipment clearing sale or auction
<u>CPPDSM4040A</u>	Contribute to life cycle maintenance strategy
<u>CPPDSM4041A</u>	Contribute to development of a tenancy mix strategy
<u>CPPDSM4043A</u>	Coordinate fit-out of property and facilities
<u>CPPDSM4050A</u>	Lease industrial, commercial and retail property
<u>CPPDSM4051A</u>	Lease rural property
<u>CPPDSM4053A</u>	List business for sale
<u>CPPDSM4058A</u>	Monitor service requirements in the property industry
<u>CPPDSM4059A</u>	Monitor space use in the property industry
<u>CPPDSM4060A</u>	Negotiate sale and manage sale to completion or settlement
<u>CPPDSM4061A</u>	Obtain prospects for listing
<u>CPPDSM4062A</u>	Occupy space
<u>CPPDSM4069A</u>	Promote and market listed business

QUAL

CPPDSM4074A	Select and appoint contractors in the property industry
CPPDSM4078A	Sell rural property by tender
CPPDSM4079A	Work in the business broking sector
Common	
Code	Title
BSBCMM401A	Make a presentation
BSBHRM402A	Recruit, select and induct staff
BSBITS401A	Maintain business technology
BSBLED401A	Develop teams and individuals
BSBRKG304B	Maintain business records
BSBSMB404A	Undertake small business planning
BSBSMB406A	Manage small business finances
BSBWOR402A	Promote team effectiveness
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPDSM4057A	Monitor a safe workplace in the property industry

SAMPLE LEARNING PROGRAM

New South Wales, Northern Territory

- A CPP40307 Certificate IV in Property Services (Real Estate) that includes the following units is required to meet the training needs for NSW real estate agent licence registration with NSW Office of Fair Trading. Note that there is a choice between CPPDSM4004A Conduct auction and CPPDSM4020A Present at tribunals. As one other unit must also be chosen, in practice, most Registered Training Organisations offer both units as part of the qualification.
[http://www.legislation.nsw.gov.au/maintop/view/inforce/subordl eg+247+2009+pt.2+0+.](http://www.legislation.nsw.gov.au/maintop/view/inforce/subordl eg+247+2009+pt.2+0+)
- Full registration as an agent's representative in the Northern Territory requires completion of 24 units of competency approved by the Agents Licensing Board Services (Real Estate)
<http://www.dob.nt.gov.au>

5 core units

Code	Title
<u>CPPDSM4007A</u>	Identify legal and ethical requirements of property management to complete agency work
<u>CPPDSM4008A</u>	Identify legal and ethical requirements of property sales to complete agency work
<u>CPPDSM4009B</u>	Interpret legislation to complete agency work
<u>CPPDSM4015B</u>	Minimise agency and consumer risk
<u>CPPDSM4080A</u>	Work in the real estate industry

PROGRAMS

19 elective units

Property, sales and management

Code	Title
CPPDSM4003A	Appraise property
CPPDSM4004A	Conduct auction
CPPDSM4005A	Establish and build client-agency relationships
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4010A	Lease property
CPPDSM4011A	List property for lease
CPPDSM4012A	List property for sale
CPPDSM4013A	Market property for lease
CPPDSM4014A	Market property for sale
CPPDSM4016A	Monitor and manage lease or tenancy agreement
CPPDSM4017A	Negotiate effectively in property transactions
CPPDSM4019A	Prepare for auction and complete sale
CPPDSM4020A	Present at tribunals
CPPDSM4022A	Sell and finalise the sale of property by private treaty
CPPDSM4049A	Implement maintenance plan for managed properties

Common

Code	Title
BSBLED401A	Develop teams and individuals
BSBRKG304B	Maintain business records
BSBSMB406A	Manage small business finances
CPPDSM4056A	Manage conflict and disputes in the property industry

Learning program New South Wales

Certificate of Registration (Real Estate)

In New South Wales, four units from the CPP07 Property Services Training Package are required for registration as a real estate salesperson.

Units of competency

Code	Title
<u>CPPDSM3019B</u>	Communicate with clients as part of agency operations
<u>CPPDSM4080A</u>	Work in the real estate industry
<u>CPPDSM4008A</u>	Identify legal and ethical requirements of property sales to complete agency work
<u>CPPDSM4007A</u>	Identify legal and ethical requirements of property management to complete agency work

The unit CPPDSM3019B Communicate with clients as part of agency operations is from the qualification [CPP30311](#) Certificate III in Property Services (Operations). The unit has been included as the last unit in this guide as a service to NSW salespersons. The unit is not a part of the CPP40307 Certificate IV in Property Services (Real Estate).

The last three units in the list above are a part of CPP40307 Certificate IV in Property Services (Real Estate) and are included in this pocketbook.

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+247+2009+pt.8+0+N>

SAMPLE LEARNING PROGRAM Queensland

To meet the training requirements for Queensland real estate agent licence registration with Qld Office of Fair Trading, the following units must be completed. Note that these units will lead to the issue of a Statement of Attainment, not a CPP40307 Certificate IV in Property Services (Real Estate) as further units are needed to complete the qualification. <http://www.fairtrading.qld.gov.au>

The unit [BSBSMB406A](#) Manage small business finances and the remaining 17 units are shown in the Units tab.

Units of competency

Code	Title
BSBSBM406A OR BSBSMB406A	Manage finances OR Manage small business finances
CPPDSM4003A	Appraise property
CPPDSM4005A	Establish and build client-agency relationships
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4009B	Interpret legislation to complete agency work
CPPDSM4010A	Lease property
CPPDSM4011A	List property for lease
CPPDSM4012A	List property for sale
CPPDSM4013A	Market property for lease
CPPDSM4014A	Market property for sale

<u>CPPDSM4015B</u>	Minimise agency and consumer risk
<u>CPPDSM4016A</u>	Monitor and manage lease or tenancy agreement
<u>CPPDSM4018A</u>	Prepare and present property reports
<u>CPPDSM4019A</u>	Prepare for auction and complete sale
<u>CPPDSM4022A</u>	Sell and finalise the sale of property by private treaty
<u>CPPDSM4046A</u>	Manage tenancy disputes
<u>CPPDSM4080A</u>	Work in the real estate industry

SAMPLE LEARNING PROGRAM

Victoria

The course of instruction required for the award of CPP40307 Certificate IV in Property Services (Real Estate) from the Property Services Training Package, Code CPP07, comprises the following units of competency [note that that there are also further requirements]:

CPPDSM4001A	Act as a buyer's agent
CPPDSM4003A	Appraise property
CPPDSM4004A	Conduct auction
CPPDSM4005A	Establish and build client–agency relationships
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4009A	Interpret legislation to complete agency work
CPPDSM4010A	Lease property
CPPDSM4011A	List property for lease
CPPDSM4012A	List property for sale
CPPDSM4013A	Market property for lease
CPPDSM4014A	Market property for sale
CPPDSM4015A	Minimise agency and consumer risk
CPPDSM4016A	Monitor and manage lease or tenancy agreement

PROGRAMS

CPPDSM4018A	Prepare and present property reports
CPPDSM4019A	Prepare for auction and complete sale
CPPDSM4020A	Present at tribunals
CPPDSM4022A	Sell and finalise the sale of property by private treaty
CPPDSM4049A	Implement maintenance plan for managed properties
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPDSM4080A	Work in the real estate industry
BSBSMB406A	Manage small business finances
BSBRKG304B	Maintain business records

<http://www.consumer.vic.gov.au/resources-and-education/legislation/legislation-we-administer#e>

UNIT

CPPDSM4007A Identify legal and ethical requirements
of property management to complete agency work

Core unit

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP50307	Diploma of Property Services (Agency Management)	1
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1
CPP40307	Certificate IV in Property Services (Real Estate)	1
CPP30211	Certificate III in Property Services (Agency)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(453.52 KB\)](#)
- [Unit of competency in PDF format \(383.07 KB\)](#)

Modification history

Not applicable.

Unit descriptor

This unit of competency specifies the outcomes required to meet the core legal and ethical requirements associated with property management. This includes awareness of the legislation dealing with the leasing and management of property, the role and responsibility of agency personnel in property management, the recording of property management transactions and the completion of property management documentation.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives. It addresses the requirements for licensed real estate agents and real estate representatives to be able to identify and explain relevant legislation, roles, responsibilities and documentation.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Pre-requisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

18

CPDSM4007A Identify legal and ethical requirements of property management to complete agency work

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Apply knowledge of property management	1.1 Purpose of property management and relationship with asset management are identified in line with agency practice.
	1.2 Roles and responsibilities of government agencies regulating the lease and management of property are identified in relation to agency practice.
	1.3 Legislation regulating the lease and management of properties is identified in the context of agency practice.
	1.4 Types of tenancies are identified in line with legislation.
	1.5 Principles of property management are identified in the context of legislative requirements and agency practice.
	1.6 Ethical and conduct standards and key principles of consumer protection, equal employment opportunity and privacy legislation in relation to property management are identified in the context of legislative requirements and agency practice.
2 Develop knowledge of property management process	2.1 Need for demonstrating effective communication strategies in establishing rapport with clients, determining client needs, providing accurate advice, addressing client concerns and dealing with conflict is identified in line with agency practice.
	2.2 Listing opportunities are identified and assessed

UNITS

	<p>in the context of legislative requirements and agency practice.</p> <p>2.3 Authority documents and other agency documents for property management are identified in line with legislative requirements and agency practice.</p> <p>2.4 Strategies for marketing property are identified and assessed in the context of legislative requirements and agency practice.</p> <p>2.5 Property leasing process is identified in the context of legislative requirements and agency practice.</p> <p>2.6 Statutory and agency leasing documents are identified, completed and stored in line with legislative requirements and agency practice.</p> <p>2.7 Procedures for managing leased properties are identified and assessed in line with legislative requirements and agency practice.</p> <p>2.8 Procedures for terminating leases and vacating leased properties are identified in line with legislative requirements and agency practice.</p> <p>2.9 Statutory and agency documents to terminate a tenancy are identified, completed and stored in line with legislative requirements and agency practice.</p>
3 Handle moneys	<p>3.1 Processes for receiving, recording, lodging and releasing bonds or security deposits are identified in line with legislative requirements and agency practice.</p> <p>3.2 Processes for receiving, recording, processing and disbursing trust monies are identified in line with legislative requirements and agency practice.</p> <p>3.3 Processes for preparing and forwarding financial</p>

CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work

		statements to landlord are identified in the context of legislative requirements and agency practice.
4 Identify roles and responsibilities of agency personnel in property management	4.1	<i>Roles and responsibilities of agents in leasing and managing property</i> are identified in line with legislative requirements and agency practice.
	4.2	Agent commission and management fees are identified and calculated in compliance with legislative requirements and agency practice.
	4.3	<i>Strategies for resolving disputes</i> between landlord and tenant are identified and evaluated in line with legislative requirements and agency practice.
	4.4	Effective communication strategies for managing conflicts involving clients are identified and evaluated in line with legislative requirements and agency practice.
5 Use key register	5.1	<i>Key register</i> system is accessed and maintained in line with agency practice.
	5.2	Security of register and keys is maintained in line with agency practice.

Required skills and knowledge

This section describes the essential skills and knowledge and their level required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, leases and authority forms
- computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the

internet and web pages, and complete and lodge standard documents online

- decision making and problem solving skills to analyse situations and make decisions associated with the leasing and management of property
- literacy skills to access and interpret a variety of texts, including leases; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms
- negotiation and conflict resolution skills to resolve disputes with tenants and landlords
- numeracy skills to calculate and interpret data, such as deposits, bonds and fees
- planning, organising and scheduling skills to undertake work-related tasks such as inspecting properties
- research skills to identify and locate documents and information relating to property management
- risk management strategies associated with advising clients on property management options
- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment.

Required knowledge and understanding

- agent fees
- contract law in the real estate industry, including agent liability for breach of contract and negligence
- ethical and conduct standards relevant to licensed real estate agents and real estate representatives
- key principles of consumer protection, equal employment opportunity and privacy legislation
- key register

CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work

- process of leasing and managing property, including prospecting, obtaining listings, gaining authorities to lease and manage property, advertising, managing tenancy applications and agreements, preparing property condition reports, conducting inspections, handling terminations and vacations and maintaining property
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection
 - environmental issues
 - OHS
 - privacy
 - property management
 - trade practices
- risks and risk management strategies
- roles and responsibilities of estate agency personnel in relation to property management
- roles and responsibilities of government agencies regulating the lease and management of property
- types of tenancies
- trust funds and legislative controls on trust funds.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies, demonstrations and targeted written (including alternative formats where necessary) or verbal questioning relating to the legal and ethical requirements of property management. The case studies, demonstration and questioning would include collecting evidence of the candidate's

UNITS

	knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> ■ ability to communicate effectively and accurately with clients ■ accurately completing statutory and agency residential tenancy documentation, including authority, leasing and termination documents ■ knowledge of ethical and conduct standards and key principles of consumer protection, equal employment opportunity and privacy in relation to the leasing and management of property ■ knowledge of the process of leasing and managing property ■ knowledge of legislation and the regulatory framework relevant to the leasing and management of property ■ knowledge of the role, rights and responsibilities of the agent and tenant ■ using and maintaining a key register.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services.

CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Government agencies may include:

- federal agencies, such as:
 - Australian Competition and Consumer Commission
 - Federal Privacy Commission
 - Human Rights and Equal Opportunity Commission
- state and territory agencies, such as:
 - business licensing
 - consumer protection
 - fair trading
 - small business.

Legislation may include:

- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity

CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work

	<ul style="list-style-type: none"> ● consumer protection ● environmental issues ● franchises and business structure ● OHS ● privacy ● property management.
Types of tenancies may include:	<ul style="list-style-type: none"> ■ commercial lease ■ industrial lease ■ residential lease ■ retail lease.
Effective communication strategies may include:	<ul style="list-style-type: none"> ■ active listening ■ being non-judgemental ■ exploring problems ■ expressing an individual perspective ■ providing sufficient time for questions and responses ■ providing summarising and reflective responses in conflict situations ■ using appropriate words, behaviour and posture ■ using clarifying and summarising questions ■ using clear and concise language ■ using culturally appropriate communication ■ using plain English ■ using verbal and non-verbal communication.
Listings may include:	<ul style="list-style-type: none"> ■ acquisition of the rent roll ■ advertising ■ builders and property developers ■ callers to the office ■ promoting investment property ■ recommendations ■ service.

UNITS

Authority documents may include:	<ul style="list-style-type: none"> ■ exclusive leasing or managing authority ■ general leasing or managing authority ■ sole agency leasing or managing authority.
Property leasing process may include:	<ul style="list-style-type: none"> ■ assigning or subletting premises ■ bonds ■ entry by the landlord or agent ■ guarantees ■ looking after the premises ■ property insurance ■ rents ■ repairs ■ running expenses.
Statutory and agency leasing documents may include:	<ul style="list-style-type: none"> ■ bond claim form ■ bond lodgement form ■ bond transfer form ■ condition report ■ notice of rent increase ■ rent receipts ■ tenancy agreement ■ tenancy application form.
Managing leased properties may include:	<ul style="list-style-type: none"> ■ landlord insurance ■ quiet enjoyment ■ rent reviews ■ repairs and maintenance ■ routine inspections ■ termination.
Procedures for terminating leases and vacating leased properties may include:	<ul style="list-style-type: none"> ■ bonds and security deposits ■ ending a tenancy agreement early ■ notice time ■ process for serving notice ■ written notice.
Statutory and	<ul style="list-style-type: none"> ■ agency documentation

agency documents to terminate a tenancy may include:	<ul style="list-style-type: none"> ■ 'giving notice for breach of duty' form ■ 'giving notice to the tenant' form ■ 'giving notice to vacate' form.
Roles and responsibilities of agents in leasing and managing property may include:	<ul style="list-style-type: none"> ■ advertising ■ agreement to let and manage the property ■ assignment of lease ■ communicating regularly with the landlord ■ inspections ■ listing ■ maintenance of property ■ preparing the tenancy agreement ■ processing tenancy applications ■ property condition report ■ prospecting for properties ■ renewal and termination of lease ■ reviewing the tenancy with the landlord.
Strategies for resolving disputes may include:	<ul style="list-style-type: none"> ■ conciliation ■ mediation ■ negotiation ■ referral to court ■ referral to tribunal.
Key register may refer to:	<ul style="list-style-type: none"> ■ access to keys ■ coding of keys ■ entry of key in register ■ non-return of keys ■ records ■ security and storage procedures.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPDMSM4008A Identify legal and ethical requirements of property sales to complete agency work

Core unit

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP50307	Diploma of Property Services (Agency Management)	1
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1
CPP40307	Certificate IV in Property Services (Real Estate)	1
CPP30211	Certificate III in Property Services (Agency)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(453.43 KB\)](#)
- [Unit of competency in PDF format \(383.45 KB\)](#)

Modification history

Not applicable.

Unit descriptor

This unit of competency specifies the outcomes required to meet the core legal and ethical requirements associated with property sales. This includes awareness of the legislation relating to property sales, the role and responsibility of agency personnel in property sales, the administration of sales transactions and the completion of sales documentation.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in property sales. It addresses the requirements for licensed real estate agents and real estate representatives to be able to identify and explain relevant legislation, roles, responsibility and documentation.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Pre-requisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

UNITS

ELEMENT	PERFORMANCE CRITERIA
1 Develop knowledge of property sales	<p>1.1 Types and characteristics of <i>land tenure systems</i> are identified in line with legislation.</p> <p>1.2 <i>Legislation</i> regulating the sale of properties is identified in line with agency practice.</p> <p>1.3 Information provided on the <i>Certificate of Title</i> is checked for accuracy against the agency agreement.</p> <p>1.4 <i>Types of property ownership</i> with legislation.</p> <p>1.5 Legal requirements relating to the sale of property are identified and interpreted in line with legislation and agency requirements.</p> <p>1.6 Requirements of ethical and conduct standards and consumer protection and privacy legislation in relation to the sale of property are identified in line with legislative requirements and agency practice.</p>
2 Develop knowledge of sales process	<p>2.1 Need for demonstrating <i>effective communication strategies</i> in establishing rapport with clients, determining client needs, providing accurate advice, addressing client concerns and dealing with conflict is identified in line with agency practice.</p> <p>2.2 <i>Listing</i> opportunities are identified and assessed in the context of legislative requirements and agency practice.</p> <p>2.3 <i>Methods of selling property</i> are identified and assessed in the context of legislative requirements and agency practice.</p> <p>2.4 <i>Sale authority agreements</i> are identified, completed and stored in line with legislative requirements and agency practice.</p> <p>2.5 Strategies for marketing property are identified</p>

CPPDSM4008A Identify legal and ethical requirements
of property sales to complete agency work

	<p>and assessed in the context of legislative requirements and agency practice.</p> <p>2.6 Purpose and terms of statutory statements required to be prepared by sellers for the sale of property and businesses are identified and interpreted in the context of legislative requirements and agency practice.</p> <p>2.7 Contractual documents relating to the sale of property are identified, interpreted, completed and stored in line with legislative requirements and agency practice.</p> <p>2.8 Process for settling the sale of property is identified in the context of legislative requirements and agency practice.</p> <p>2.9 Processes for receipt, recording, banking and release of deposit moneys are identified in the context of legislative requirements and agency practice.</p>
3 Identify roles and responsibilities of sales personnel	<p>3.1 Relationship between salesperson and agency principal is identified in the context of legislative requirements and agency practice.</p> <p>3.2 Roles and responsibilities of agent in sale of property including general disclosure requirements are identified, interpreted and assessed in the context of legislative requirements and agency practice.</p> <p>3.3 Restrictions on agents purchasing property and sanctions for violations of restrictions are identified, interpreted and complied with in line with legislative requirements and agency practice.</p> <p>3.4 Controls and sanctions on secret commissions are identified in the context of legislative requirements and agency practice.</p>

- 3.5 Entitlements and commissions for agents are identified and calculated in the context of legislative requirements and agency practice.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, contracts, contract notes, sale authority documents and Certificates of Title
- computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online
- decision making and problem solving skills to analyse situations and make decisions associated with the sale of property
- literacy skills to access and interpret a variety of texts, including contracts; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms
- negotiation skills required for interacting with sellers and buyers
- numeracy skills to calculate and interpret data, such as deposits, entitlements and commissions
- planning, organising and scheduling skills to undertake work-related tasks, such as preparing correspondence, organising deposits and arranging property inspections
- research skills to identify and locate documents and information relating to the sale of property
- risk management skills to identify risks associated with discussing sale and purchase options with sellers and buyers

CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work

- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment
- verbal communication skills required for face-to-face communication with real estate sellers and buyers.

Required knowledge and understanding

- agent entitlements and commissions
- contract law in the real estate industry, including agent liability for breach of contract and negligence
- ethical and conduct standards relevant to licensed real estate agents and real estate representatives
- key principles of consumer protection and privacy legislation
- key principles and terminology of property law
- legislative limitations on agency practice
- offences and penalties under legislation
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
 - property sales
- risk and risk management strategies
- roles and responsibilities of estate agency personnel in relation to the sale of property
- sales process, including ways of obtaining listings, methods of selling property, strategies for marketing property, and the process for settling the sale of property
- trust funds and legislative controls on trust funds.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies, demonstrations, practical exercises and targeted written (including alternative formats where necessary) or verbal questioning relating to the legal and ethical requirements of property sales. The case studies, demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
- ability to communicate effectively and accurately with clients
 - application and knowledge of ethical and conduct standards and key principles of consumer protection and privacy in relation to the sale of property
 - application and knowledge of the sales process, including ways of obtaining listings, methods of selling property, strategies for marketing property, and the process for settling the sale of property
 - application and knowledge of accurately completing statutory and agency sales documentation, including authorities and contracts

CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work

	<ul style="list-style-type: none"> ■ application and knowledge of the legislation and regulatory framework relevant to the sale of property ■ application and knowledge of the role and responsibilities of the agent in the sale of property, including the legislative restrictions on agents purchasing property and the controls and sanctions associated with secret commissions.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book <p>access to a registered provider of assessment services. Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and ■

- separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Land tenure systems may include:	<ul style="list-style-type: none"> ■ freehold or fee simple ■ leasehold.
Legislation may include:	<ul style="list-style-type: none"> ■ relevant federal, and state or territory legislation and local government regulations relating to: <ul style="list-style-type: none"> ● anti-discrimination and equal employment opportunity ● consumer protection, fair trading and trade practices ● employment and industrial relations ● financial services ● OHS ● privacy ● property sales.
Certificate of Title may include:	<ul style="list-style-type: none"> ■ a plan of the land ■ details of caveats over the land, such as easements and covenants ■ lot, plan and subdivision ■ names of registered proprietors ■ names of the mortgagees and dates of registration and discharge ■ volume and folio numbers.
Types of property ownership may include:	<ul style="list-style-type: none"> ■ company ownership ■ joint tenants ■ sole owner ■ tenants in common.
Effective communication strategies may include:	<ul style="list-style-type: none"> ■ active listening ■ being non-judgemental ■ exploring problems ■ expressing an individual perspective ■ providing sufficient time for questions and

UNITS

	<ul style="list-style-type: none"> ■ responses ■ providing summarising and reflective responses in conflict situations ■ using appropriate words, behaviour and posture ■ using clarifying and summarising questions ■ using clear and concise language ■ using culturally appropriate communication ■ using plain English ■ using verbal and non-verbal communication.
Listings may include:	<ul style="list-style-type: none"> ■ advertising ■ after-sales letters ■ builders and developers ■ callers to the office ■ conjunctions and multiple listings ■ farming ■ open for inspections ■ owner boards and seller advertisements ■ recommendations ■ telemarketing.
Methods of selling property may include:	<ul style="list-style-type: none"> ■ alternative sales methods, such as set sales ■ auction ■ conjunctional sales ■ private sale or treaty ■ sale by tender ■ vendor sale.
Sale authority agreements may include:	<ul style="list-style-type: none"> ■ auction authority ■ exclusive sale authority ■ general sale authority ■ sole sale authority.
Statutory statements required to	<ul style="list-style-type: none"> ■ additional vendor's statement ■ vendor's statement

<i>be prepared by sellers</i> may include:	<ul style="list-style-type: none"> ■ statement for the sale of a small business.
<i>Contractual documents</i> may include:	<ul style="list-style-type: none"> ■ contract note ■ contract of sale of real estate ■ finance statement to buyers ■ prescribed or permitted forms used by agents in property sales ■ release of deposit moneys.
<i>Roles and responsibilities of agent in sale of property</i> may include:	<ul style="list-style-type: none"> ■ agreement to sell ■ communication ■ completing contract documents ■ ethical and conduct standards ■ general disclosure requirements ■ legal responsibility ■ listing ■ marketing ■ negotiating sale terms and conditions ■ office procedures for presenting the property ■ prospecting ■ providing information to buyer ■ sale settlement.
<i>Restrictions on agents purchasing property</i> may include:	<ul style="list-style-type: none"> ■ restrictions on licensed real estate agents and real estate representatives ■ restrictions on support staff ■ restrictions on the spouse or domestic partner, parent, brother, sister or child of licensed real estate agents or real estate representatives.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4009B

Interpret legislation to complete agency work

Core unit

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP50307	Diploma of Property Services (Agency Management)	1
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency	080503	Real Estate
Field of Education Identifier		

Content

Download:

- [Unit of competency in Word format \(442.42 KB\)](#)
- [Unit of competency in PDF format \(189.72 KB\)](#)

Modification history

Not applicable.

Unit descriptor

This unit of competency specifies the outcomes required to source and interpret legislation affecting real estate operations. It includes identifying and applying statutory interpretation techniques, identifying and tracking changes to relevant real estate legislation and industry codes of conduct and maintaining appropriate records.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and authorised representatives and the requirements for them to identify, interpret and apply legislation and industry codes of conduct affecting real estate operations.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Pre-requisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

UNITS

ELEMENT	PERFORMANCE CRITERIA
1 Identify legal principles and legislative requirements affecting real estate operations	<p>1.1 Legal framework in which real estate agencies operate is identified.</p> <p>1.2 Components of statute law and their relationships are identified with respect to their application to real estate practice.</p> <p>1.3 Source documents for legislation and regulations relevant to the provision of real estate agency services are identified and accessed.</p>
2 Interpret legislative requirements affecting real estate operations	<p>2.1 Structure of real estate legislation and regulations and the effect on their interpretation are identified.</p> <p>2.2 Common interpretation problems with real estate legislation and regulations are identified.</p> <p>2.3 Rules and techniques for interpreting real estate legislation and regulations are identified and applied.</p>
3 Identify changes to legislation and regulations affecting agency operations	<p>3.1 Processes that lead to changes in real estate legislation and regulations are identified.</p> <p>3.2 Source documents for amendment legislation relevant to the provision of real estate agency services are identified and accessed.</p> <p>3.3 Techniques for tracking amendments to real estate legislation and regulations are identified and applied.</p> <p>3.4 Implications of changes to legislative and regulatory requirements are identified and addressed in line with agency practice.</p> <p>3.5 Strategies for identifying amendments to legislation and regulations are implemented.</p> <p>3.6 Changes to legislative and regulatory requirements are communicated to appropriate people in line with agency policy.</p>

45 CPPDSM4009B Interpret legislation to complete agency work

4 Comply with relevant industry codes	<p>4.1 Industry codes of conduct are sourced and accessed.</p> <p>4.2 Relationship between industry codes of conduct and legislative requirements are identified.</p> <p>4.3 Key principles and responsibilities of industry codes of conduct are interpreted and applied to own work in line with agency practice.</p> <p>4.4 Personal ethical behaviour demonstrates a commitment to comply with industry codes of conduct.</p>
5 Maintain records of legislation and industry codes	<p>5.1 Agency processes and the personnel responsible for monitoring and communicating changes to legislation and industry codes of conduct are identified.</p> <p>5.2 Relevant records of legislation and industry codes of conduct are maintained.</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documentation such as parliamentary documents, legislation, regulations and codes of conduct
- application of risk management strategies associated with compliance with legislation, regulations and codes of practice
- computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online

- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and regulatory requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and codes of practice; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms
- planning, organising and scheduling skills to maintain currency of agent and agency copies of legislation, regulations and codes of conduct
- research skills to identify and locate legislation, regulations and codes of conduct
- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment.

Required knowledge and understanding

- codes of conduct
- common problems associated with interpreting legislation
- principles of legislation
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - environment and sustainability
 - financial services
 - leases
 - OHS
 - privacy
 - property sales and management

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies and practical demonstration of applying legal principles, legislative and regulatory requirements and codes of practice to real estate operations. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- applying rules and techniques to interpret appropriately legislative provisions affecting real estate operations
- applying techniques to track amendments to legislation in a timely manner
- applying strategies to communicating legislative requirements and amendments to appropriate people in the agency in a timely manner
- identifying changes to legislation and industry codes of conduct affecting agency operations
- knowledge of general principles of legislation, regulations and industry codes of conduct affecting real estate operations
- maintaining appropriate and up-to-date records of legislation and industry codes of conduct.

Context of and specific resources for assessment

Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.
- Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents

- competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legal framework

may include:

- common law
- contract law
- equity law
- statute law.

Components of statute law may include:

- principal legislation, such as Acts
- subordinate legislation, such as:
 - approvals
 - determinations
 - mandatory and non-mandatory administrative guidelines
 - orders
 - regulations.

Legislation and regulations may include:

- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
- environmental and zoning laws affecting:
 - access security
 - access and property use
 - energy efficiency
- financial services
- leases
- OHS
- privacy
- property sales and management.

Structure of real estate legislation and regulations may include:

- endnotes, including:
 - explanatory notes
 - index
 - table of amendments
- section headings, margin notes and clause notes
- parts, sections, subsections, paragraphs, regulations, sub-regulations and clauses
- types of provisions, including:
 - approvals
 - deeming provisions
 - definitions and interpretations
 - general penalties
 - objectives
 - offences
 - prescribed arrangements relating to regulations and orders.

Common interpretation problems may include:

- ambiguous words
- broad phrases
- need for words to be implied
- printing and drafting errors
- unforeseen developments, such as changes in technology or practice.

Rules and techniques for interpreting real estate legislation and regulations may include:

- aids to the interpretation of legislation, including:
 - external: interpretations of legislation, Acts, Hansard / parliamentary papers, legal dictionaries and judicial interpretations - precedent
 - internal: objectives, legislation to be accessed as a whole, definitions and interpretation sections in legislation, headings, margin notes and punctuation
- language conventions and expressions, including:
 - and, or
 - gender
 - hierarchy
 - includes
 - may, should and must
- reading rules, including:
 - context
 - golden
 - literal
 - mischief
 - purposive
- express mention of one thing to the exclusion of another
- words interpreted through their connection with other words
- words with the same meaning.

UNITS

Processes may include:	<ul style="list-style-type: none"> ■ government agency approval ■ governor approval ■ minister approval ■ parliament.
Source documents may include:	<ul style="list-style-type: none"> ■ amendment Acts ■ amendment regulations ■ Bills ■ consolidated or reprinted Acts.
Techniques for tracking amendments may include:	<ul style="list-style-type: none"> ■ government and industry newsletters and information sessions ■ use of margin notes and tables of amendments.
Appropriate people may include:	<ul style="list-style-type: none"> ■ agency principal ■ authorised representatives ■ bookkeepers, accountants and auditors ■ licensed real estate agents ■ property managers ■ sales people.
Industry codes of conduct may relate to:	<ul style="list-style-type: none"> ■ ethical behaviour ■ general business operations ■ property sales and management.
Relevant records may relate to:	<ul style="list-style-type: none"> ■ agency administration ■ property management ■ property sales.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4015B Minimise agency and consumer risk

Core unit

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP50409	Diploma of Property Services (Business Broking)	1
CPP50307	Diploma of Property Services (Agency Management)	1
CPP40507	Certificate IV in Property Services (Business Broking)	1
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(443.64 KB\)](#)
- [Unit of competency in PDF format \(198.07 KB\)](#)

Modification history

Not applicable.

Unit descriptor

This unit of competency specifies the outcomes required to minimise risk to all aspects of agency business and to consumers. It includes identifying potential risks to the agency and its clients, analysing the causes and potential impact of risks, and implementing agency policies and procedures to minimise risks to the agency and consumers.

The unit may form part of the licensing requirements for persons engaged in property development and management activities, including those working in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of those involved in identifying, minimising and responding to all aspects of agency business, including minimising consumer risk.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Pre-requisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Identify potential risks to agency and clients	<p>1.1 Sources of information and tools for identification of actual and potential risks are accessed.</p> <p>1.2 Actual and potential risks to agency, clients and other stakeholders are identified.</p> <p>1.3 Agency representations and information provided by clients are confirmed and assessed in line with agency practice.</p> <p>1.4 Identified risks are documented according to agency and legislative requirements.</p>
2 Analyse causes and potential impact of risks on agency, clients and other stakeholders	<p>2.1 Causes of risks are analysed in line with agency practice.</p> <p>2.2 Potential impact of risks on agency, clients and other stakeholders is determined.</p> <p>2.3 Consequences, likelihood and severity of risks are assessed.</p> <p>2.4 Risk categorisation is undertaken and risk priorities are set.</p> <p>2.5 Risk analysis processes and outcomes are documented.</p>
3 Implement agency procedures and systems to minimise risk	<p>3.1 Options for minimising risks, including legislative measures, are determined and assessed for strengths and weaknesses.</p> <p>3.2 Risks are continuously monitored in line with agency practice.</p> <p>3.3 Agency procedures and systems for controlling risks, including handling complaints, are identified and implemented, as required.</p> <p>3.4 Control measures are chosen and implemented as required.</p> <p>3.5 Risk treatment plans are implemented as required.</p>

4 Implement agency procedures and systems to minimise consumer risk

- 4.1 **Risks to consumers** engaged in business dealings with the agency are identified and assessed in line with legislative requirements and agency practice.
- 4.2 Consumer risks are continually monitored in line with agency practice.
- 4.3 Agency procedures and systems for minimising consumer risk are identified and implemented as required.
- 4.4 Personal skills in identifying and assessing consumer risk are reviewed, and where appropriate, strategies are implemented for improving this aspect of professional practice.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, sale authorities, reports from professional service providers and contracts
- application of risk identification, assessment, treatment and monitoring skills
- computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online
- decision making and problem solving skills to analyse risk situations and make decisions consistent with legislative and ethical requirements

- literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare formal and informal letters; prepare reports and applications; and complete standard and statutory forms
- numeracy skills to perform and apply calculations used in risk identification, assessment, treatment and monitoring
- planning, organising and scheduling skills to undertake work-related tasks associated with identifying, assessing, treating and monitoring risks
- research skills to identify and locate documents and information relating to identifying and treating risks
- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment.

Required knowledge and understanding

- agency policies and procedures, including:
 - policies and procedures for risk management
 - risk management strategies
- approaches for monitoring the risk environment
- auditing requirements
- Australian and New Zealand risk management standards
- causes of risks
- classification of risks
- complaint-handling procedures
- consumer risk
- impact of risks on agency, clients and other stakeholders
- insurance policies, codes and operations
- potential impact of risk
- reasons for monitoring risk environment
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity

- anti-money laundering
- auctions
- consumer protection, fair trading and trade practices
- employment and industrial relations
- environment and sustainability
- financial services
- leasing
- OHS
- privacy
- property sales and management
- sources of information on risk
- sources of risk

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies and practical demonstration of identifying, assessing, treating and monitoring risks to the agency and consumers. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to

A person who demonstrates competency in this unit must be able to provide evidence of:

- analysing the causes and potential impact of risks on agency, clients and other stakeholders

59

**demonstrate
competency in
this unit**

CPPDSM4015B Minimise agency and consumer risk

- establishing ongoing monitoring and reporting systems to minimise risks to agency, clients and other stakeholders
- identifying and implementing agency policies and procedures for minimising and treating risks
- identifying actual and potential risks to agency, clients and other stakeholders
- identifying, minimising and responding to consumer risks associated with agency operations.

**Context of and
specific resources
for assessment**

Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at

different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

<p>Sources of information may include:</p>	<ul style="list-style-type: none"> ■ agency records ■ experience ■ industry practice and experience ■ legislation ■ market research ■ published literature ■ specialist or expert advice from: <ul style="list-style-type: none"> ● government agencies ● professional and industry associations.
<p>Tools for identification may include:</p>	<ul style="list-style-type: none"> ■ documentation to assist in the process of identifying risks and assessing impact and likelihood of occurrence ■ standard instruments developed for the agency and contextualised for sections of the workplace's operations, such as checklists and testing procedures ■ tools to prioritise risks, including where relevant, numerical scoring systems for risks.
<p>Actual and potential risks may relate to:</p>	<ul style="list-style-type: none"> ■ administrative and business systems, policies and practices ■ commercial and legal relationships between the agency, consumers and other organisations, such as buyers, sellers, employees, landlords, tenants, subcontractors, developers and suppliers ■ consumer risk ■ economic and financial circumstances ■ individual actions, such as discrimination and ineffective communication ■ management activities and controls ■ natural events ■ non-compliance with legislative and regulatory requirements, such as: <ul style="list-style-type: none"> ● consumer protection

	<ul style="list-style-type: none"> ● OHS ● trade practices ■ non-compliance with quality systems, such as: <ul style="list-style-type: none"> ● enterprise ● franchise ● International Standards Organisation (ISO) ● OHS ● physical and personal security ■ political circumstances, such as legislative change ■ property ownership, including intellectual property ■ technological and technical issues, both internal and external to the agency, such as loss of data.
Agency, clients and other stakeholders may include:	<ul style="list-style-type: none"> ■ consumers and clients ■ co-owners ■ financial institutions with an interest in the agency ■ principal ■ staff and others to whom a duty of care is owed.
Agency representations and information provided by clients may refer to:	<ul style="list-style-type: none"> ■ anticipated income and expenditure ■ bankruptcy ■ business status and ownership ■ compliance with legislative and regulatory requirements ■ condition of property ■ covenants ■ customer base ■ easements ■ family law matters ■ financial records ■ insolvency ■ leases or tenancy agreements ■ legal action

	<ul style="list-style-type: none"> ■ licences ■ permits ■ property status and ownership ■ quotas ■ stock ■ value of property.
<i>Causes of risks</i> may include:	<ul style="list-style-type: none"> ■ commercial and legal relationships ■ economic circumstances ■ human behaviour ■ inaccurate information provided by clients ■ individual activities ■ management activities and controls ■ natural events ■ political circumstances ■ technological issues.
<i>Potential impact of risks</i> may adversely affect:	<ul style="list-style-type: none"> ■ capital reserves ■ cash flow viability and resulting liquidity ■ goodwill value ■ nett worth of the business ■ return on investment.
<i>Consequences, likelihood and severity of risks</i> may refer to:	<ul style="list-style-type: none"> ■ consequences - extreme, very high, medium, low and negligible ■ likelihood - almost certain, likely, moderate, unlikely and rare ■ severity - severe, high, major, significant, moderate and trivial.
<i>Risk categorisation</i> may refer to:	<ul style="list-style-type: none"> ■ administration - misrepresentation, personal injury and misappropriation ■ commercial sales and leasing - miscalculating rentable floor space and exclusivity of business (retail) ■ property management - maintenance, consumer protection and discrimination

	<ul style="list-style-type: none"> property sales - incorrect disposal of chattels, code of ethics and conduct, loss of documents, trade practices, consumer protection, unauthorised disclosure, and sale of goods under warrant of execution.
Risk priorities may refer to:	<ul style="list-style-type: none"> assessing consequences and likelihood assigning a value to identified risks using available tools.
Options for minimising risks may include:	<ul style="list-style-type: none"> avoid the risk - deciding not to become involved in a risk situation finance the risk - funding risk treatment and the financial consequences of risk reduce the risk - applying appropriate techniques and management principles to reduce the likelihood of an occurrence and its consequences retain the risk - intentionally or unintentionally retaining responsibility for loss or financial burden of loss transfer the risk - shifting responsibility or burden of loss to another party through contract, insurance or other means.
Procedures and systems for controlling risks may include:	<ul style="list-style-type: none"> documentation procedures, including: <ul style="list-style-type: none"> assessment confidentiality, security and privacy procedures control measures identification monitoring organisational procedures treatment

65

CPPDSM4015B Minimise agency and consumer risk

	<ul style="list-style-type: none">■ systems, including:<ul style="list-style-type: none">● company operations manual● induction and training.
Risks to consumers may relate to:	<ul style="list-style-type: none">■ advertising and marketing■ moneys held in trust■ property management■ property sale■ provision of information and advice■ tenancy agreements.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4080A Work in the real estate industry

Core unit

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP50307	Diploma of Property Services (Agency Management)	1
CPP40307	Certificate IV in Property Services (Real Estate)	1
CPP30211	Certificate III in Property Services (Agency)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	120505	Work Practices Programmes

Content

Download:

- [Unit of competency in Word format \(443.09 KB\)](#)
- [Unit of competency in PDF format \(158.62 KB\)](#)

Modification history

Not applicable.

Unit descriptor

This unit of competency specifies the outcomes required to enable a new entrant to the industry to gain a basic understanding of the industry and work ethically and effectively in a real estate agency. This includes awareness of ethical and conduct standards, core functions of real estate agency operations, legislative and regulatory framework within which the industry operates and industry employment requirements.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Pre-requisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

UNITS

ELEMENT	PERFORMANCE CRITERIA
1 Develop knowledge of estate agency operations	<p>1.1 Key features of the agency principal relationship are identified and interpreted according to legislative requirements and agency practice.</p> <p>1.2 Roles and responsibilities of key personnel involved in estate agencies are identified in line with legislative requirements and agency practice.</p> <p>1.3 Information on key operations of estate agencies is identified in the context of legislative and agency requirements.</p> <p>1.4 Forms of business ownership, organisational structure and services offered by estate agencies, including liabilities and responsibilities, are identified.</p>
2 Interpret and comply with legislative and agency requirements	<p>2.1 Approaches for sourcing and accessing legislation relevant to agency operations are applied.</p> <p>2.2 Legislation and ethical and conduct standards relevant to estate agency operations, including legislative limitations on agency practice, are identified to ensure compliance with legislative and agency requirements.</p> <p>2.3 Licensing and eligibility requirements for licensed real estate agents, real estate representatives and other employees, including offences and penalties, are identified to ensure compliance with legislative and agency requirements.</p> <p>2.4 Key provisions of consumer protection and privacy legislation are identified in relation to agency practice.</p>

	<p>2.5 Purpose of trust funds and the key legislative controls on trust funds relevant to authorised employees are identified to ensure compliance with legislative and agency requirements.</p> <p>2.6 Roles and responsibilities of government agencies and industry bodies are identified in relation to agency practice.</p> <p>2.7 Personal understanding of legislative requirements is assessed and verified with relevant people.</p> <p>2.8 Situations in which specialist advice is required are identified and sources of appropriate advice are determined in line with agency practice.</p>
3 Model ethical practice	<p>3.1 Ethical and conduct standards, including penalties for breaches, are identified and interpreted to ensure compliance with legislative requirements and industry and agency practice.</p> <p>3.2 Agent's liability for breach of contract and negligence is identified in the context of legislative and agency requirements.</p> <p>3.3 Personal understanding of ethics and conduct standards required for good agency practice is verified with relevant people to ensure compliance with legislative requirements and industry and agency practice.</p> <p>3.4 Situations in which specialist advice is required are identified and sources of appropriate advice are determined in line with legislative and agency requirements.</p>
4 Identify industry employment	<p>4.1 Industry employment requirements are identified and interpreted to ensure compliance with legislative requirements and agency</p>

requirements

- 4.2 Employee and employer rights and responsibilities regarding conditions of employment are identified and interpreted to ensure compliance with legislative requirements and agency practice.
- 4.3 **Effective communication strategies** are employed to establish rapport with clients, determine client needs, and provide accurate advice and follow-up services in line with agency practice.
- 4.4 Personal presentation and professional image are assessed for compliance with industry and agency norms.
- 4.5 Personal knowledge and skills in providing real estate services are assessed against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities.
- 4.6 Opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge are identified, planned and applied in line with agency practice.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, employment contracts and licensing requirements

- application of risk management strategies associated with advising clients on property sales and property management options
- computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms
- negotiation skills to assist clients with property sales and property management matters
- numeracy skills to calculate and interpret data, such as commissions and entitlements
- planning, organising and scheduling skills to undertake work-related tasks such as inspecting properties
- research skills to identify and locate documents and information relating to real estate operations
- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment.

Required knowledge and understanding

- agency principal relationship
- continued training needs for agents and agents' representatives
- employee and employer rights and responsibilities
- ethical and conduct standards
- features of good agency practice
- forms of business ownership, and organisational structure and services offered by estate agencies
- key operations of estate agencies

- key principles of consumer protection and privacy legislation
- legislative limitations on agency practice
- licensing requirements for estate agents
- nature of trust funds and key legislative controls on trust funds
- offences and penalties under the legislative framework
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
- risks and risk management strategies
- roles and function of industry bodies
- roles and functions of government regulatory agencies
- roles and responsibilities of estate agency personnel
- sources of specialist advice relating to real estate operations.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies, practical exercises and questioning relating to the application of ethical and effective work practices, legal principles, federal and state or territory legislative and regulatory requirements and codes of practices affecting real estate operations. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. This assessment may be carried out in a simulated or

	workplace environment.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> ■ application and knowledge of the ethical and conduct standards relevant to licensed real estate agents, real estate representatives and support staff ■ application and knowledge of the key operations of estate agencies and the roles and responsibilities of agency personnel ■ knowledge of legislation and the regulatory framework relevant to real estate agency, including the roles and functions of government regulatory agencies and industry bodies ■ application and knowledge of the key principles of consumer protection and privacy legislation ■ knowledge of the agency principal relationship ■ application and knowledge of employment requirements for estate agents, including the rights and responsibilities of employers and employees ■ application and knowledge of the licensing and eligibility requirements for estate agents and other employees, and penalties associated with related offences.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book

- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence

relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative requirements
may include:

- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy.

Roles and responsibilities of key personnel
may include:

- licensed real estate agent
- real estate representative
- support staff.

Key operations of estate agencies may include:	<ul style="list-style-type: none"> ■ property management ■ property sales.
Forms of business ownership may include:	<ul style="list-style-type: none"> ■ corporation ■ partnership ■ sole trader.
Organisational structure of business may include:	<ul style="list-style-type: none"> ■ franchise group ■ independent agency ■ marketing cooperative.
Services may include:	<ul style="list-style-type: none"> ■ business broking ■ buyers advocacy or agent ■ marketing, sale and leasing of a range of property types ■ property management across a range of property types ■ residential, commercial and industrial real estate.
Approaches for sourcing and accessing legislation may include:	<ul style="list-style-type: none"> ■ reading may include: <ul style="list-style-type: none"> ● components of legislation ● structure of legislation ● legislative language ■ sourcing may include: <ul style="list-style-type: none"> ● online ● hard copy.
Legislation and ethical and conduct standards may include:	<ul style="list-style-type: none"> ■ conflict of interest ■ duty of care ■ individual behaviour ■ maintaining confidentiality ■ non-discriminatory practices ■ privacy.
Licensing and	<ul style="list-style-type: none"> ■ for employment as a real estate representative

eligibility requirements may include:

CPPDSM4080 Work in the real estate industry

- for licensing as a licensed real estate agent.

Trust funds refer to:

- all money received or held by an estate agent or any member of an estate agent's staff on behalf of any other person in the course of an estate agent's business
- deposits on sales, security deposits and residential bonds paid in cash and bonds in respect of commercial premises, rents and prepaid advertising.

Roles and responsibilities of government agencies may include:

- commonwealth government agencies, including:
 - Australian Competition and Consumer Commission
 - Australian Securities and Investment Commission
 - Equal Employment Opportunity Commission
 - Federal Privacy Commission
- state and territory government agencies relating to:
 - consumer protection and fair trading
 - employment and workplace relations
 - privacy
 - real estate licensing.

Specialist advice may include:

- architects
- bankers and financiers
- builders
- government officials
- industry practitioners and industry bodies
- investment consultants
- mentors and coaches
- OHS representatives

	<ul style="list-style-type: none"> ■ planners ■ real estate agents ■ solicitors ■ subcontractors ■ supervisors and colleagues ■ technical experts ■ valuers.
Employment requirements may include:	<ul style="list-style-type: none"> ■ employer's responsibilities ■ federal and state employment agreements.
Effective communication strategies may include:	<ul style="list-style-type: none"> ■ active listening ■ being non-judgemental ■ exploring problems ■ expressing an individual perspective ■ providing sufficient time for questions and responses ■ providing summarising and reflective responses in conflict situations ■ using appropriate words, behaviour and posture ■ using clarifying and summarising questions ■ using clear and concise language ■ using culturally appropriate communication ■ using plain English ■ using verbal and non-verbal communication.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4003A Appraise property

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(442.08 KB\)](#)
- [Unit of competency in PDF format \(188.76 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to appraise the sale price range or rental value of all forms of property for listing purposes in line with client instructions, agency practice and legislative requirements. It includes researching the property, selecting appropriate methods to appraise the sale price range or rental value of property and

preparing reports on the property appraisal. It does not address the formal valuation of property.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in appraising the sale price range or rental value of all forms of property for listing purposes.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Research property	<p>1.1 <i>Purpose of property appraisal</i> is established with client in line with agency practice and <i>legislative requirements</i>.</p> <p>1.2 Methods for gathering information are selected that are reliable and make efficient use of time</p>

	<p>and resources in line with agency practice.</p> <p>1.3 Information on property is gathered and organised in a format suitable for analysis and interpretation in line with agency practice.</p> <p>1.4 Appropriate interpersonal communication techniques are used to access additional information from relevant people.</p> <p>1.5 Source documents are obtained and analysed to determine status and ownership of property in line with agency practice and legislative requirements.</p>
2 Appraise sale price range or rental value of property for listing purposes	<p>2.1 Appropriate method for appraising the sale price range or rental value of property is selected in line with agency practice and legislative requirements.</p> <p>2.2 Sale price range or rental value of property is appraised for listing purposes in line with client instructions, agency practice and legislative requirements.</p> <p>2.3 Appraisal of sale price range or rental value of property is clear, justified and based on assessment of all factors in line with agency practice.</p> <p>2.4 Limitations in appraising property are recognised and specialist advice is sought as required in line with agency practice.</p>
3 Present information	<p>3.1 Information on sale price range or rental value of property is presented to client within specified time, budget and quality constraints and in line with client requirements and agency practice.</p> <p>3.2 Information is prepared and presented in required format, style and structure using relevant business equipment and technology in</p>

- line with legislative and agency requirements.
- 3.3 **Feedback** on suitability and sufficiency of appraisal is obtained and where appropriate incorporated into advice.
- 3.4 Agency property records are securely maintained with due regard to client confidentiality in line with agency and legislative requirements.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and property reports
- application of risk management strategies associated with appraising the sale price range or rental value of all forms of property for listing purposes
- computing skills to access the internet and web pages, prepare and complete online forms and search online databases
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and property reports; prepare property appraisal reports; prepare formal and informal letters and reports; and complete standard and statutory forms
- numeracy skills to calculate and interpret data, such as trends in property sale prices and rents
- research skills to gather information from a variety of sources on different forms of property, rents and sale price trends, and sale prices and rents of comparable properties.

Required knowledge and understanding

- agency property records, including:
 - key features of a records management system
 - reasons for maintaining property records
 - types of property records
- determination of sale price range or rental price of properties, including:
 - appraisal methods
 - local market factors
- factors that affect return on property, including:
 - economic
 - political
 - social
 - key indicators of market conditions
- market conditions, including:
 - leasing market conditions
 - sales market conditions
- property appraisal, including:
 - content and format of appraisal report
 - difference between appraisal and valuation
 - factors that influence whether properties are comparable for appraisal purposes
 - information required for appraisals
 - key sources of information required for appraisals
 - property appraisal methods
 - purpose of property appraisals
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy

- property sales and management
- return on property investment
- role of the agent in providing property appraisal
- risks and risk management strategies associated with property appraisal
- sources of information on market conditions.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of appraising property for listing purposes for sale or lease. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- appraising the sale price range or rental value of property for listing purposes
- gathering and researching information on property for use in conducting appraisals
- identifying the limitations of property appraisals and sourcing specialist advice as required in line with agency practice
- knowledge of agency practice, ethical

	<p>standards and legislative requirements associated with appraising the sale price range or rental value of property for listing purposes</p> <ul style="list-style-type: none"> ■ knowledge of different property appraisal methods ■ maintaining agency property records with due regard to client confidentiality in line with agency practice and legislative requirements ■ presenting information on sale price range or rental value of property to clients within specified time, budget and quality constraints and in line with client requirements and agency practice ■ using appropriate methods for appraising the sale price range or rental value of property.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of

the role and the practical requirements of the workplace

- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

<i>Purpose of property appraisal</i> may include:	<ul style="list-style-type: none"> ■ establishing most likely selling price range or leasing price in the current market ■ establishing property's highest and best use ■ meeting client need for information relating to potential income or capital gain from rent, sale or development.
<i>Legislative requirements</i> may include:	<ul style="list-style-type: none"> ■ relevant federal, and state or territory legislation and local government regulations relating to: <ul style="list-style-type: none"> ● anti-discrimination and equal employment opportunity ● consumer protection, fair trading and trade practices ● employment and industrial relations ● financial services ● OHS ● privacy ● property sales and management.
<i>Interpersonal communication techniques</i> may include:	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for clients to clarify their understanding of the appraisal process ■ soft questioning and seeking feedback from clients to confirm own understanding of their needs and expectations ■ summarising and paraphrasing to check

	<ul style="list-style-type: none"> ■ understanding of client message using appropriate body language.
Relevant people may include:	<ul style="list-style-type: none"> ■ accountants ■ auctioneers ■ clients ■ colleagues ■ estate agents ■ industry professionals and members of industry associations ■ legal representatives ■ supervisors ■ taxation specialists ■ valuers.
Source documents may include:	<ul style="list-style-type: none"> ■ agency records ■ auction results ■ company asset documents and registers ■ comparative market data ■ depreciation schedules ■ financial documents ■ local government reports ■ property sales reports ■ property valuation statements ■ qualitative and quantitative data ■ rent reviews ■ reports and inventories ■ taxation records ■ titles.
Method for appraising the sale price range or rental value of property may include:	<ul style="list-style-type: none"> ■ capitalisation ■ comparative sales ■ hypothetical development ■ replacement cost ■ summation.

Specialist advice
may include:

- accountants
- bankers and financiers
- business consultants
- government officials
- industry professionals and members of industry associations
- investment consultants
- real estate agents
- solicitors
- subcontractors
- taxation specialists
- technical experts
- valuers.

Business equipment and technology may include:

- computers
- data storage devices
- email
- facsimile machines
- internet, extranet and intranet
- photocopiers
- printers
- scanners
- software applications, such as databases and word applications.

Feedback may include:

- comments from clients and colleagues
- documentation and reports
- quality assurance data
- questionnaires
- regular meetings.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4004A Conduct auction

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080599	Sales And Marketing, N.e.c.

Content

Download:

- [Unit of competency in Word format \(443.64 KB\)](#)
- [Unit of competency in PDF format \(198.07 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to conduct an auction. It includes conducting the auction in line with agency practice, ethical standards and legislative requirements. The outcomes required to

prepare for the auction and complete follow-up procedures after the auction sale are addressed in CPPDSM4019A Prepare for auction and complete sale.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents, real estate representatives and auctioneers engaged in conducting auctions. It addresses the work associated with conducting the auction and completing the auction sale in line with agency practice and legislative requirements.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Pre-requisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Conduct auction	<p>1.1 Implementation of <i>auction day procedures</i> is confirmed to ensure that auction is conducted in a manner that is consistent with agency practice, ethical standards and <i>legislative requirements</i>.</p> <p>1.2 Auction arrangements are confirmed in briefing with selling agent in line with agency practice.</p> <p>1.3 <i>Auction process</i> is professionally conducted to establish the optimum price possible for the property from the buyers in attendance.</p> <p>1.4 Appropriate <i>communication and presentation skills</i> are used in conducting the auction.</p> <p>1.5 Price movements are monitored during the auction process.</p> <p>1.6 Questions from bidders and others engaged in the auction are answered honestly in line with agency practice, ethical standards and legislative requirements.</p> <p>1.7 Auction is conducted in a manner consistent with agency practice, ethical standards and legislative requirements.</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, contracts of sale and auction rules

- application of risk management strategies associated with the conduct of an auction
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions that are consistent with legislative and ethical requirements
- group communication and presentation skills to conduct an auction
- literacy skills to access and interpret a variety of texts, including legislation and regulations; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms
- negotiation skills to conduct an auction
- numeracy skills to monitor price movements in the auction process
- planning, organising and scheduling skills to conduct an auction
- research skills to identify and locate documents and information relating to the sale of property by auction.

Required knowledge and understanding

- auction day procedures
- auction documentation, including:
 - authorities' documentation
 - contracts
 - display
 - statutory and agency documentation
- auction equipment, including:
 - audiovisual equipment
 - bell
 - display boards
 - flags
 - gavel
 - lectern
 - signs
 - stickers

- auction marketing plan
- auction process, including:
 - describing property benefits
 - identifying salient features of contract
 - audibly stating the rules and conditions of auction, including vendor bidding
 - calling for bids
 - using vendor bidding as appropriate in line with relevant legislation
 - confirming or renegotiating reserve with seller as appropriate
 - knocking down or passing in property as appropriate
- auction rules, including:
 - cooling off
 - disruption of an auction
 - dummy bids
 - estimated selling price
 - follow-up procedures if property is sold or passed in
 - oral information to be provided by auctioneer
 - post-auction information
 - public inspection of auction rules and conditions
 - questioning of auctioneer
 - rebates
 - rules and conditions of auctions
 - vendor bids
- communication and presentation skills
- ethical standards for auctioneers, including:
 - legislative requirements
 - non-legislative codes of ethics
- negotiation techniques
- penalties for breach of auction legislation and regulations
- preparation of auction area
- risks and risk management strategies
- relevant federal, and state or territory legislation and local government regulations relating to:
 - auctions

- anti-discrimination and equal employment opportunity
- anti-money laundering
- consumer protection, fair trading and trade practices
- employment and industrial relations
- financial services
- OHS
- privacy
- property sales
- reserve price, including:
 - definition
 - purpose
 - setting
- roles and responsibilities of auctioneer.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency must be assessed through practical demonstration of conducting an auction. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate

A person who demonstrates competency in this unit must be able to provide evidence of:

- conducting auctions in line with agency practice, ethical standards and legislative

competency in this unit

- requirements
- knowledge of ethical standards, legislative and regulatory requirements and agency practices associated with the conduct of auctions
- knowledge of the auction process
- using effective communication and presentation techniques in conducting auctions.

Context of and specific resources for assessment

Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances

assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

UNITS

<i>Auction day procedures</i> may include:	<ul style="list-style-type: none"> ■ advertising and marketing materials ■ auction documentation ■ channels of communication ■ managing the auction process ■ property inspection arrangements ■ roles and responsibilities of agency staff ■ security arrangements.
<i>Legislative requirements</i> may include:	<ul style="list-style-type: none"> ■ relevant federal, and state or territory legislation and local government regulations relating to: <ul style="list-style-type: none"> ● auctions ● anti-discrimination and equal employment opportunity ● anti-money laundering ● consumer protection, fair trading and trade practices ● employment and industrial relations ● financial services ● OHS ● privacy ● property sales.
<i>Auction process</i> involves:	<ul style="list-style-type: none"> ■ audibly stating rules and conditions of auction, including vendor bidding ■ calling for bids ■ confirming or renegotiating reserve with seller as appropriate ■ identifying benefits of property ■ identifying salient features of contract ■ knocking down or passing in property as appropriate ■ using vendor bidding as appropriate in line with relevant legislation.
<i>Communication and presentation</i>	<ul style="list-style-type: none"> ■ body language ■ group communication, including: <ul style="list-style-type: none"> ● authority

99

skills may include:

CPPDSM4004A Conduct auction

- engagement
- presence
- self confidence
- listening skills
- personal presentation
- verbal and non-verbal communication
- voice, including:
 - pace
 - pause
 - pitch
 - projection
 - tone.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4005A

Establish and build client-agency relationships

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP50307	Diploma of Property Services (Agency Management)	1
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080501	Sales

Content

Download:

- [Unit of competency in Word format \(443.22 KB\)](#)
- [Unit of competency in PDF format \(198.04 KB\)](#)

Modification history

Not applicable

101 CPPDSM4005A Establish and build client-agency relationships

Unit descriptor

This unit of competency specifies the outcomes required to establish, maintain and expand client-agency relationships to support the attainment of key agency business goals. It includes communicating effectively with clients, implementing the agency's approach to client service and client-agency relationship management strategies, implementing personal marketing strategies and building ongoing relationships with clients.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in establishing, maintaining and expanding client-agency relationships to support the attainment of key agency business goals.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

UNITS

ELEMENT	PERFORMANCE CRITERIA
1 Communicate effectively with clients	<p>1.1 Enquiries from clients are handled promptly to enable high quality service delivery according to agency practice.</p> <p>1.2 Effective interactive communication strategies are used to establish appropriate rapport and promote two-way communication with clients.</p> <p>1.3 Rapport is established with clients and an interest in client needs, preferences and requirements is expressed to enhance client commitment, trust and credibility of agency and to build return client base.</p> <p>1.4 Culturally appropriate styles of communication are used for specific cultural groups.</p> <p>1.5 Opportunities to offer positive feedback to clients are identified and acted upon in line with agency practice.</p> <p>1.6 Professional ethics are maintained with client to promote agency image and credibility.</p> <p>1.7 Potential barriers to effective communication with clients are identified and addressed.</p>
2 Implement client-agency relationship management strategies	<p>2.1 Client loyalty objectives are identified to focus on the development of long-term business relationships.</p> <p>2.2 Client profile information is assessed to determine approach.</p> <p>2.3 Client loyalty strategies are implemented to attract and retain clients in line with agency practice.</p>
3 Implement agency client care and client service standards	<p>3.1 Agency client care and client service standards are identified and consistently implemented across all areas of agency operations.</p> <p>3.2 Customer service problems are identified and adjustments made to ensure continued service</p>

103 CPPDSM4005A Establish and build client-agency relationships

	quality. 3.3 Delivery of agency services is coordinated to ensure that service quality is maintained and improved.
4 Implement personal marketing strategies	4.1 Personal qualities, compliance with ethical and conduct standards, knowledge of property sales and property management environment, customer relations and performance provide a positive role model. 4.2 Personal marketing strategies are identified, evaluated and implemented in line with ethical standards and agency practice.
5 Build ongoing relationships with clients	5.1 Strategies are implemented for obtaining ongoing feedback and other forms of data from clients to monitor satisfaction levels. 5.2 Feedback and other forms of data are collated and analysed to identify options for improving relationships with clients. 5.3 Feedback and other forms of data are used to develop and implement ways of maintaining and improving relationships with clients.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret feedback from clients
- application of risk management strategies associated with implementation of client care and client service standards
- client service skills to determine client needs; enhance client commitment, trust and credibility of agency; and build return client base

- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions aimed at improving client service
- literacy skills to access and interpret a variety of texts, including customer feedback; prepare general information and papers; prepare formal and informal letters; prepare reports and applications; and complete standard and statutory forms
- planning, organising and scheduling skills to collect, collate and process client feedback
- research skills to identify and locate documents and information relating to client care and client service standards.

Required knowledge and understanding

- barriers to effective communication
- client-agency relationship management strategies
- client care and client service standards
- client loyalty strategies
- communication process, strategies and techniques
- ethical standards
- personal marketing strategies
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - environmental issues
 - financial services
 - industrial relations
 - leases and tenancy agreements
 - OHS
 - privacy
 - property sales and management
 - taxation
- risks and risk management strategies.

105 CPPDSM4005A Establish and build client-agency relationships

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment	This unit of competency could be assessed through practical demonstration of establishing, maintaining and expanding client-agency relationships to support the attainment of key agency business goals. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none">■ building ongoing relationships with clients■ communicating effectively with clients■ implementing agency approach to client service■ implementing client-agency relationship management strategies■ implementing personal marketing strategies■ knowledge of agency practice, ethical standards and legislative requirements relating to maintaining and building client-agency relationships■ knowledge of customer loyalty strategies.
Context of and specific resources for	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none">■ access to suitable simulated or real opportunities and resources to demonstrate

assessment

competence

- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time

107 CPPDSM4005A Establish and build client-agency relationships

- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Enquiries:

- may be received through:
 - email
 - facsimile
 - inspections
 - office
 - open houses
- may refer to:
 - referrals
 - telephone
 - website
 - agency services
 - property development
 - property investment
 - property management

	<ul style="list-style-type: none"> ● property sales.
Clients may include:	<ul style="list-style-type: none"> ■ body corporate managers ■ buyer's agents ■ buyers ■ owners ■ people from a range of social, cultural or ethnic backgrounds and with varying physical and mental abilities ■ property developers ■ regular and new customers ■ sellers ■ tenant's agent ■ tenants.
Effective interactive communication strategies may include:	<ul style="list-style-type: none"> ■ active listening ■ being non-judgemental ■ exploring problems ■ expressing an individual perspective ■ providing sufficient time for questions and responses ■ reflective responses in conflict situations ■ using appropriate words, behaviour and posture ■ using clarifying and summarising questions ■ using clear and concise language ■ using culturally appropriate communication ■ using plain English ■ using verbal and non-verbal communication.
Appropriate rapport relates to use of techniques that:	<ul style="list-style-type: none"> ■ establish and build confidence and trust in the agency and its representatives ■ make the buyer feel valued ■ promote and maintain an effective relationship with the buyer.
Client needs, preferences and	<ul style="list-style-type: none"> ■ property development ■ property investment ■ property management

109 CPPDSM4005A Establish and build client-agency relationships

requirements may relate to:	<ul style="list-style-type: none">■ property sales.
Professional ethics maintained with client may include:	<ul style="list-style-type: none">■ confidentiality■ honesty■ positive statements■ privacy.
Potential barriers may include:	<ul style="list-style-type: none">■ cultural differences■ educational differences■ non-verbal communication■ not listening actively■ organisational factors■ physical, personal and age differences■ stereotypes■ voice modulation and articulation■ word choice.
Client profile may include:	<ul style="list-style-type: none">■ expectations of agency■ personal characteristics, including:<ul style="list-style-type: none">● age● gender● sex● social and economic background● property development intentions● property investment intentions● property management intentions● property sales intentions.
Client loyalty strategies may refer to:	<ul style="list-style-type: none">■ costs■ meeting legal and ethical requirements■ specific activities, including:<ul style="list-style-type: none">● client reward schemes● cross-selling● formal letters of thanks● handwritten notes thanking clients● online

	<ul style="list-style-type: none"> ● phone calls thanking clients for business ● promotional items ● up-selling ■ service ■ success measures ■ targets ■ timeframes ■ value for money.
<i>Client care and client service standards</i> may include:	<ul style="list-style-type: none"> ■ access to professional advice ■ agency staff expertise ■ client follow-up ■ client satisfaction ■ communication ■ confidentiality ■ conflict resolution ■ cross-cultural communication ■ knowledge of property and property markets ■ problem solving ■ quality of advice ■ quality of service ■ time for responding to client enquiries.
<i>Personal marketing strategies</i> may include:	<ul style="list-style-type: none"> ■ building profile in local community ■ business and professional networks ■ customer service ■ ethics ■ media ■ participation in community and service organisations ■ personal promotional materials, including: <ul style="list-style-type: none"> ● print, such as business cards, flyers and brochures ● web, such as website, web log and podcast ● personal property knowledge ■ personal knowledge of property sales, property management, property development and

111 CPPDSM4005A Establish and build client-agency relationships

	<ul style="list-style-type: none">■ property investment■ personal skill development■ professional presentation■ target markets■ visibility in local community.
Feedback may be obtained through:	<ul style="list-style-type: none">■ discussions■ email■ focus groups■ interviews■ letters■ market research■ survey instruments■ telephone calls■ website.
Other forms of data may include:	<ul style="list-style-type: none">■ property management statistics■ property sales statistics.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4006A

Establish and manage agency trust accounts

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP50409	Diploma of Property Services (Business Broking)	1
CPP50307	Diploma of Property Services (Agency Management)	1
CPP40611	Certificate IV in Property Services (Operations)	1-2
CPP40507	Certificate IV in Property Services (Stock and Station Agency)	1
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	081105	Investment and Securities

Content

Download:

- [Unit of competency in Word format \(442.9 KB\)](#)
- [Unit of competency in PDF format \(193.1 KB\)](#)

113 CPPDSM4006A Establish and manage agency trust accounts

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to establish and manage trust accounts in an agency context. It includes reviewing agency accounts for compliance with trust account requirements, establishing and managing trust accounts, maintaining records of trust transactions, and monitoring and reviewing trust accounts.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and agency principals involved in establishing, managing and administering agency trust accounts.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Review agency trust accounts for compliance with trust account requirements	<p>1.1 Agency trust account requirements are clearly identified, accurately recorded and continuously updated in line with relevant legislation and regulations.</p> <p>1.2 Policies and procedures for accurate trust account keeping are developed which comply with trust account requirements, key principles of accounting and financial management, agency practice and legislative requirements.</p> <p>1.3 Criteria for evaluating electronic and manual trust accounting systems are identified and applied to ensure compliance with all trust account requirements.</p>
2 Establish and maintain trust accounts	<p>2.1 Source documents for trust transactions are identified and accessed in line with legislative requirements.</p> <p>2.2 Documentation of trust records and transactions are produced to give an accurate record of agency transactions on behalf of clients.</p> <p>2.3 Transactions are supported by appropriate authorisation and documentation and are in line with agency practice and legislative requirements.</p> <p>2.4 Entries and transactions are promptly and accurately recorded in line with relevant trust account requirements and agency requirements, and can be provided on demand.</p> <p>2.5 Discrepancies in entries or documentation are promptly followed up to ensure clarification or resolution and are reported to relevant authorities where necessary.</p> <p>2.6 Audit and security arrangements are checked to ensure they provide adequate protection for client confidentiality and client funds held in trust.</p>

3 Manage and control trust accounts	<p>3.1 Disbursements to and from trust accounts are authorised and managed within agreed agency protocols and legislative requirements.</p> <p>3.2 Appropriate arrangements are made with third parties and other professionals to ensure that agency trust accounts comply with legislative requirements.</p> <p>3.3 Agency trust administration policies and procedures are disseminated or made readily available to relevant staff in line with agency practice and legislative requirements.</p> <p>3.4 Ongoing training of relevant agency staff is provided to ensure efficient operation of trust accounts and financial and IT systems, and compliance with agency practice and legislative requirements.</p> <p>3.5 Procedures for monitoring records and ensuring the security of trust account records are developed and implemented.</p>
4 Monitor and review trust accounts	<p>4.1 Documentation and other reporting requirements are regularly reviewed for compliance with legislative requirements.</p> <p>4.2 Trust account entries and transactions are regularly checked and monitored to ensure compliance with agency practice and legislative requirements.</p> <p>4.3 Trust account transactions are monitored to ensure appropriate authorisation is obtained prior to any disbursements.</p>
5 Authorise and verify trust accounts	<p>5.1 Periodic reconciliation is verified by licensee in charge, in compliance with legislative requirements.</p> <p>5.2 Periodic financial reports are prepared and discussed with clients to ensure their continued accuracy.</p>

- 5.3 Records are maintained to enable them to be conveniently and properly audited.
- 5.4 Legislative audit requirements are met.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, trust account records and financial reports
- application of risk management strategies associated with establishing, administering and managing trust accounts
- computing skills to use relevant office technology and software packages
- decision making and problem solving skills to analyse and make decisions about agency trust accounts consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations, trust account records and financial reports; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms
- numeracy skills to calculate and interpret data contained in trust account records and financial reports
- planning, organising and scheduling skills to monitor and review trust accounts
- research skills to identify and locate documents and information relating to agency trust accounting requirements.

Required knowledge and understanding

- accounting and bookkeeping for financial control
- agency administrative routines and practices
- agency information technology and management systems

117 CPPDSM4006A Establish and manage agency trust accounts

- auditing and reporting requirements
- ethical requirements
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
 - property sales and management
- risks and risk management strategies
- security requirements
- sources of information on agency trust accounting requirements
- taxation and financial fees and charges
- trust accounting, including:
 - audit and security arrangements
 - authorisations
 - documentation of trust records and transactions
 - discrepancies
 - factors that distinguish trust accounts from general agency accounts
 - fiduciary duties and responsibilities for trust account management and associated legal compliance requirements
 - internal control mechanisms in system specifications
 - methods of identifying and reporting discrepancies
 - operating, monitoring, reporting and auditing requirements of trust accounts
 - purpose of trust accounts
 - staff development and training
 - systems design, including fraud control, risk management and supervision of trust account entries and disbursements
 - use of third parties and other professionals to ensure compliance with legislative requirements.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of administering and managing agency trust accounts. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
- application and knowledge of agency policies and procedures associated with trust accounts
 - application of financial management and accounting principles and knowledge
 - commitment to client service and maintenance of client confidentiality
 - establishing and managing agency trust accounts
 - knowledge of agency practice, ethical standards and legislative requirements for the operation of agency trust accounts
 - complying with legislative requirements for the operation and auditing of agency trust accounts
 - maintaining records of trust transactions

	<ul style="list-style-type: none"> ■ monitoring and reviewing agency trust accounts ■ reviewing agency trust accounts for compliance with legislative requirements.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace ■ where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence ■ all assessment that is part of a structured learning experience must include a

- combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

***Agency trust
account
requirements***
include:

- audit and accounting requirements
- client confidentiality
- client instructions, expectations and needs
- compliance of financial and IT systems and technology with relevant legislation and regulations
- disclosure and reporting requirements
- financial and IT systems and technology

	<ul style="list-style-type: none"> ■ relevant regulations and legislation regarding: <ul style="list-style-type: none"> ● claiming commission ● advertising reimbursement ● administration fees ■ taxation and financial fees and charges.
<p>Criteria for evaluating electronic and manual trust accounting systems must take into account the following factors:</p>	<ul style="list-style-type: none"> ■ administrative systems ■ Australian accounting standards and codes of practice ■ disclosure and reporting requirements ■ electronic funds management, including transfer, deposit and verification ■ ethical requirements ■ legislative and regulatory requirements: <ul style="list-style-type: none"> ● at a minimum must provide monthly reconciliations ● backup and off-site storage of hard copy available in English ● must allow minimum monthly balance ■ office routines ■ security requirements ■ trust account procedures.
<p>Source documents may include:</p>	<ul style="list-style-type: none"> ■ cheque butts ■ cheque register ■ contractor invoices ■ deposit slip duplicates ■ legal documentation - cooling off notification, early deposit release notification and settlement documentation ■ listing authorities ■ receipt duplicates ■ receipt registers ■ securities register ■ unclaimed moneys register.

Trust records may include:	<ul style="list-style-type: none"> ■ account balance statements ■ account sales ■ bank reconciliation statements ■ rental statements ■ rescission statements ■ transfer journal ■ trust cash payments journal ■ trust cash receipts journal ■ trust ledger.
Transactions may include:	<ul style="list-style-type: none"> ■ electronic, computerised or manual entries or processes ■ property management or property sales.
Discrepancies may include:	<ul style="list-style-type: none"> ■ details of transactions, including insufficient or incorrect data on source documents ■ monetary, including: <ul style="list-style-type: none"> ● claiming of entitlements ● fraud ● inadvertent bank charges ● unclaimed moneys ■ timing, including: <ul style="list-style-type: none"> ● audit reports ● banking ● claiming of entitlements ● reconciling.
Relevant authorities may include:	<ul style="list-style-type: none"> ■ agency principal ■ licensed real estate agent ■ office manager ■ regulatory authorities.
Security arrangements may include:	<ul style="list-style-type: none"> ■ backup ■ physical and electronic storage of trust account records.
Disbursements may include:	<ul style="list-style-type: none"> ■ account sales statements ■ agency entitlements, including: <ul style="list-style-type: none"> ● advertising reimbursements

	<ul style="list-style-type: none"> ● commission ● contractor payments ● letting fees ● statement fees ● fund remittances ● rental or landlord statements.
<i>Third parties and other professionals</i> may include:	<ul style="list-style-type: none"> ■ auditors ■ bookkeepers and accountants ■ industry associations ■ IT professionals ■ solicitors.
<i>Periodic reconciliations</i> may include:	<ul style="list-style-type: none"> ■ as required by legislation ■ daily or monthly ■ quarterly.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4010A Lease property

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	25/Mar/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1
CHC08	Community Services Training Package	3.0-4.2

Qualifications that include this unit



Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1
CHC40912	Certificate IV in Social Housing	1
CHC40908	Certificate IV in Social Housing	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

-  [Unit of competency in Word format \(443.5 KB\)](#)
-  [Unit of competency in PDF format \(199.76 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to administer the leasing of all types of property. It includes screening tenant enquiries, conducting inspections, obtaining and reviewing tenancy applications, completing tenancy agreements or lease documentation, placing tenants in property and recording tenancy arrangements.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in administering the leasing of all types of property.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Screen tenant enquiries	<p>1.1 Enquiries from potential tenants regarding lease of property are handled promptly to enable high quality service delivery in line with agency requirements.</p> <p>1.2 Appropriate rapport is established with potential tenants.</p> <p>1.3 Enquiries from potential tenants are screened to determine their preferences, needs, financial limits and capacity to pay and care for the property in line with agency practice and legislative requirements.</p> <p>1.4 Factors likely to influence the lease of properties are identified and potential tenant intentions clarified.</p> <p>1.5 Discussions with potential tenants are undertaken using promotional materials detailing agency rental arrangements and effective interpersonal communication techniques to identify and match stated requirements with known listings.</p> <p>1.6 Strategies for assisting potential tenants to decide to view properties are implemented in line with agency practice, ethical standards and legislative requirements.</p> <p>1.7 Areas of dispute are analysed and evaluated in line with agency practice and market expectations to enable resolution of dispute.</p> <p>1.8 Agency records associated with prospective tenant enquiries are completed in line with agency practice.</p>

2 Undertake property inspection	<p>2.1 Appointments are made for property inspections in line with agency practice, ethical standards and legislative requirements.</p> <p>2.2 Preparations are made for property inspection in line with agency practice.</p> <p>2.3 Procedure for property inspections, including key control, orientation of prospective tenant to property and strategies for ensuring security of managed property, is implemented in line with agency practice.</p> <p>2.4 Effective questioning techniques are used to clarify prospective tenant's interest in the property.</p> <p>2.5 Agency documentation associated with inspections is completed in line with agency practice and legislative requirements.</p>
3 Obtain and review tenancy applications	<p>3.1 Tenancy applications are reviewed to ensure that they have been completed in a full and accurate manner, consistent with legislative requirements and agency practice.</p> <p>3.2 Applicants' references are checked and results recorded according to legislative requirements, ethical standards and agency practice.</p> <p>3.3 Application processes are reviewed to ensure compliance with ethical standards and legislative requirements.</p> <p>3.4 Procedures for gaining landlord approval for tenancy are implemented in line with legislative requirements, ethical standards and agency practice.</p> <p>3.5 Effective negotiation techniques are used to persuade and reach agreement between landlord and tenant on terms of tenancy agreement or lease.</p>

UNITS

	3.6 Selected and unsuccessful applicants are notified and details are recorded in agency systems.
4 Complete tenancy documentation and place tenant in property	<p>4.1 <i>Tenancy agreement or lease documentation</i> is produced and completed in line with agency practice, legislative requirements and landlord instructions.</p> <p>4.2 Procedures for <i>placing new tenant in property</i> are implemented in line with legislative requirements, ethical standards and agency practice.</p> <p>4.3 Required government fees and duty are paid in line with legislative requirements.</p> <p>4.4 Security deposits are obtained, deposited and recorded as required by agency practice and legislative requirements.</p> <p>4.5 Tenancy agreement or lease documentation is served to relevant parties in required timeframes.</p>
5 Record tenancy arrangements	<p>5.1 Tenancy database is updated to record details of tenancy arrangements in line with agency practice.</p> <p>5.2 Trust account transactions are accurately recorded to show moneys taken in and disbursements made in line with agency practice, tenancy agreement or lease documentation, and legislative requirements.</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities

- analytical skills to interpret documents, such as agency and statutory forms associated with the lease of different forms of property
- application of risk management strategies associated with leasing different forms of property
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations associated with leasing different forms of property and making decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation and regulations, prepare general information and papers, prepare formal and informal letters, and complete standard and statutory forms
- negotiation skills to reach agreement with landlords and tenants on tenancy agreement or lease conditions
- numeracy skills to calculate and interpret data, such as rents and security deposits
- planning, organising and scheduling skills to place new tenants in rented properties
- research skills to identify and locate documents and information relating to leasing different types of managed properties.

Required knowledge and understanding

- consumer protection, including:
 - consumer protection principles relevant to the lease of property
 - effect of consumer protection legislation on contracts
 - penalties and remedies available for breaches of consumer protection legislation
 - protection offered to consumers under consumer protection legislation in relation to the lease of property purpose
 - rights and obligations of real estate agents under consumer protection legislation in relation to the lease of property
- contracts

- ethical practices associated with leasing property
- property inspection, including:
 - agency documentation
 - benefits
 - conducting and following up property inspections
 - key control
 - planning property inspections
 - promotional materials
 - security of managed properties
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - anti-money laundering
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - leasing
 - OHS
 - privacy
- rent
- rights and duties of tenant and landlords
- risks and risk management strategies
- screening tenants, including:
 - capacity to pay and care for property
 - financial limits
 - marketing aids
 - matching suitable properties to tenant needs
 - motives
 - needs
 - preferences
 - residential tenancy databases
 - strategies for assisting potential tenants to view properties
- tasks associated with placing new tenants in rental properties, including:
 - government fees and duties

- keys
- rights and obligations
- security deposits and bonds
- tenancy documentation
- leases and tenancy agreements, including:
 - condition report and disclosure statements
 - fixed and periodic
 - format of agreements
 - key features of different types of leases and tenancy agreements
 - legal obligations of agent, landlord and tenant
 - limitations associated with rejecting an application from a prospective tenant
 - rents, security deposits and bond moneys
 - statutory and agency documentation
 - types of leases and tenancy agreements, such as residential, retail, holiday, industrial and commercial
- tenancy application processes, including:
 - criteria for selecting tenants
 - interviewing tenants
 - gaining landlord approval
 - notifying selected tenants
 - obtaining and reviewing tenancy applications
 - recording tenancy arrangements
 - reviewing references
 - reviewing tenancy applications
 - tenancy application forms
 - trust accounts.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of administering the leasing

	<p>of different types of property. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.</p>
<p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p>	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> ■ completing tenancy agreement or lease documentation in line with agency practice, ethical standards and legislative requirements ■ conducting inspections for prospective tenants in line with agency practice, ethical standards and legislative requirements ■ knowledge of agency practice, ethical standards and legislative requirements associated with leasing different forms of property ■ knowledge of consumer protection principles and the rights and obligations of licensed real estate agents and real estate representatives in regard to the leasing of property ■ obtaining and reviewing tenancy applications in line with agency practice, ethical standards and legislative requirements ■ placing tenants in property in line with agency practice, ethical standards and legislative requirements ■ recording tenancy arrangements in line with agency practice ■ screening tenant enquiries in line with agency

	practice, ethical standards and legislative requirements.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace ■ where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence ■ all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence

- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Enquiries from potential tenants may be received through:

- email
- inspections
- office
- open houses
- referral
- telephone
- website.

Lease may include:

- commercial and industrial
- fixed and periodic
- holiday

	<ul style="list-style-type: none"> ■ residential ■ retail.
Appropriate rapport relates to use of techniques that:	<ul style="list-style-type: none"> ■ establish and build confidence and trust in the agency and its representatives ■ make the prospective tenant feel valued ■ promote and maintain an effective relationship with the prospective tenant.
Screening tenants may include:	<ul style="list-style-type: none"> ■ capacity to pay ■ financial limits ■ matching suitable properties to tenant needs ■ motives ■ needs ■ preferences ■ residential tenancy databases.
Legislative requirements may include:	<ul style="list-style-type: none"> ■ relevant federal, and state or territory legislation and local government regulations relating to: <ul style="list-style-type: none"> ● anti-discrimination and equal employment opportunity ● anti-money laundering ● consumer protection, fair trading and trade practices ● employment and industrial relations ● financial services ● leasing ● OHS ● privacy.
Promotional materials may include:	<ul style="list-style-type: none"> ■ agency email and website details ■ agent business card ■ agent and agency profile ■ brochures ■ description of property ■ list properties for lease or rent ■ pamphlets ■ testimonials from past tenants.

UNITS

Effective interpersonal communication techniques may include:	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for tenants to clarify their understanding of the lease process ■ soft questioning and seeking feedback from tenants or landlords to confirm own understanding of their needs and expectations ■ summarising and paraphrasing to check understanding of tenant message ■ using appropriate body language.
Effective questioning techniques may include:	<ul style="list-style-type: none"> ■ active listening ■ clear questions ■ different question types ■ reflection ■ using silences.
Effective negotiation techniques may include:	<ul style="list-style-type: none"> ■ analytical skills ■ listening techniques ■ non-verbal communication skills ■ personal attributes ■ presentation techniques ■ questioning techniques ■ speaking skills.
Tenancy agreement or lease documentation may include:	<ul style="list-style-type: none"> ■ residential tenancy agreement ■ retail lease ■ special and other forms of leases.
Placing new tenant in rental property may refer to:	<ul style="list-style-type: none"> ■ keys ■ rights and obligations ■ security deposits ■ statutory fees and duties ■ tenancy documentation.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4011A List property for lease

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(443.73 KB\)](#)
- [Unit of competency in PDF format \(166.8 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to list all types of property and businesses for lease. It includes implementing procedures for promoting agency's property management services, establishing client requirements, planning and delivering property listing presentations,

finalising listings for the lease of property, and recording and acting on client instructions. This unit does not address listings for property sales or the actual marketing or lease of the property under an agency contract. The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in the listing of all types of property and businesses for lease.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Promote agency's property management services	1.1 <i>Promotional activities for gaining new agency listings</i> are evaluated and implemented in line with agency practice and <i>legislative requirements</i> .

	<p>1.2 Promotional activities aimed at existing agency clients to attract new listings are planned and implemented in line with agency practice and legislative requirements.</p> <p>1.3 Business and personal referral networks are established and maintained in order to attract property listings.</p> <p>1.4 Communication with agency sales department is maintained to identify potential new listings and provide sales staff with rental appraisals.</p>
2 Establish client requirements	<p>2.1 Enquiries from potential clients regarding property listings are handled promptly to enable high quality service delivery according to agency practice.</p> <p>2.2 Appropriate rapport is established with potential client.</p> <p>2.3 Client requirements regarding property are clarified and accurately assessed using appropriate interpersonal communication techniques.</p> <p>2.4 Appointment is made with client to discuss property listing in line with agency practice.</p>
3 Plan property listing presentation	<p>3.1 Preparations are made for property listing presentation in line with agency practice.</p> <p>3.2 Promotional material and listing kit are prepared to highlight benefits of agent and agency in line with agency practice, ethical standards and legislative requirements.</p>
4 Deliver property listing presentation	<p>4.1 Visual inspection of property is conducted to provide client with a realistic range of marketing and leasing options.</p> <p>4.2 Key decision makers are identified to ensure that their needs and concerns are met in the listing presentation.</p> <p>4.3 Market influences likely to affect the property</p>

	<p>listing are discussed with the client.</p> <p>4.4 Recommended property improvements, estimated costs and likely influence on leasing of property and rental return are discussed with the client.</p> <p>4.5 Property appraisal is provided that includes realistic estimate of likely rental return.</p> <p>4.6 Promotional materials, agency listing kit and relevant legal and financial information are used to support the listing presentation.</p> <p>4.7 Appropriate marketing activities are discussed with client.</p> <p>4.8 Agency services, fees and charges are discussed with the client.</p> <p>4.9 Client is given time and space to evaluate agency services while time is used to maximum advantage to promote agency.</p> <p>4.10 Client questions are answered fully and honestly.</p> <p>4.11 Effective interpersonal communication skills are used to respond to client questions and concerns.</p>
5 Finalise property listing	<p>5.1 Client agreement to list property with agency is confirmed.</p> <p>5.2 Statutory and agency listing documentation is explained to client in line with agency practice and legislative requirements.</p> <p>5.3 Agency fees and conditions are negotiated and agreed with the client.</p> <p>5.4 Effective communication skills and negotiation techniques are used to respond to client questions and concerns.</p> <p>5.5 Property details are recorded accurately and correctly.</p> <p>5.6 Listing documentation is completed in line with</p>

	agency practice and legislative requirements.
6 Record and act on instructions	<p>6.1 Client instructions are recorded to meet legislative requirements and agency record-keeping requirements.</p> <p>6.2 Business documents are produced to reflect advice to relevant parties involved in the listing transaction.</p> <p>6.3 Information to clients is provided to reflect progress made within the terms of the agreement.</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and standard and statutory forms associated with the listing of properties for lease
- application of risk management strategies associated with the listing of properties for lease
- computing skills to access the internet and web pages, prepare and complete online forms and search online databases
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation and regulations; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms associated with listing properties for lease
- negotiation and presentation skills to conduct listing negotiations with clients

- numeracy skills to calculate and interpret data to provide estimates of rents, rental outgoings, rental returns and costs of property improvements
- planning, organising and scheduling skills to undertake work-related tasks such as inspecting properties, organising appointments and reporting to clients on progress associated with property listings
- research skills to identify and locate documents and information relating to comparable property rents.

Required knowledge and understanding

- agency and statutory listing documentation
- agency fees and conditions
- agency practices in relation to obtaining listings
- business and personal referral networks
- communication with agency sales department to identify potential new listings and provide sales staff with rental appraisals
- consumer protection principles with regard to lease of property
- ethical standards associated with listing of property for lease
- listing presentation kit, including content, format and purpose
- marketing activities
- negotiation techniques
- networks that provide listing opportunities
- owner and tenant rights and obligations
- presentation techniques
- promotional activities for gaining new agency listings
- property listing presentation
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - leases and tenancy agreements
 - OHS
 - privacy

- property management
- rent, rental outgoings and rental returns
- sources of listings
- techniques for identifying needs and motivation of clients
- ways of developing and maintaining a business network.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of listing a property for lease. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- completing standard and statutory documentation associated with listing properties for lease
- finalising and negotiating the listing of properties with clients
- knowledge and application of determining client requirements with regard to the listing of properties
- knowledge of agency practice, ethical standards and legislative requirements

	<ul style="list-style-type: none"> ■ affecting the listing of properties for lease ■ knowledge of consumer protection principles that impact on the listing of properties for lease ■ maintaining business records associated with the listing of properties for lease ■ maintaining communications with clients throughout the listing process ■ planning and delivering effective listing presentations.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities.</p> <p>Access must be provided to appropriate learning and/or assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace ■ where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances

assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Promotional activities for gaining new agency listings may include:

- advertising and promotion
- business newsletters
- cold prospecting
- mailing lists
- media advertising
- networks
- property brochures
- signs on existing managed properties
- targeted direct mail
- telephone canvassing
- web-based network, such as website, web log and podcast.

Legislative requirements may include:

- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - leases and tenancy agreements
 - OHS
 - privacy
 - property management.

Business and personal referral networks may include:

- agency clients, including:
 - buyers
 - developers
 - owners
 - previous clients and customers
 - prospective tenants and buyers
 - tenants

	<ul style="list-style-type: none"> ■ contacts from property management activities such as: <ul style="list-style-type: none"> ● advertising ● current owners ● referrals ● seminars ■ personal referral network, including: <ul style="list-style-type: none"> ● community organisations ● web-based network, such as website, web log and podcast ■ prospective owners from: <ul style="list-style-type: none"> ● databases ● electoral roll ● general sources of listings ● other agents.
<p><i>Enquiries from potential clients</i> may be received through:</p>	<ul style="list-style-type: none"> ■ email ■ inspections ■ office ■ open houses ■ referral ■ telephone ■ website.
<p><i>Appropriate rapport</i> relates to use of techniques that:</p>	<ul style="list-style-type: none"> ■ establish and build confidence and trust in the agency and its representatives ■ make the client feel valued ■ promote and maintain an effective relationship with client.
<p><i>Client requirements</i> may include:</p>	<ul style="list-style-type: none"> ■ expectations of agency ■ rent expectations ■ rental outgoings expectations ■ rental returns ■ purpose of listing property, including: <ul style="list-style-type: none"> ● business reasons ● deceased estate

	<ul style="list-style-type: none"> ● investment ● replacing or upgrading existing property ● relocation
	<ul style="list-style-type: none"> ■ timeframe for lease.
Property may include:	<ul style="list-style-type: none"> ■ business properties ■ commercial properties ■ development properties, including subdivision and multi-unit sites ■ industrial properties ■ investment properties ■ residential properties ■ retail properties ■ rural properties.
Interpersonal communication techniques may include:	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for clients to clarify their understanding of the lease process ■ soft questioning and seeking feedback from clients to confirm own understanding of their needs and expectations ■ summarising and paraphrasing to check understanding of client message ■ using appropriate body language.
Promotional material and listing kit may include:	<ul style="list-style-type: none"> ■ agent and agency profile ■ agency and statutory documentation ■ agency web page and online service information, such as virtual tours and online directory ■ other marketing material.
Visual inspection may include:	<ul style="list-style-type: none"> ■ chattels and fixtures ■ condition ■ location ■ maintenance ■ neighbouring properties and adjacent land uses ■ size.

Key decision makers may include:

- buyer's advocates
- business associates
- family members
- friends of buyer
- provider of professional advice, including:
 - accountant
 - building adviser
 - financial adviser
 - legal representative
 - property adviser
- spouse or partner.

Marketing activities may include:

- advertising, including print and electronic media
- agency property guide
- brochures
- direct marketing
- business-to-business marketing
- inspections
- mail-outs
- networking
- open house
- signboards
- seminars
- targeting markets by service type
- internet and online advertising, such as web pages, virtual tours and online directories.

Statutory and agency listing documentation may include:

- advertising schedule
- authorities
- other agency documents.

Negotiation techniques may include:

- analytical skills
- listening techniques
- non-verbal communication skills
- personal attributes

	<ul style="list-style-type: none"> ■ presentation techniques ■ questioning techniques ■ speaking skills.
Relevant parties may include:	<ul style="list-style-type: none"> ■ agency principal ■ client ■ legal advisers.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4012A List property for sale

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080593	Real Estate

Content

Download:

- [Unit of competency in Word format \(443.76 KB\)](#)
- [Unit of competency in PDF format \(165.16 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to list all types of property and businesses for sale. It includes prospecting for listings, establishing client requirements, planning and delivering property listing

presentations, finalising listings for the sale of property, and recording and acting on client instructions. This unit does not address listings for property management or the actual marketing or sale of the property under an agency contract.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in the listing of all types of property and businesses for sale.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Prospect for property listings	1.1 Business development area for property listings is identified in line with agency practice.

	<p>1.2 Key sources of property listings are identified in line with agency practice and legislative requirements.</p> <p>1.3 Strategies for attracting property listings are implemented in line with agency practice and legislative requirements.</p> <p>1.4 Business and personal referral networks are established and maintained in order to attract property listings.</p>
2 Establish client requirements	<p>2.1 Enquiries from potential clients regarding property listings are handled promptly to enable high quality service delivery according to agency practice.</p> <p>2.2 Appropriate rapport is established with potential client.</p> <p>2.3 Client requirements regarding property are clarified and accurately assessed using appropriate interpersonal communication techniques.</p> <p>2.4 Appointment is made with client to discuss property listing in line with agency practice.</p>
3 Plan property listing presentation	<p>3.1 Preparations are made for property listing presentation in line with agency practice.</p> <p>3.2 Promotional material and listing kit are prepared to highlight benefits of agent and agency in line with agency practice, ethical standards and legislative requirements.</p>
4 Deliver property listing presentation	<p>4.1 Visual inspection of property is conducted to provide client with a realistic range of marketing and selling options in line with agency practice and legislative requirements.</p> <p>4.2 Key decision makers are identified to ensure that their needs and concerns are met in the listing presentation.</p> <p>4.3 Market influences likely to affect the property</p>

	<p>listing are discussed with the client.</p> <p>4.4 Recommended property improvements, estimated costs and likely influence on property sale and price are discussed with client.</p> <p>4.5 Property appraisal is provided that includes realistic selling price range.</p> <p>4.6 Promotional materials, agency listing kit and relevant legal and financial information are used to support the listing presentation.</p> <p>4.7 Appropriate method of sale and marketing activities are discussed with client.</p> <p>4.8 Agency services, fees and charges are discussed with the client.</p> <p>4.9 Client is given time and space to evaluate agency services while time is used to maximum advantage to promote agency.</p> <p>4.10 Client questions are answered fully and honestly.</p> <p>4.11 Effective interpersonal communication skills are used to respond to client questions and concerns</p>
5 Prepare and execute agency agreement	<p>5.1 Client agreement to list property with agency is confirmed.</p> <p>5.2 Statutory and agency listing documentation is explained to client in line with agency practice and legislative requirements.</p> <p>5.3 Agency fees and conditions are negotiated and agreed with the client.</p> <p>5.4 Effective communication skills and negotiation techniques are used to respond to client questions and concerns.</p> <p>5.5 Property details are recorded accurately and correctly</p> <p>5.6 Listing documentation is completed in line with client instructions, agency practice and legislative requirements.</p>

6 Record and act on instructions

- 6.1 Client instructions are recorded to meet sales or auctioneering legislative requirements and agency record-keeping requirements.
- 6.2 Business documents are produced to reflect advice to **relevant parties** involved in the listing transaction.
- 6.3 Information to clients is provided to reflect progress made within the terms of the agreement.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- negotiation and presentation skills to conduct listing negotiations with clients
- analytical skills to interpret documents such as legislation, regulations and standard and statutory forms associated with the listing of properties for sale
- application of risk management strategies associated with the listing of properties for sale
- computing skills to access the internet and web pages, prepare and complete online forms and search online databases
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation and regulations; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms associated with listing properties for sale

- numeracy skills to calculate and interpret data to provide estimates of selling price range
- planning, organising and scheduling skills to undertake work-related tasks, such as inspecting properties, organising appointments and reporting to clients on progress associated with property listings
- research skills to identify and locate documents and information relating to results of comparable property sales.

Required knowledge and understanding

- agency and statutory listing documentation
- agency fees and conditions
- agency practices in relation to obtaining listings
- business and personal referral networks
- business development area for property listings
- ethical standards associated with listing properties for sale
- listing presentation kit, including content, format and purpose
- marketing activities
- market value, including:
 - forces that create value
 - types of value, such as value to owner, statutory value and security value
- methods of sale
- negotiation techniques
- networks that provide listing opportunities
- presentation techniques
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - anti-money laundering
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
 - property sales

- risks and risk management strategies
- role of estate agent in providing estimate of value
- sales property listing presentation
- sources of listings
- target groups for obtaining listings
- techniques for identifying needs and motivation of clients
- ways of developing and maintaining a sales business network.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of listing a property for sale. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- completing standard and statutory documentation associated with listing properties for sale
- finalising and negotiating the listing of properties with clients
- knowledge and application of determining client requirements with regard to the listing of properties
- knowledge of agency practice, ethical

	<p>standards and legislative requirements affecting the listing of properties for sale</p> <ul style="list-style-type: none"> ■ knowledge of consumer protection principles that impact on the listing of properties for sale ■ maintaining business records associated with the listing of properties for sale ■ maintaining communications with clients throughout the listing process ■ planning and delivering effective listing presentations.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments, including personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace ■ where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and

separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Sources of property listings

may include:

- advertising and promotion
- business newsletters
- cold prospecting
- mailing lists
- networks, including:
 - local community
 - personal
 - recommendations from friends and past and present clients
 - social organisations
- targeted direct mail
- telephone canvassing
- world wide web.

Legislative requirements

may include:

- anti-discrimination and equal employment opportunity
- anti-money laundering
- consumer protection, fair trading and trade practices
- employment and industrial relations
- financial services
- OHS
- privacy
- property sales.

Business and personal referral networks

may include:

- clients, including:
 - buyers
 - owners
 - previous clients and customers
 - prospective tenants and buyers
 - tenants
- property management activities, including:
 - advertising
 - current owners
 - referrals
 - seminars

	<ul style="list-style-type: none"> ■ personal referral network, including: <ul style="list-style-type: none"> ● community organisations ● web-based network, such as website, web log and podcast ■ prospective sellers, from: <ul style="list-style-type: none"> ● databases ● electoral roll ● general sources of listings ■ other agents.
Enquiries from potential clients may be received through:	<ul style="list-style-type: none"> ■ email ■ inspections ■ office ■ open houses ■ referral ■ telephone ■ website.
Appropriate rapport relates to use of techniques that:	<ul style="list-style-type: none"> ■ establish and build confidence and trust in the agency and its representatives ■ make the client feel valued ■ promote and maintain an effective relationship with client.
Client requirements may include:	<ul style="list-style-type: none"> ■ method of sale ■ price expectations ■ purpose of listing property for sale, including: <ul style="list-style-type: none"> ● business reasons ● deceased estate ● investment ● relocation ● replacing or upgrading existing property ■ settlement period ■ timeframe for sale.
Interpersonal communication techniques may	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for clients to clarify their understanding of the sales process

UNITS

include:	<ul style="list-style-type: none"> ■ seeking feedback from clients to confirm own understanding of their needs and expectations ■ summarising and paraphrasing to check understanding of client message ■ using appropriate body language.
Promotional material and listing kit may include:	<ul style="list-style-type: none"> ■ agent and agency profile ■ agency and statutory documentation ■ agency web page and online service information, such as virtual tours and online directory ■ other marketing material.
Visual inspection may include:	<ul style="list-style-type: none"> ■ chattels and fixtures ■ condition ■ location ■ maintenance ■ neighbouring properties and adjacent land uses ■ size.
Key decision makers may include:	<ul style="list-style-type: none"> ■ buyer's advocate ■ business associates ■ family members ■ friends of buyer ■ providers of professional advice, including: <ul style="list-style-type: none"> ● accountants ● building advisers ● financial advisers ● legal representatives ● property advisers ■ spouse or partner.
Method of sale may include:	<ul style="list-style-type: none"> ■ auction ■ off the plan ■ private treaty ■ reverse auction ■ set sale ■ specialised properties

	<ul style="list-style-type: none"> tender.
Marketing activities may include:	<ul style="list-style-type: none"> advertising, including print, electronic media agency property guide brochures direct marketing business-to-business marketing inspections mail-outs networking open house signboards seminars targeting markets by service type internet/online advertising, including web pages, virtual tours and online directories.
Statutory and agency listing documentation may include:	<ul style="list-style-type: none"> advertising schedule other agency documents sale authority.
Negotiation techniques may include:	<ul style="list-style-type: none"> analytical skills listening techniques non-verbal communication skills personal attributes presentation techniques questioning techniques speaking skills.
Relevant parties may include:	<ul style="list-style-type: none"> agency principal client legal advisers.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4013A Market property for lease

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(441.9 KB\)](#)
- [Unit of competency in PDF format \(148.46 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to market all types of property and businesses for lease. It includes planning,

developing a marketing plan, preparing marketing materials, implementing marketing activities, and reviewing and reporting on marketing plans and activities.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in marketing all types of properties and businesses for lease.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Develop marketing plan for property	<p>1.1 Potential <i>tenant profile</i> and benefits of effectively marketing property for lease are discussed with landlord.</p> <p>1.2 Strategies and timeframe for marketing property,</p>

	<p>including possible marketing activities, are discussed with landlord.</p> <p>1.3 Costs of different marketing strategies and activities are discussed with landlord.</p> <p>1.4 Marketing plan for property is prepared and presented to landlord in line with agency practice.</p> <p>1.5 Marketing plan, including marketing activities and budget, is agreed with landlord.</p>
2 Check marketing materials	<p>2.1 Marketing materials that reflect agreed property and agency marketing plan are developed within agreed budget and timeframes.</p> <p>2.2 Marketing materials are checked for accuracy and compliance with agency and legislative requirements.</p>
4 Review and report on marketing activities and plan	<p>4.1 Marketing activities are reviewed against aims and objectives of marketing plan.</p> <p>4.2 Feedback on outcomes of marketing activities is sought using reliable methods and verifiable data according to agency practice.</p> <p>4.3 Need for alternative marketing activities and adjustments to marketing plan are assessed in consultation with relevant people if property proves difficult to lease.</p> <p>4.4 Effectiveness of planning and marketing processes is assessed to identify possible improvements in future activities.</p> <p>4.5 Costs and time lines are analysed to evaluate and improve future marketing initiatives.</p> <p>4.6 Conclusions are prepared from verifiable evidence and advice is provided on future marketing initiatives.</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and property documentation
- application of risk management strategies associated with advising clients on approaches to marketing properties for lease
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make ethical marketing decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare marketing materials and marketing plans; and complete standard forms
- negotiation skills to assist landlords to decide on marketing activities, budgets and timeframes
- numeracy skills to calculate and interpret data, such as costs of marketing activities, and to ensure compliance with agreed marketing budgets
- planning, organising and scheduling skills to implement marketing plans
- research skills to identify and locate documents and information to prepare marketing plans for specified properties.

Required knowledge and understanding

- ethical standards associated with marketing properties for lease
- factors considered in review of effectiveness of marketing strategy, plan, activities and materials
- factors influencing choice of marketing strategy

- marketing activities, including:
 - advertising, including print and electronic media
 - agency property guide
 - brochures
 - direct marketing
 - business-to-business marketing
 - inspections
 - mail-outs
 - networking
 - open house
 - signboards
 - seminars
 - targeting markets by service type
 - internet and online advertising, including web pages, virtual tours and online directories
- marketing budget
- marketing materials
- marketing plan
- marketing strategies for:
 - businesses
 - commercial properties
 - development properties, including subdivision and multi-unit sites
 - industrial properties
 - residential properties
 - retail properties
 - rural properties
- principles underpinning effective marketing materials, including:
 - action
 - attention
 - desire
 - interest
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity

- consumer protection, fair trading and trade practices
- employment and industrial relations
- financial services
- OHS
- privacy
- property management
- risks and risk management strategies
- strategies if properties prove difficult to lease.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of marketing properties and businesses for lease. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- implementing marketing activities for the lease of all types of property in line with agency practice, ethical standards and legislative requirements
- knowledge of agency practice, ethical standards and legislative requirements associated with marketing all types of property for lease

	<ul style="list-style-type: none"> ■ planning and developing marketing plans for the lease of all types of property in line with agency practice, ethical standards and legislative requirements ■ preparing marketing materials for the lease of all types of property in line with agency practice, ethical standards and legislative requirements ■ reviewing and reporting on marketing activities associated with the lease of all types of businesses.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities.</p> <p>Access must be provided to appropriate learning and/or assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace ■ where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances

CPPDSM4013A Market property for lease

assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Tenant profile
may include:

- tenant property requirements
- buying intentions
- tenant financial capacity
- timeframe for lease.

Marketing activities may include:

- advertising, including print and electronic media
- agency property guide
- brochures
- direct marketing
- business-to-business marketing
- inspections
- mail-outs
- networking
- open house
- signboards
- seminars
- targeting markets by service type
- internet and online advertising, including web pages, virtual tours and online directories.

Marketing plan
may include:

- advertising and promotional materials prepared and scheduled
- advertising budget
- aims and objectives of the marketing plan
- inspection of property by agency consultants
- inspections scheduled
- property listed in agency property guide
- prospective tenants contacted
- board advising of lease prepared and ordered as per schedule
- landlord advised of advertising and marketing procedures and costs
- target group identified for marketing plan
- timeframe for marketing activities
- vendor advised on optimal property presentation

	<ul style="list-style-type: none"> ■ web-based advertising arranged.
Persons may include:	<ul style="list-style-type: none"> ■ agency principal ■ business broker ■ licensed real estate agent ■ real estate representative ■ stock and station agent ■ support staff.
Monitoring of marketing activities may include:	<ul style="list-style-type: none"> ■ enquiry records ■ expenditure ■ feedback from prospective tenants ■ feedback from consultants ■ feedback from landlord.
Information on progress may include:	<ul style="list-style-type: none"> ■ agency input into marketing of property ■ approaches and enquiries regarding the property ■ costings ■ perception of levels of interest and worth of current marketing strategies ■ possible changes in marketing activities and plan ■ strategies used in marketing and promoting property.
Strategies if property proves difficult to lease may include:	<ul style="list-style-type: none"> ■ revising advertising budget ■ modifying advertising copy and promotional materials ■ involving other agencies.
Verifiable evidence may include:	<ul style="list-style-type: none"> ■ checklists ■ notes ■ qualitative and quantitative data ■ records and testimonies.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4014A Market property for sale

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1
CPC08	Construction, Plumbing and Services Training Package	6.0-9.0

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1
CPC40408	Certificate IV in Building and Construction (Sales)	1-2

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(441.85 KB\)](#)
- [Unit of competency in PDF format \(147.71 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to market all types of property and businesses for sale. It includes planning, developing a marketing plan, preparing marketing materials, implementing marketing activities, and reviewing and reporting on marketing plans and activities.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in marketing all types of properties and businesses for sale.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Develop marketing plan for property	<p>1.1 Potential buyer profile and benefits of effectively marketing property for sale are discussed with seller.</p> <p>1.2 Strategies and timeframe for marketing property, including possible marketing activities, are discussed with seller.</p> <p>1.3 Costs of different marketing strategies and activities are discussed with seller.</p> <p>1.4 Marketing plan for property is prepared and presented to seller in line with agency practice.</p> <p>1.5 Marketing plan, including marketing activities and budget, is agreed with seller.</p>
2 Check marketing materials	<p>2.1 Marketing materials that reflect agreed property and agency marketing plan are developed within agreed budget and timeframes.</p> <p>2.2 Marketing materials are checked for accuracy and compliance with agency and legislative requirements.</p>
3 Implement marketing activities	<p>3.1 Persons involved in marketing property for sale are briefed on their roles and responsibilities to ensure success of marketing activities.</p> <p>3.2 Marketing activities are implemented in line with agreed marketing plan and budget.</p> <p>3.3 Responsibility is assigned for ongoing monitoring of marketing activities.</p> <p>3.4 Marketing activities are implemented that comply with agency practice, ethical standards and legislative requirements.</p> <p>3.5 Seller is kept informed of progress of marketing activities according to agency practice and legislative requirements.</p>
4 Review and report on	<p>4.1 Marketing activities and plan are reviewed against aims and objectives of marketing plan.</p>

marketing activities and plan

- 4.2 Feedback on outcomes of marketing activities is sought using reliable methods and verifiable data according to agency practice.
- 4.3 Need for alternative marketing activities and adjustments to marketing plan are assessed in consultation with relevant people ***if property proves difficult to sell.***
- 4.4 Effectiveness of planning and marketing processes is assessed to identify possible improvements in future activities.
- 4.5 Costs and time lines are analysed to evaluate and improve future marketing initiatives.
- 4.6 Conclusions are prepared from ***verifiable evidence*** and advice is provided on future marketing initiatives.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and property documentation
- application of risk management strategies associated with advising clients on approaches to marketing properties for sale
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make ethical marketing decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general

information and papers; prepare marketing materials and marketing plans; and complete standard forms

- negotiation skills to assist sellers to decide on marketing activities, budgets and timeframes
- numeracy skills to calculate and interpret data, such as costs of marketing activities and to ensure compliance with agreed marketing budgets
- planning, organising and scheduling skills to implement marketing plans
- research skills to identify and locate documents and information relating to preparing marketing plans for specified properties.

Required knowledge and understanding

- ethical standards associated with marketing properties for sale
- factors considered in review of effectiveness of marketing strategy, plan, activities and materials
- factors influencing choice of marketing strategy
- marketing activities, including:
 - advertising, including print and electronic media
 - agency property guides
 - brochures
 - direct marketing
 - business-to-business marketing
 - inspections
 - mail-outs
 - networking
 - open house
 - signboards
 - seminars
 - targeting markets by service type
 - internet and online advertising, including web pages, virtual tours and online directories
- marketing budget
- marketing materials
- marketing plan
- marketing strategies for:

- businesses
- commercial properties
- development properties, including subdivision and multi-unit sites
- industrial properties
- residential properties
- retail properties
- rural properties
- principles underpinning effective marketing materials
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
 - property sales
- risks and risk management strategies
- strategies if properties prove difficult to sell.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of marketing properties and businesses for sale. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory

	legislation and regulations. This assessment may be carried out in a simulated or workplace environment.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> ■ implementing marketing activities for the sale of all types of property in line with agency practice, ethical standards and legislative requirements ■ knowledge of agency practice, ethical standards and legislative requirements associated with marketing all types of property for sale ■ planning and developing marketing plans for the sale of all types of property in line with agency practice, ethical standards and legislative requirements ■ preparing marketing materials for the sale of all types of property in line with agency practice, ethical standards and legislative requirements ■ reviewing and reporting on marketing activities associated with the sale of all types of businesses and property.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities.</p>

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be

undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Buyer profile
may include:

- buyer's property requirements
- buying intentions
- financial capacity
- timeframe for purchase.

Marketing activities
may include:

- advertising, including print and electronic media
- agency property guide
- brochures
- business-to-business marketing
- direct marketing
- inspections
- mail-outs
- networking
- open house
- seminars
- signboards
- targeting markets by service type
- internet and online advertising, including web pages, virtual tours and online directories.

Marketing plan
may include:

- advertising and promotional materials prepared and scheduled

	<ul style="list-style-type: none"> ■ advertising budget ■ aims and objectives ■ inspection of property by agency sales consultants ■ inspections scheduled ■ property listed in agency property guide ■ prospective buyers contacted ■ sale board prepared and ordered as per schedule ■ seller advised of advertising and marketing procedures and costs ■ target group identified for marketing plan ■ timeframe for marketing activities ■ seller advised on optimal property presentation ■ web-based advertising arranged.
Persons may include:	<ul style="list-style-type: none"> ■ agency principal ■ business broker ■ licensed real estate agent ■ real estate representative ■ stock and station agent ■ support staff.
Monitoring of marketing activities may include:	<ul style="list-style-type: none"> ■ enquiry records ■ expenditure ■ feedback from prospective buyers ■ feedback from sales consultants ■ feedback from seller.
Information on progress may include:	<ul style="list-style-type: none"> ■ agency input into marketing of property ■ approaches and enquiries of interest regarding the property ■ costings ■ perception of levels of interest and worth of current marketing strategies ■ possible changes in marketing activities and plan ■ strategies used in marketing and promoting the

	property.
Strategies <i>if property proves difficult to sell</i> may include:	<ul style="list-style-type: none"> ■ revising advertising budget ■ modifying advertising copy and promotional materials ■ involving other agencies.
Verifiable evidence may include:	<ul style="list-style-type: none"> ■ checklists ■ notes ■ qualitative and quantitative data ■ records ■ testimonies.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

185 CPPDSM4016A Monitor and manage lease or tenancy agreement

UNIT

CPPDSM4016A

Monitor and manage lease or tenancy agreement

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011
Usage recommendation	Current	

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(444.1 KB\)](#)
- [Unit of competency in PDF format \(203.39 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to manage properties during the term of leases or tenancy agreements. It includes implementing the conditions of leases and tenancy agreements,

responding to requests from tenants and landlords and managing the renewal and termination of leases and tenancy agreements.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in monitoring and managing leases or tenancy agreements.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Implement conditions of lease or tenancy agreement	<p>1.1 <i>Rights and duties of tenants and landlords or agents</i> during the lease or tenancy agreement are identified in line with ethical standards, <i>legislative requirements</i> and agency practice.</p> <p>1.2 Inspections of managed properties are conducted and condition reports are prepared in</p>

187 CPPDSM4016A Monitor and manage lease or tenancy agreement

	<p>line with lease or tenancy agreement, landlord instructions, legislative requirements and agency practice.</p> <p>1.3 Rental moneys are collected and processed in line with lease or tenancy agreement, legislative requirements and agency practice.</p> <p>1.4 Reports are accurately prepared and routinely communicated to landlord on rental moneys collected or in arrears.</p> <p>1.5 Strategies for collection of rental arrears are discussed with and agreed to by landlord prior to implementation of collection process.</p> <p>1.6 Procedures for collection of rental arrears are implemented in line with landlord instructions, legislative requirements and agency practice.</p> <p>1.7 Tenants in arrears are routinely followed up to obtain payment or vacant possession in line with landlord instructions, legislative requirements and agency practice.</p> <p>1.8 Where necessary, claims against rental bonds are prepared and forwarded to the appropriate authority within specified timeframe of the outgoing property inspection.</p> <p>1.9 Rent increases and reviews are conducted in line with lease or tenancy agreement, legislative requirements and agency practice.</p>
2 Respond to enquiries from tenants and landlords	<p>2.1 Enquiries from tenants and landlords regarding managed property are handled promptly to enable high quality service delivery in line with agency requirements.</p> <p>2.2 Appropriate rapport is established with tenants and landlords.</p> <p>2.3 Appropriate interpersonal communication skills are used to clarify enquiries from tenants and landlords.</p>

UNITS

	2.4 Enquiries from tenants and landlords are resolved in terms of lease, tenancy agreement or management agreement or are referred to appropriate people in line with agency practice.
3 Plan for renewal of leases and tenancy agreements	<p>3.1 Agency renewal patterns for leases and tenancy agreements are assessed and strategies developed to maximise benefits for agency and landlords.</p> <p>3.2 Lease and tenancy agreement expiries are scheduled to ensure renewals are obtained prior to expiry dates.</p>
4 Manage renewals of leases and tenancy agreements	<p>4.1 Property is inspected and an accurate report is produced on property conditions and maintenance requirements in line with legislative requirements and agency practice.</p> <p>4.2 Property condition reports and rental details are provided to tenants prior to renewal of lease or tenancy agreement.</p> <p>4.3 Conditions of lease or tenancy agreement renewal are negotiated and agreed with all parties.</p> <p>4.4 Lease or tenancy agreement renewal documentation is prepared and provided to tenant and finalised in line with legislative requirements and agency practice.</p>
5 Manage termination of lease or tenancy agreement on behalf of landlord	<p>5.1 Documentation required to terminate a lease or tenancy agreement on behalf of landlord is prepared in line with landlord instructions, legislative requirements and agency practice.</p> <p>5.2 Notice is given to tenant according to client instructions, legislative requirements and agency practice.</p> <p>5.3 Rights of tenant with regard to terminating a lease or tenancy agreement are observed in line with legislative requirements and agency</p>

189 CPPDSM4016A Monitor and manage lease or tenancy agreement

	<p>practice.</p> <p>5.4 Property inspections are conducted in line with client instructions, legislative requirements and agency practice.</p> <p>5.5 Effective interpersonal communication techniques and negotiation skills are used with the landlord and tenant to obtain satisfactory conclusion to tenancy.</p> <p>5.6 Relevant procedures are implemented on behalf of landlord to claim an entitlement to retain part or all of security deposit or bond money, if required, in line with landlord instructions, legislative requirements and agency practice.</p> <p>5.7 Effective interpersonal communication techniques and negotiation skills are used to clarify issues and resolve disputes with landlords and tenants emanating from the termination of leases and tenancy agreements.</p> <p>5.8 Regular reports are provided to landlord on termination process and outcomes in line with agency practice.</p>
6 Respond to termination of lease or tenancy agreement initiated by tenant	<p>6.1 Rights of tenant to terminate lease or tenancy agreement are observed in line with legislative requirements and agency practice.</p> <p>6.2 Tenant intention to terminate lease or tenancy agreement is communicated to landlord and instructions are taken from landlord in line with agency practice.</p> <p>6.3 Property inspections are conducted in line with landlord instructions, legislative requirements and agency practice.</p> <p>6.4 Effective interpersonal communication techniques and negotiation skills are used with the landlord and tenant to obtain satisfactory conclusion to tenancy.</p>

- 6.5 Relevant procedures are implemented on behalf of landlord to claim an entitlement to retain part or all of the security deposit or bond money, if required, in line with landlord instructions, legislative requirements and agency practice.
- 6.6 Effective interpersonal communication techniques and negotiation skills are used to clarify issues and resolve disputes with landlords and tenants emanating from the termination of leases and tenancy agreements.
- 6.7 Regular reports are provided to landlord on termination process and outcomes in line with agency practice.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as agency and statutory forms associated with leases, tenancy agreements and management agreements
- application of risk management strategies associated with the rights of landlords and tenants during the terms of leases or tenancy agreements
- computing skills to access agency databases, send and receive emails and complete standard forms online
- numeracy skills to calculate and interpret data, such as rents and rent arrears
- decision making and problem solving skills to analyse situations associated with implementing the terms of leases or tenancy agreements and making decisions consistent with legislative and ethical requirements

191 CPPDSM4016A Monitor and manage lease or tenancy agreement

- literacy skills to access and interpret a variety of texts, including legislation, regulations, leases and tenancy agreements; prepare general information, papers, and formal and informal letters; and complete standard and statutory forms
- negotiation skills to reach agreement with landlords and tenants on terms of leases and tenancy agreements
- planning, organising and scheduling skills to perform tasks associated with monitoring the renewal and termination of leases and tenancy agreements
- research skills to identify and locate documents and information relating to the conditions of leases and tenancy agreements.

Required knowledge and understanding

- access to tenanted retail properties
- consumer protection, including:
 - consumer protection principles relevant to leases and tenancy agreements
 - effect of consumer protection legislation on contracts
 - penalties and remedies available for breaches of consumer protection legislation
 - protection offered to consumers under consumer protection legislation in relation to leases or tenancy agreements
 - rights and obligations of estate agents under consumer protection legislation in relation to the lease of property
- contracts
- ethical practices associated with leases and tenancy agreements
- inspecting tenanted premises
- insurance for managed properties
- rights and obligations of a landlord, agent and tenant during lease or tenancy agreement
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - anti-money laundering
 - consumer protection, fair trading and trade practices

- employment and industrial relations
- financial services
- leasing
- OHS
- privacy
- property management
- rent, including:
 - payment
 - receipting, banking and recording
 - rent arrears
 - rent increases
 - rent reviews
- renewal of leases and tenancy agreements, including:
 - benefits of tenancy renewal
 - renewal strategies relevant to different types of property, such as residential, commercial, industrial and rural
 - scheduling tenancy renewals
 - strategies for gaining tenancy renewals
 - tenancy lease and renewal patterns
- risks associated with renewing and terminating leases and tenancy agreements for managed properties
- leases and tenancy agreements, including:
 - condition report and disclosure statements
 - fixed and periodic
 - format of agreements
 - key features of the different types of leases and tenancy agreements
 - legal obligations of agent, landlord and tenant
 - rents, security deposits and bond moneys
- termination of leases and tenancy agreements, including:
 - relevant documentation
 - rents, security deposits and bond moneys
 - rights of landlords and tenants
 - trust accounts.

193 CPPDSM4016A Monitor and manage lease or tenancy agreement

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies and practical demonstration of monitoring and managing a lease or tenancy agreement, including the renewal and termination of a lease or tenancy agreement. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
- implementing the conditions of leases and tenancy agreements, including conducting inspections, preparing condition reports, collecting rents, monitoring rent arrears and implementing rent reviews and increases, in line with agency practice, ethical standards and legislative requirements
 - knowledge of agency practice, ethical standards and legislative requirements associated with monitoring and managing properties during the term of a lease or tenancy agreement and the renewal or termination of leases and tenancy agreements

	<ul style="list-style-type: none"> ■ knowledge of rights and duties of tenants and landlords or agents with regard to the termination of leases and tenancy agreements ■ knowledge of the rights and duties of landlords and tenants with regard to the renewal of leases and tenancy agreements ■ managing the termination of leases and tenancy agreements on behalf of landlords ■ planning and managing the renewal of leases and tenancy agreements ■ responding to requests from tenants and landlords ■ responding to the termination of leases or tenancy agreements initiated by tenant.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace

195 CPPDSM4016A Monitor and manage lease or tenancy agreement

- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation,

needs of the candidate, accessibility of the item, and local industry and regional contexts.

Rights and duties of tenants and landlords or agents may include:

- access to retail premises
- assigning or subletting premises
- condition of premises
- entry to premises by landlord or agent of rented premises
- inspections
- rent, including:
 - payment
 - receipting, banking and recording
 - tenant withholding rent
- quiet enjoyment
- running expenses
- urgent and non-urgent repairs.

Legislative requirements may include:

- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - anti-money laundering
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - leasing
 - OHS
 - privacy
 - property management.

Strategies for collection of rental arrears may include:

- contact the tenant promptly when rental arrear first occurs
- contain any escalation of the debt
- debt collection agencies
- regular checking of rental arrears
- warning letters.

197 CPPDSM4016A Monitor and manage lease or tenancy agreement

Rent increases and reviews may include	<ul style="list-style-type: none">■ residential tenancies■ retail tenancies.
Enquiries from tenants and landlords may be received through:	<ul style="list-style-type: none">■ email■ inspections■ office■ open houses■ referral■ telephone■ website.
Appropriate rapport relates to use of techniques that:	<ul style="list-style-type: none">■ establish and build confidence and trust in the agency and its representatives■ make the landlord or tenant feel valued■ promote and maintain an effective relationship with the landlord or tenant.
Appropriate people may include:	<ul style="list-style-type: none">■ agency principal■ landlord■ licensed real estate agent.
Agency renewal patterns for leases and tenancy agreements may include:	<ul style="list-style-type: none">■ duration, frequency and number of leases and tenancy agreements■ proportion of leases and tenancy agreements renewed■ reasons for renewal and non-renewal of leases or tenancy agreements■ relationship with key events, such as start of school or university year, holiday seasons and financial year commencement■ levels of rents in renewed leases and tenancy agreements■ timing of renewals.
Lease and tenancy agreement expiries are scheduled may refer to:	<ul style="list-style-type: none">■ expiry date of lease■ landlord's plans■ tenant's plans.
Parties may	<ul style="list-style-type: none">■ agency principal

UNITS

include:	<ul style="list-style-type: none"> ■ landlord ■ licensed real estate agent ■ property manager ■ real estate representative ■ tenant.
Effective interpersonal communication techniques may include:	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for landlords or tenants to clarify their understanding of the process ■ soft questioning and seeking feedback from landlords or tenants to confirm own understanding of their needs and expectations ■ summarising and paraphrasing to check understanding of landlord or tenant message ■ using appropriate body language.
Negotiation skills may include:	<ul style="list-style-type: none"> ■ analytical skills ■ listening techniques ■ non-verbal communication skills ■ personal attributes ■ presentation techniques ■ questioning techniques ■ speaking skills.
Entitlement to retain part or all of security deposit or bond money may include:	<ul style="list-style-type: none"> ■ damage caused by tenants or visitors ■ loss of the landlord's goods ■ tenant abandoning the premises ■ tenant leaving the landlord to pay bills that the tenant should have paid ■ tenant not keeping premises reasonably clean ■ unpaid rent.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4017A

Negotiate effectively in property transactions

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011
Usage recommendation	Current	

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of competency field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(441.98 KB\)](#)
- [Unit of competency in PDF format \(188.54 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to manage effective negotiations in relation to the sale, lease or management of property. It includes establishing the needs and expectations of relevant

parties, negotiating to achieve desired outcomes and managing potential and real disputes between parties.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in managing negotiations relating to property transactions.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Establish needs and expectations of relevant	1.1 Clear and open discussions are held with relevant parties to clarify <i>issues</i> and identify desired outcomes in line with agency practice and <i>legislative requirements</i> .

201 CPPDSM4017A Negotiate effectively in property transactions

parties	1.2 Consequences of not reaching agreement are identified and other alternatives are determined.
2 Negotiate with parties involved in property transactions to reach a desired outcome	<p>2.1 Relevant information is collected, analysed and organised to inform the negotiation.</p> <p>2.2 Negotiation approach is established in line with agency practice and legislative requirements.</p> <p>2.3 Negotiation is conducted in a professional manner, showing respect for all parties in line with agency practice, ethical standards and legislative requirements.</p> <p>2.4 Effective negotiation techniques are used to persuade and reach agreement between parties to the transaction.</p> <p>2.5 Possible solutions are discussed and their viability assessed.</p> <p>2.6 Effective techniques are used for dealing with conflict and breaking deadlocks where required.</p> <p>2.7 Final position is confirmed, ensuring agreement and understanding between all parties.</p> <p>2.8 As necessary, follow-up communication or reports are provided to all parties to confirm adjustments required to conditions of agreement</p>
3 Manage potential and real disputes with parties to property transactions	<p>3.1 Areas of dispute are analysed and evaluated according to agency procedures and market expectations to enable resolution of dispute.</p> <p>3.2 Further negotiation and clarification of lease or sale is carried out until agreement is reached to the satisfaction of all parties.</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities in order to come to an effective agreed outcome
- analytical skills to interpret documents such as authorities, leases, contracts of sale, legislation and regulations
- application of risk management strategies associated with property transactions
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to know how to deal with unexpected questions or attitudes
- literacy skills to access and interpret a variety of texts, including authorities, contracts of sale, leases, legislation and regulations; prepare general information and papers; prepare reports and formal and informal letters
- negotiation skills to negotiate difficult situations and resolve problems as they arise
- numeracy skills to calculate and interpret data, such as estimated selling price, commissions, rents, bonds and security deposits that may be the subject of dispute between parties to a property transaction
- planning, organising and scheduling skills to plan, conduct and finalise negotiations between parties to a property transaction
- research skills to identify and locate documents and information relating to leases and contracts of sale.

Required knowledge and understanding

- agency policies and procedures for negotiations
- alternatives to negotiation, including:
 - conciliation and mediation

203 CPPDSM4017A Negotiate effectively in property transactions

- courts
 - tribunals
- conflict resolution strategies and techniques
- decision making strategies
- ethical standards
- negotiation approaches and techniques
- questioning techniques
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - leases
 - OHS
 - privacy
 - property sales and management
- rights and duties of parties to property transactions
- risks and risk management strategies
- typical issues and problems in property management that may need to be negotiated with tenants and landlords, including:
 - access to property
 - bonds and security deposits
 - condition reports
 - disclosure statements
 - leases and tenancy agreements
 - property inspections
 - renewal of leases and tenancy agreements
 - rent reviews and increases
 - rent or lease payments
 - repairs and maintenance
 - termination of leases and tenancy agreements
- typical issues or problems in property sales that may need to be negotiated with sellers and buyers, including:
 - access to property during settlement period

- offers
- conditions of sale
- deposits
- marketing activities and budget
- methods of sale
- property conditions and improvements
- property inspections
- reserve price
- selling price range
- settlement period.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of effectively managing negotiations with all parties to a property transaction. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
- effectively managing negotiations with all parties to property transactions in line with agency practice and legislative requirements that result in mutually acceptable agreements

	<p>for the negotiating parties</p> <ul style="list-style-type: none"> ■ knowledge of agency practice, ethical standards and legislative requirements relating to negotiations and conflict resolution with different parties ■ knowledge of negotiation and conflict resolution techniques relevant to dealing with parties in property transactions ■ managing potential and real disputes between all parties in property transactions ■ using effective negotiation techniques to persuade and reach agreement between the parties ■ using effective techniques for dealing with conflict and breaking deadlocks in negotiations with the parties.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities.</p> <p>Access must be provided to appropriate learning and/or assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p>

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Issues may include:

- issues for property management, such as:
 - access to property
 - bonds and security deposits
 - condition reports
 - disclosure statements
 - leases and tenancy agreements
 - property inspections
 - renewals
 - rental arrears
 - rent reviews and increases
 - rent or lease payments
 - repairs and maintenance
 - terminations
- issues for property sales, such as:
 - access to property during settlement period
 - offers
 - conditions of sale
 - deposits
 - marketing activities and budget
 - method of sale
 - property conditions and improvements.

Legislative requirements may include:

- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment

	<ul style="list-style-type: none"> opportunity ● consumer protection, fair trading and trade practices ● employment and industrial relations ● financial services ● leases ● OHS ● privacy ● property sales and management.
Alternatives may include:	<ul style="list-style-type: none"> ■ alternative outcomes: <ul style="list-style-type: none"> ● property management - new lease or agreement, and voiding lease or agreement ● property sales - amendment or new condition in contract of sale, and termination of contract of sale ■ alternative ways of resolving dispute: <ul style="list-style-type: none"> ● conciliation and mediation ● courts ● tribunals.
Relevant information may include:	<ul style="list-style-type: none"> ■ condition reports ■ financial records and receipts ■ lease documentation ■ property reports ■ sale documentation ■ statement of rights and duties of all parties to property transaction ■ third-party reports.
Negotiation approach may be:	<ul style="list-style-type: none"> ■ collaborative ■ competitive ■ subordinate.
Effective negotiation techniques may	<ul style="list-style-type: none"> ■ analytical skills ■ listening techniques ■ non-verbal communication skills

209 CPPDSM4017A Negotiate effectively in property transactions

include:

- personal attributes
- presentation techniques
- questioning techniques
- speaking skills.

Effective techniques for dealing with conflict and breaking deadlocks may include:

- calling in a third party
- clarifying the positions of all parties
- deferring the decision
- preparing a compromise
- restating the position
- summarising the progress to date.

Agreement may include:

- follow-up action
- issues or undertakings to be completed, allocated or referred
- time lines.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4019A Prepare for auction and complete sale

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	0805099	Sales and Marketing, N.e.c.

Content

Download:

- [Unit of competency in Word format \(442.51 KB\)](#)
- [Unit of competency in PDF format \(159.43 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to prepare for an auction and plan, preparing auction documentation, confirming the reserve price with the seller, planning and implementing auction day procedures, and completing follow-up procedures after auction sale.

211

CPPDSM4019A Prepare for auction and complete sale

The outcomes required to conduct an auction are addressed in CPPDSM4004A Conduct auction.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents, real estate representatives and support staff engaged in preparing for auctions.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Implement auction marketing plan	<p>1.1 Agreement to auction is obtained from seller according to agency practice and legislative requirements.</p> <p>1.2 <i>Auction marketing plan</i> is confirmed with seller in line with agency practice, ethical standards and <i>legislative requirements</i>.</p>

UNITS

	<p>1.3 Descriptions of property to be auctioned are prepared for use before and during auction.</p> <p>1.4 Auction marketing plan, including inspections, open houses and relevant security arrangements, is implemented in line with agency practice, ethical standards and legislative requirements.</p> <p>1.5 Marketing is monitored on a regular basis to establish effectiveness of marketing plan.</p> <p>1.6 Enquiries from prospective buyers and other interested parties are addressed and where required copies of relevant documentation are provided.</p> <p>1.7 Offers from prospective buyers prior to auction are referred to owner in line with agency practice and legislative requirements.</p> <p>1.8 Regular reports on auction marketing are communicated to seller.</p>
2 Prepare auction documentation	<p>2.1 Purpose and content of <i>auction documentation</i> are explained to seller.</p> <p>2.2 Auction documentation is prepared in a manner consistent with seller instructions, marketing plan used to manage the auction program, agency practice, ethical standards and legislative requirements.</p> <p>2.3 <i>Assisting professionals</i> are followed up in a timely manner to ensure that auction documentation is completed prior to auction date.</p>
3 Plan auction day procedures	<p>3.1 <i>Auction day procedures</i> are confirmed with seller in line with agency practice, ethical standards and legislative requirements.</p> <p>3.2 Property is inspected by auctioneer prior to auction day according to agency practice and legislative requirements.</p> <p>3.3 Reserve price is confirmed with seller in line with</p>

	<p>agency practice, ethical standards and legislative requirements.</p> <p>3.4 Staff, equipment, promotional materials and other requirements for auction are identified and arrangements are made to ensure their availability on auction day.</p>
4 Implement auction day procedures	<p>4.1 <i>Auction area is prepared</i>, including deployment of staff, and promotional materials and equipment consistent with agency practice.</p> <p>4.2 Auction documentation is prominently displayed consistent with agency practice and relevant legislation.</p> <p>4.3 Property inspection is facilitated on auction day prior to the commencement of the auction.</p> <p>4.4 Questions from interested parties are answered or referred to informed sources in line with agency practice and ethical standards.</p> <p>4.5 Auction day procedures are implemented in line with agency practice and <i>legislative requirements</i>.</p>
5 Complete follow-up procedures after auction sale	<p>5.1 <i>Follow-up procedures are implemented if property is sold</i> in line with agency practice, ethical standards and legislative requirements.</p> <p>5.2 <i>Sales documentation</i> is accurately completed in line with agency practice and legislative requirements.</p> <p>5.3 <i>Follow-up procedures are implemented if property is passed in</i> consistent with agency practice, ethical standards and legislative requirements.</p> <p>5.4 Accurate <i>sales data</i> is compiled that reflects auction outcomes for use in follow-up procedures.</p> <p>5.5 Appropriate <i>records of attendance or interest</i> are compiled to expand agency contact lists of</p>

- potential clients identified through the auction process.
- 5.6 Publication of auction results and post-auction information is arranged in line with agency practice and legislative requirements.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, contracts of sale and auction rules
- application of risk management strategies associated with preparation for an auction
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions that are consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation and regulations; prepare general information, papers, formal and informal letters, reports and applications; and complete standard forms
- negotiation skills to assist clients to establish auction marketing plans, reserve price and auction day procedures
- numeracy skills to calculate auction marketing expenses
- planning, organising and scheduling skills to undertake work-related tasks associated with preparing for an auction, including determining staff and equipment requirements
- research skills to identify and locate documents and information relating to the sale of property by auction.

Required knowledge and understanding

- auction day procedures
- auction documentation, including:
 - authorities
 - contracts
 - display
 - statutory and agency documentation
- auction equipment, including:
 - audiovisual equipment
 - bell
 - display boards
 - flags
 - gavel
 - lectern
 - signs
 - stickers
- auction marketing plan, including:
 - advertising and promotional strategies
 - communicating with sellers
 - contact with prospective buyers
 - offers prior to auction submitted by prospective buyers
 - outcomes of auction marketing
 - post-listing conference
 - property descriptions
 - reasons for confirming auction marketing procedures and expenses
- auction process
- follow-up procedures if property is passed in, including:
 - highest bidder
 - other bidders
 - seller
- follow-up procedures if property is sold, including:
 - buyer
 - losing bidder
 - other bidders

- seller
- negotiation techniques
- preparation of auction area, including:
- auction equipment
- distractions and hazards
- property inspection
- security
- relevant federal, and state or territory legislation and local government regulations relating to:
 - auctions
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
 - property sales
 - reserve price, including:
 - definition
 - purpose
 - setting
 - risks and risk management strategies
- sales data, including:
 - collection techniques
 - reasons for collection
 - types of data
- sales documentation, including:
 - contract for sale of real estate
 - declaration of selling agent
 - finance statement to purchaser
 - receipts for purchase money paid
 - vendor's statement
- records of attendance and interest in auction, including:
 - collection techniques
 - reasons for collection

- types of data.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of preparing for and completing the sale of a property by auction. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- knowledge of auction marketing procedures
- knowledge of ethical standards, legislative and regulatory requirements and agency practices associated with preparation for an auction
- planning and implementing an auction marketing plan in line with agency practice and legislative requirements
- planning and implementing auction day procedures in line with agency practice and legislative requirements
- preparing auction documentation consistent with seller instructions, marketing plan used to manage the auction program, agency practice

	<ul style="list-style-type: none"> ■ and legislative requirements ■ taking instructions on reserve price from seller in line with agency practice and legislative requirements.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities.</p> <p>Access must be provided to appropriate learning and/or assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace ■ where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence ■ all assessment that is part of a structured

learning experience must include a combination of direct, indirect and supplementary evidence

- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time

- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Auction marketing plan may include:

- advertising and promotional strategies, including:
 - brochures
 - displays
 - inspections
 - media

	<ul style="list-style-type: none"> ● open days ● signboards <ul style="list-style-type: none"> ■ auction day procedures ■ contact with prospective buyers ■ communicating with seller ■ post-listing conference.
Legislative requirements may include:	<ul style="list-style-type: none"> ■ relevant federal, and state or territory legislation and local government regulations relating to: <ul style="list-style-type: none"> ● auctions ● anti-discrimination and equal employment opportunity ● consumer protection, fair trading and trade practices ● employment and industrial relations ● financial services ● OHS ● privacy ● property sales.
Auction documentation may include:	<ul style="list-style-type: none"> ■ authorities ■ contracts ■ rules and conditions of auction ■ statutory and agency documentation.
Assisting professionals may include:	<ul style="list-style-type: none"> ■ conveyancers ■ solicitors.
Auction day procedures may include:	<ul style="list-style-type: none"> ■ advertising and marketing materials ■ auction documentation ■ channels of communication ■ managing the auction process ■ property inspection arrangements ■ security arrangements ■ roles and responsibilities of agency staff.
Prepare auction	<ul style="list-style-type: none"> ■ auction documentation

221**CPPDSM4019A Prepare for auction and complete sale****area** may include:

- auction equipment
- distractions
- hazards
- marketing materials
- security.

Legislative requirements
may include:

- advertising of auction results
- post-auction information.

Follow-up procedures if property is sold
may refer to:

- losing bidder
- other bidders
- seller.

Sales documentation
may include:

- contract of sale or real estate
- declaration of selling agent
- finance statement to purchaser
- receipts for purchase money paid
- vendor's statement.

Follow-up procedures if property is passed in may refer to:

- highest bidder
- other bidders
- seller.

Sales data may refer to:

- collection techniques
- reasons for collection
- types of data.

Records of attendance or interest may refer to:

- collection techniques
- reasons for collection
- types of data.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4020A Present at tribunals

Elective unit Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP50307	Diploma of Property Services (Agency Management)	1
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	091103	Legal Studies

Content

Download:

- [Unit of competency in Word format \(441.6 KB\)](#)
- [Unit of competency in PDF format \(142.34 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to appear effectively before a tribunal. It includes preparing for tribunal hearings, using appropriate tribunal etiquette, acting as a witness, participating in conciliation hearings and presenting a case.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in preparing and presenting cases at tribunals relating to real estate operations.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

UNITS

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for tribunal	<p>1.1 Process for making an application to the relevant tribunal or court is followed.</p> <p>1.2 Documentation required for application to the relevant tribunal is accurately completed.</p> <p>1.3 Evidence and other documentation required for tribunal or court are prepared and reviewed in line with agency practice.</p> <p>1.4 Advice from appropriate <i>assisting professionals</i> is sought in preparing for tribunal hearing, as required, in line with agency practice.</p> <p>1.5 Pre-tribunal briefings are participated in as appropriate and required.</p> <p>1.6 Procedure to follow where a matter has been settled prior to the hearing is implemented in line with agency and <i>legislative requirements</i>.</p>
2 Participate in conciliation processes for grievances and disputes	<p>2.1 <i>Purpose and role of conciliation</i> is clarified within particular tribunal and case context.</p> <p>2.2 Opportunities are explored to resolve grievances and disputes through conciliation.</p> <p>2.3 Conciliators are provided with complete and accurate information regarding the grievance or dispute.</p> <p>2.4 Clear and concise formal case statements are prepared and provided for the conciliator.</p> <p>2.5 Opportunities are taken to obtain relevant information from other parties during the conciliation process.</p> <p>2.6 Realistic assessments are made of conciliated offers against the likely outcome of continuing with the conciliation process and any subsequent rulings from the adjudicating body.</p>
3 Use appropriate tribunal	<p>3.1 Appropriate manner of entering and departing the tribunal room is used.</p> <p>3.2 Appropriate manner of addressing the tribunal is</p>

etiquette	used.
	3.3 Relevant legal and industry language is used where appropriate.
4 Present case before tribunal	4.1 Rules and procedures of the tribunal are applied. 4.2 Case is outlined in a clear and concise manner to the tribunal. 4.3 Evidence is given and routine examination of witnesses is undertaken appropriately. 4.4 Relevant decisions and precedents are referred to appropriately. 4.5 Respondent submissions are responded to appropriately. 4.6 Questions and directions from the tribunal are responded to appropriately. 4.7 Statement of reasons for tribunal decision is requested in line with tribunal and agency practice.
5 Act as a witness	5.1 Pre and post-tribunal briefings and debriefings are participated in as appropriate and required. 5.2 Evidence provided reflects questions and directions asked by tribunal or legal representatives. 5.3 Evidence is provided using factual descriptions and presented clearly and concisely. 5.4 Conduct is according to requirements of tribunal processes and proceedings. 5.5 Liaison with appropriate legal representatives is maintained. 5.6 Appropriate and required documentation and reporting are undertaken and stored according to agency practice.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, leases and contracts
- application of risk management strategies associated with resolving disputes through recourse to a tribunal or court
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations, leases and contracts; prepare general information, papers, formal letters, reports and applications; and complete standard forms
- planning, organising and scheduling skills to prepare a case for a tribunal
- research skills to identify and locate documents and information relating to tribunal powers and procedures.

Required knowledge and understanding

- acting as a witness
- purpose and role of conciliation
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - environmental issues
 - financial services
 - franchises and business structure
 - leases
 - OHS
 - privacy

- property sales and management
- risks and risk management strategies
- role and jurisdiction of tribunal and courts that hear matters relating to real estate operations
- rules of evidence
- tribunal powers and role
- tribunal procedures, including:
 - documentation required for applications to tribunal
 - procedure for presenting a case to a tribunal or court
 - procedure to be followed where a matter has been settled prior to hearing
 - process for making an application to a tribunal or court
 - role of witnesses
 - tribunal etiquette.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies and practical demonstration of preparing and presenting a case at a tribunal. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence

A person who demonstrates competency in this unit must be able to provide evidence of:

<p>required to demonstrate competency in this unit</p>	<ul style="list-style-type: none"> ■ acting as a witness at a tribunal ■ knowledge of the role and jurisdiction of tribunals and courts that hear matters relating to real estate operations ■ participating in conciliation processes for grievances and disputes ■ preparing a case for a tribunal ■ preparing and lodging applications for a tribunal ■ presenting a case at a tribunal.
<p>Context of and specific resources for assessment</p>	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace ■ where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances

assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

UNITS

Assisting professionals may include:	<ul style="list-style-type: none"> ■ accountants ■ advocates ■ auditors ■ building and property consultants ■ solicitors.
Legislative requirements may include:	<ul style="list-style-type: none"> ■ relevant federal, and state or territory legislation and local government regulations relating to: <ul style="list-style-type: none"> ● anti-discrimination and equal employment opportunity ● consumer protection, fair trading and trade practices ● employment and industrial relations ● environmental issues ● financial services ● franchises and business structure ● leases ● OHS ● privacy ● property sales and management.
Purpose and role of conciliation gives the parties:	<ul style="list-style-type: none"> ■ chance to settle a matter on their terms ■ opportunity to hold a frank discussion about the complaint in an attempt to resolve the matter through negotiation.
Evidence is:	<ul style="list-style-type: none"> ■ descriptive ■ devoid of assumptions or judgemental statements ■ represents details and facts of the evidence that are pertinent to the case.
Examination of witnesses may involve:	<ul style="list-style-type: none"> ■ cross-examination of respondent witnesses ■ questioning of own witnesses ■ re-examination of own or respondent witnesses.

231

CPPDSM4020A Present at tribunals

Pre and post-tribunal briefings and debriefings
may include:

- details of the case
- outcomes and consequences of tribunal decisions
- presentation of evidence
- rules of evidence
- tribunal protocol.

Units(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4022A

Sell and finalise the sale of property by private treaty

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1
CPC08	Certificate IV in Building and Construction (Sales)	6.0-9.0

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1
CPC40408	Certificate IV in Building and Construction (Sales)	1-2

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(447.47 KB\)](#)
- [Unit of competency in PDF format \(229.93 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to sell and finalise the sale of all types of property by private treaty. It includes qualifying buyers, arranging for potential buyers to inspect listed properties, delivering effective sales presentations, submitting offers and negotiating property sale with sellers and buyers and maintaining communications with sellers and prospective buyers. It also includes monitoring the process between exchange of contracts and settlement for all types of property and businesses and preparing documentation for agency disbursements.

The unit does not include the sale of property by auction.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in selling and finalising the sale of all types of property by private treaty.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Qualify buyer	<p>1.1 <i>Enquiries from potential buyers</i> regarding purchase of property are handled promptly to enable high quality service delivery according to agency requirements.</p> <p>1.2 <i>Appropriate rapport</i> is established with potential buyer.</p> <p>1.3 <i>Buyer requirements</i> are clarified and accurately assessed using <i>appropriate interpersonal communication techniques</i>.</p> <p>1.4 <i>Factors likely to influence the purchase of properties</i> are identified and used to confirm buyer intentions.</p> <p>1.5 <i>Customer due diligence</i> is undertaken according to agency practice and legislative requirements.</p> <p>1.6 Potential buyers are provided with suitable information about available and prospective listings and assisted to find listing that best matches their requirements.</p> <p>1.7 Potential buyers are assisted in making a decision to view properties using information obtained from sellers and buyers.</p> <p>1.8 Qualified prospects are recorded to provide an opportunity to maximise future marketing activities.</p>
2 Arrange property inspection	<p>2.1 Appointments are made for property inspections in line with agency practice, ethical standards and <i>legislative requirements</i>.</p>

for potential buyer	<p>2.2 Preparations are made for property inspection in line with agency practice.</p> <p>2.3 Promotional material on the property is used to describe main sales features of the property.</p> <p>2.4 Effective questioning techniques are used to clarify buyer interest in the property.</p> <p>2.5 Records of inspections are accurately completed in line with agency practice.</p>
3 Deliver effective sales presentation	<p>3.1 Factors affecting the successful conclusion of the sale are identified and addressed in the sales presentation.</p> <p>3.2 Key decision makers are identified to ensure that their needs and concerns are met in the sales presentation.</p> <p>3.3 Main features of property are matched to buyers' stated needs and motivation.</p> <p>3.4 Relevant legal and financial information is used to support the sales presentation.</p> <p>3.5 Effective communication and presentation skills are used to create buyer interest and focus buyer attention on the property.</p> <p>3.6 Buyer is given time and space to evaluate property while time is used to maximum advantage to promote property.</p> <p>3.7 Buyer is encouraged to clarify key aspects of property before a decision is made to purchase property.</p> <p>3.8 Buyer questions are answered fully and honestly.</p> <p>3.9 Details of offer to purchase property submitted by buyer are confirmed and documented.</p>
4 Submit offer and negotiate property sale	<p>4.1 Offer from buyer is submitted to seller in line with agency practice, ethical standards and legislative requirements.</p> <p>4.2 Professional agency advice is provided to seller</p>

	<p>that incorporates declared knowledge of buyer's motivation.</p> <p>4.3 Negotiations are conducted with buyer according to seller response to offer.</p> <p>4.4 Negotiations are conducted in a professional manner, including showing respect for seller and buyer in line with agency practice, ethical standards and legislative requirements.</p> <p>4.5 Effective negotiation techniques are used to persuade and reach agreement between seller and buyer.</p> <p>4.6 Alternative offers are discussed and their viability assessed.</p> <p>4.7 Effective techniques are used for dealing with conflict and breaking deadlocks where required.</p> <p>4.8 Effective techniques are used for closing sale.</p> <p>4.9 Mutually agreed price and conditions of sale are established and confirmed with seller and buyer.</p> <p>4.10 Relevant sale of property documentation is explained to seller and buyer in line with agency and statutory requirements for finalisation of the property transaction.</p> <p>4.11 Documented, agreed price and conditions of sale are made accessible that provide an accurate record of agreement and meet agency and statutory requirements for finalisation of the property transaction.</p>
5 Maintain communication with seller	<p>5.1 Seller confidence in agency marketing activities is maintained through ongoing contact and correspondence.</p> <p>5.2 Communication is diarised to provide an accurate and objective record of progress reports to seller.</p>

**6 Manage
contract to
settlement**

- 6.1 **Settlement requirements** are identified and checked with relevant parties to minimise misunderstanding or breaches of contract in line with agency practice and legislative requirements.
- 6.2 Requests from buyer to inspect property prior to settlement are facilitated in line with agency practice and legislative requirements.
- 6.3 Information on buyer and seller responsibilities with regard to building and content insurance prior to settlement is provided in line with agency practice and legislative requirements.
- 6.4 Procedures for holding and release of **deposit moneys** during the settlement period are implemented in line with agency policy and legislative requirements.
- 6.5 Settlement within the contract's legal framework is ensured by liaison with **settlement agents and other assisting professionals** representing the seller and buyer.
- 6.6 Progress of settlement agents and other assisting professionals is monitored in line with agency practice.
- 6.7 Contingency plans are prepared in consultation with relevant legal agents to avoid the possibility of one or more parties to the transaction being unable to fulfil contractual obligations.
- 6.8 Appropriate procedures are implemented if any party to the transaction is unable to fulfil contractual obligations.
- 6.9 Effective communication techniques are used in liaising with seller, buyer and other parties representing the seller and buyer through the settlement process.

UNITS

7 Prepare documentation for agency disbursements	<p>7.1 Settlement financial transactions are checked for accuracy against contractual documentation, and agency fees are calculated and safeguarded during disbursement activities.</p> <p>7.2 Authorised agency disbursements are obtained within contractual, agency and statutory requirements.</p> <p>7.3 Financial systems are updated to reflect authorised transactions.</p> <p>7.4 Agency fees are calculated and safeguarded during disbursement activities.</p> <p>7.5 Due and proper attention is paid to obtaining required authorisations, signatures and identifications prior to disbursement.</p>
8 Decide on future contacts with prospects.	<p>8.1 Nature of future contacts with prospects is assessed in the light of likely agency-client interaction to a given point in time.</p> <p>8.2 Business correspondence records are held on file to provide justification for the continuation or termination of contract, and are communicated without prejudice to the parties involved.</p>
9 Maintain client relationships	<p>9.1 Future business relations are established by mutual evaluation of seller and buyer satisfaction with services provided.</p> <p>9.2 Business records and databases are updated to facilitate networking and informed marketing strategy planning.</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities on matters associated with the sale of property
- analytical skills to interpret documents such as contracts, legislation and regulations
- application of risk management strategies associated with the sale of property
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements associated with the sale of property
- literacy skills to access and interpret a variety of texts, including legislation, regulations and contracts; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms
- negotiation skills to assist sellers and buyers to reach agreement on price and conditions of sale of property
- numeracy skills to perform calculations associated with property sales
- planning, organising and scheduling skills to make appointments with sellers and buyers in the process of selling property
- research skills to identify and locate documents and information relating to sale of property.

Required knowledge and understanding

- agency disbursements, including:
 - authorisations, signatures and identifications that must be obtained prior to disbursement
 - calculation and protection of agency fees during disbursement activities

- documentation for agency disbursements
- financial transactions that take place at settlement
- circumstances in which contracts are void, voidable or unenforceable, including:
 - illegality
 - lack of capacity
 - misrepresentation
 - mistake
- consumer protection principles that impact on the sale of property, including:
 - cooling off provisions
 - false representations and misleading conduct in relation to the sale of land
 - impact of consumer protection legislation on contracts
 - insurance provisions
 - penalties and remedies for breaches
 - protection offered for consumers
 - rights and obligations of estate agents
 - secret commissions
- contract construction principles, including:
 - acceptance
 - consideration
 - implied matters in contracts for sale of property
 - negligence
 - offer
- contracts for sale of property, including:
 - chattels and fixtures
 - contract requirements for special circumstances, such as providing finance and sale of units and flats
 - defects in property
 - defects in title
 - effect of acceptance of title
 - prescribed or permitted forms
 - requisitions on title

- special conditions
- deposit funds, including:
 - capacity in which an estate agent holds deposit moneys
 - circumstances in which deposit moneys may be released by the estate agent to the seller
 - procedures an estate agent must follow when he or she receives deposit moneys from a buyer
- ethical and conduct standards
- general legal principles that affect property law relating to the sale of property, including:
 - adverse possession
 - contracts
 - easements
 - fee simple and life estates
 - general law system and the Torrens system of title
 - mortgages
 - real and personal property
 - restrictive covenants
 - types of interest in land
- insurance
- marketing aids
- methods of sale, including:
 - auction
 - off the plan
 - private treaty
 - reverse auction
 - set sale
 - specialised properties
 - tender
- negotiation techniques
- property inspections
- property sales, including:
 - after-sales procedures
 - agency and statutory documentation

- sales presentation techniques
- qualifying buyers
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - anti-money laundering
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
 - property sales
- risks and risk management strategies
- settlement, including:
 - buyer's rights to inspect property prior to settlement
 - contingencies that may emerge prior to settlement and the actions that can be taken to avoid one or more parties being unable to fulfil contractual obligations
 - forms prepared at settlement
 - procedure for settling the sale of property
 - responsibilities of sellers and buyers
 - responsibility of seller and buyer with regard to building and content insurance prior to settlement
 - rights of sellers and buyers if either party is unable to settle on the due date
- techniques for identifying needs and motivation of buyers
- trust accounting in real estate.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of selling different types of

242

CPPDSM4022A Sell and finalise the sale of property by private treaty

	<p>property using general real estate sales procedures and techniques in line with agency practice, ethical standards and legislative requirements affecting the sale of property. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.</p>
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> ■ arranging and conducting property inspections for potential buyers ■ completing standard and statutory documentation associated with the sale of property ■ knowledge and application of approaches for qualifying buyers ■ knowledge of agency practice, ethical standards and legislative requirements affecting the sale of property and requirements associated with the transfer of ownership required for the legal sale of all types of property and businesses ■ knowledge of consumer protection principles that impact on the sale of property ■ maintaining business records associated with the sale of property ■ maintaining communications with sellers and buyers throughout the sale process

	<ul style="list-style-type: none"> ■ negotiating the sale of property with sellers and buyers ■ planning and delivering effective sales presentations to facilitate the sale of property ■ knowledge of agency practice and legislative requirements associated with agency disbursements ■ managing contracts for sale of property to settlement ■ monitoring the lodgement of documents for the correct transfer of ownership required for a legal sale of all types of property and businesses ■ preparing documentation for agency disbursements.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities.</p> <p>Access must be provided to appropriate learning and/or assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role

and the practical requirements of the workplace

- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

<i>Enquiries from potential buyers</i> may be received through:	<ul style="list-style-type: none"> ■ email ■ inspections ■ office ■ open houses ■ referral ■ telephone ■ website.
<i>Appropriate rapport</i> relates to use of techniques that:	<ul style="list-style-type: none"> ■ establish and build confidence and trust in the agency and its representatives ■ make the buyer feel valued ■ promote and maintain an effective relationship with the buyer.
<i>Buyer requirements</i> may include:	<ul style="list-style-type: none"> ■ access to transport and facilities ■ finance ■ location ■ price ■ purpose of purchase, such as for: <ul style="list-style-type: none"> ● business ● holiday ● investment ● private residence ■ settlement period ■ size of property ■ style of property.

<p>Appropriate interpersonal communication techniques may include:</p>	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for the seller or buyer to clarify their understanding of the sales process ■ soft questioning and seeking feedback from sellers or buyers to confirm own understanding of their needs and expectations ■ summarising and paraphrasing to check understanding of seller or buyer message ■ using appropriate body language.
<p>Factors likely to influence the purchase of properties may include:</p>	<ul style="list-style-type: none"> ■ buying intentions ■ capacity to purchase ■ financial limits ■ motives ■ needs ■ preferences.
<p>Customer due diligence may include:</p>	<ul style="list-style-type: none"> ■ availability of finance ■ identity verification ■ record keeping requirements ■ reporting requirements.
<p>Legislative requirements may include:</p>	<ul style="list-style-type: none"> ■ relevant federal, and state or territory legislation and local government regulations relating to: <ul style="list-style-type: none"> ● anti-discrimination and equal employment opportunity ● anti-money laundering ● consumer protection, fair trading and trade practices ● employment and industrial relations ● financial services ● OHS ● privacy ● property sales.

Promotional materials may include:	<ul style="list-style-type: none"> ■ agent and agency profile ■ brochures and pamphlets ■ posters ■ property descriptions ■ web page entry.
Effective questioning techniques may include:	<ul style="list-style-type: none"> ■ active listening ■ clear questions ■ different question types ■ reflection ■ using silences.
Records of inspection may include:	<ul style="list-style-type: none"> ■ buyer's reaction to property ■ buyer requirements ■ name and contact details of potential buyers.
Factors affecting the successful conclusion of a sale may include:	<ul style="list-style-type: none"> ■ area and environment in which the property is located ■ availability of comparable properties ■ marketing preferences of seller ■ circumstances of seller and buyer ■ professional skills and resources of agent ■ state of the market for type of property ■ type and condition of property.
Key decision makers may include:	<ul style="list-style-type: none"> ■ business associates ■ buyer's agent ■ family members and friends of buyer ■ providers of professional advice, including: <ul style="list-style-type: none"> ● accountants ● building advisers ● financial advisers ● legal representatives ● property advisers ■ spouse or partner.
Presentation skills may	<ul style="list-style-type: none"> ■ active listening ■ appearance

include:	<ul style="list-style-type: none"> ■ body language ■ use of information technology, such as website, virtual tours and online databases ■ use of support and promotional materials ■ voice.
Effective negotiation techniques may include:	<ul style="list-style-type: none"> ■ analytical skills ■ listening techniques ■ non-verbal communication skills ■ personal attributes ■ presentation techniques ■ questioning techniques ■ speaking skills.
Effective techniques for dealing with conflict and breaking deadlocks may include:	<ul style="list-style-type: none"> ■ calling in a third party ■ clarifying the positions of both parties ■ deferring the decision ■ preparing a compromise ■ restating the position ■ summarising the progress to date
Effective techniques for closing sale may include:	<ul style="list-style-type: none"> ■ alternate option close ■ assumption close ■ competition close ■ customer close ■ deal or concession close ■ direct close ■ indirect close ■ summary-of-benefits close ■ time-driven close.
Sale of property documentation may include:	<ul style="list-style-type: none"> ■ contract of sale or real estate, contract note and contract for the sale of businesses ■ declaration of selling agent ■ financial statement to buyer ■ receipt for deposit ■ vendor's statement and trading statement.

UNITS

Settlement requirements may include:

- buyer settlement responsibilities, including:
 - anything the new lender requires, such as a notice of acquisition or a disbursement order
 - bank cheques for the balance of purchase money, plus or minus adjustments
- seller settlement responsibilities, including:
 - any other documents necessary to provide a clear title to the buyer, such as discharge of mortgage, withdrawal of caveats change of name declaration
 - disconnection of services, such as water, gas, electricity and telephone
 - keys
 - notify rating and taxing authorities of sale
 - other services
 - title
 - transfer of land
 - value of land and chattels.

Deposit moneys may refer to:

- capacity of agent to hold
- capacity of agent to release to seller
- procedures for receipt and banking.

Settlement agents and other assisting professionals may include:

- accountants
- conveyancers
- financiers and financial institutions
- landlords and managing agents
- legal advisers
- licensed settlement agents.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

250

CPPDSM4022A Sell and finalise the sale of property by private treaty

UNIT

CPPDSM4049A

Implement maintenance plan for managed properties

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency	080503	Real Estate
Field of Education Identifier		

Content

Download:

- [Unit of competency in Word format \(443.82 KB\)](#)
- [Unit of competency in PDF format \(204.16 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to develop and implement a maintenance plan for all types of managed properties. It includes determining property maintenance requirements, establishing a property maintenance plan, establishing and maintaining a key register, monitoring the security of managed properties and implementing and reviewing the property maintenance plan.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in developing and implementing maintenance plans for all types of managed properties.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Determine property maintenance requirement	<p>1.1 Property reports, maintenance specifications, feedback from tenants, owner instructions and other relevant documentation are obtained and analysed to establish property maintenance requirements in line with agency practice and legislative requirements.</p> <p>1.2 Industry benchmarks are reviewed to determine maintenance intervals and other requirements.</p> <p>1.3 OHS and other relevant legislative requirements are interpreted and incorporated into maintenance requirements.</p>
2 Develop property maintenance plan	<p>2.1 Property maintenance plan is established in line with owner instructions, legislative requirements and agency practice.</p> <p>2.2 Reliable and efficient maintenance methods are identified in line with agency practice.</p> <p>2.3 Maintenance costs are established in line with agency practice.</p> <p>2.4 Contract specifications for maintenance services are developed and incorporated into tender documents, where appropriate, in line with agency practice and legislative requirements.</p> <p>2.5 Safety and security requirements are incorporated into maintenance plan in line with legislative requirements and agency practice.</p> <p>2.6 Criteria for the selection of tradespeople and other service providers to provide repair and maintenance services are established.</p> <p>2.7 Register of tradespeople and other service providers is compiled and maintained in line with legislative and agency requirements.</p> <p>2.8 Property maintenance schedule is established in line with agency practice.</p>

	<p>2.9 Systems for recording and implementing property maintenance requirements and reporting to owners are established in line with agency practice.</p> <p>2.10 Aspects of maintenance plan requiring specialist advice are identified and assistance is sought as required.</p>
3 Establish key register	<p>3.1 Key register system is established, administered and maintained in line with agency practice.</p> <p>3.2 Security of register and keys is maintained in line with agency practice.</p>
4 Implement property maintenance plan	<p>4.1 Property maintenance plan, including agency fees, is presented to owners for discussion and approval in line with agency practice.</p> <p>4.2 Property maintenance plan is implemented in line with owner instructions, legislative requirements and agency practice.</p> <p>4.3 Regular reports are provided to owners in line with property maintenance plan and agency practice.</p> <p>4.4 Agency fees for property maintenance services are recorded and billed to owner in line with agency practice and legislative requirements.</p>
5 Monitor security of managed properties	<p>5.1 Security risks associated with managed properties are identified and documented in line with agency and legislative requirements.</p> <p>5.2 Causes and potential impact of security risks on agency, clients and other stakeholders are determined.</p> <p>5.3 Property security measures are established in line with terms of the property management agreement, owner instructions, legislative requirements and agency practice.</p>

6 Review property maintenance plan

- 6.1 Property maintenance plan is reviewed in consultation with **owners and relevant people** using **appropriate data** and **interpersonal communication strategies**.
- 6.2 Outcomes of review are prepared in required format, style and structure and presented to owners and other relevant people within agreed timeframes.
- 6.3 Recommendations for improvement to property maintenance plan are presented to owners and other relevant people in line with agency practice.
- 6.4 **Business equipment and technology** are used to securely maintain documentation according to agency procedures.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, building plans and property maintenance reports and specifications
- application of risk management strategies associated with property maintenance
- computing skills to access the internet, access web pages, prepare and complete online forms and search online databases
- decision making and problem solving skills to analyse situations and make decisions regarding property maintenance consistent with legislative, safety and ethical requirements

- literacy skills to access and interpret a variety of texts, including legislation, regulations and building and safety codes; prepare general information, papers, formal and informal letters, reports and applications; and complete standard and statutory forms
- negotiation skills to establish contracts with tradespeople and service providers for provision of property maintenance and repair services
- numeracy skills to calculate and interpret data on property maintenance costs, such as the annual level of maintenance expenditure required to sustain a property at its current condition
- planning, organising and scheduling skills to provide cyclical, routine and non-routine property maintenance services for managed properties
- research skills to identify and locate documents and information relating to the maintenance of managed properties.

Required knowledge and understanding

- basic concepts of taxation for investment properties
- basic knowledge of property contracts and administrative requirements
- building codes and relevant Australian standards
- building construction practices
- common building faults and styles
- common hazards to public and personal safety associated with particular types of maintenance work in buildings
- industry benchmarks for property maintenance procedures
- ethical standards
- key register
- management strategies relevant to different types of industrial, commercial, rural and retail property
- OHS issues and requirements
- property maintenance methods
- property maintenance plan
- property maintenance requirements
- property maintenance schedule

- property safety and security requirements
- register of tradespeople and service providers
- relevant building services, trades and operation for maintenance operations
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - environmental issues
 - financial services
 - industrial relations
 - leases and tenancy agreements
 - OHS
 - privacy
 - property management
 - taxation
- reporting to owners on repairs and maintenance
- risks and management strategies associated with property maintenance
- selection of tradespeople and service providers
- systems for implementing property maintenance requirements
- tendering procedures.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of developing, implementing and reviewing a maintenance plan for managed properties. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would

	<p>provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.</p>
<p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p>	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> ■ establishing and implementing a property maintenance plan for managed properties ■ determining property maintenance requirements for managed properties ■ developing a property maintenance plan for managed properties that includes procedures for selecting maintenance contractors and maintaining safety and security of clients ■ establishing and maintaining a key register for managed properties ■ monitoring security of managed properties ■ knowledge of agency practice, ethical standards and legislative requirements associated with establishing, implementing and reviewing a maintenance plan for managed properties ■ reviewing the property maintenance plan for managed properties.
<p>Context of and specific resources for assessment</p>	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment

services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence

relating to each of the elements in this unit. In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Property maintenance requirements may include:

- confirmation of operational effectiveness
- cyclical maintenance
- emergency repairs
- refurbishment
- non-routine repairs
- routine servicing and repairs.

Industry benchmarks may include:

- age of the properties with allowance for mid-life upgrades and refurbishments
- annual level of maintenance expenditure required to sustain a property at its current condition
- compliance with safety codes
- expenditure on repairs and maintenance as a percentage of asset value
- functionality and amenity of property

CPPDSM4049A Implement maintenance plan for managed properties

	<ul style="list-style-type: none"> ■ strategic importance of individual properties ■ structural soundness.
Legislative requirements may include:	<ul style="list-style-type: none"> ■ relevant federal, and state or territory legislation and local government regulations relating to: <ul style="list-style-type: none"> ● anti-discrimination and equal employment opportunity ● consumer protection, fair trading and trade practices ● employment and industrial relations ● environmental issues ● financial services ● industrial relations ● leases and tenancy agreements ● OHS ● privacy ● property management ● taxation.
Property maintenance plan may include:	<ul style="list-style-type: none"> ■ cleaning ■ electrical ■ emergency lighting ■ evacuation ■ fencing and boundaries ■ fire lighting ■ garden ■ housekeeping ■ painting ■ pests ■ plant and equipment maintenance ■ plumbing ■ sanitary disposal ■ security ■ vertical movement ■ waste disposal

	<ul style="list-style-type: none"> ■ weather proofing.
Reliable and efficient maintenance methods may include:	<ul style="list-style-type: none"> ■ internal employee services ■ lease contractual obligations ■ outsourcing of external contracts with arms length organisations ■ subcontracting tradespeople and service providers.
Safety and security requirements may include adherence to OHS policies and procedures for the containment of:	<ul style="list-style-type: none"> ■ emergency situations, including fire, flood, bomb threats, suicide attempts or other actions likely to lead to property or bodily threat ■ potential safety and health hazards, such as physical, mechanical or chemical agents that are already in the property, or are brought to the property, or created as a by-product of work done in the property.
Tradespeople and other service providers may include:	<ul style="list-style-type: none"> ■ air conditioning and mechanical services technicians ■ builders ■ cleaners ■ electricians ■ gardeners ■ painters ■ pest exterminators ■ plant and equipment technicians ■ plasterers ■ plumbers ■ swimming pool technicians ■ tilers.
Criteria for the selection of tradespeople and other service providers may	<ul style="list-style-type: none"> ■ cost ■ quality of work ■ service standards.

include:	
<i>Specialist advice</i> may include:	<ul style="list-style-type: none"> ■ architects ■ bankers and financiers ■ builders ■ government officials ■ industry professionals and members of industry associations ■ investment consultants ■ planners ■ real estate agents ■ solicitors ■ subcontractors ■ technical experts ■ tradespeople.
<i>Key register</i> may refer to:	<ul style="list-style-type: none"> ■ access to keys ■ coding of keys ■ entry of keys in register ■ non-return of keys ■ records ■ security and storage procedures.
<i>Owners and relevant people</i> may include:	<ul style="list-style-type: none"> ■ agency principal and management ■ clients ■ colleagues ■ engineers and technicians ■ government personnel ■ industry professionals and members of industry associations ■ installers ■ legal representatives ■ licensed real estate agents ■ owners ■ site personnel ■ subcontractors ■ technical experts

UNITS

	<ul style="list-style-type: none"> ■ tenants ■ tradespeople.
Appropriate data may include:	<ul style="list-style-type: none"> ■ checklists ■ cost data analysis ■ expert and peer review ■ interviews ■ observation ■ questionnaires ■ review of quality assurance data.
Interpersonal communication strategies may include:	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for clients to clarify their understanding of the sales process ■ soft questioning and seeking feedback to confirm own understanding of client needs and expectations ■ summarising and paraphrasing to check understanding of client message ■ using appropriate body language.
Business equipment and technology may include:	<ul style="list-style-type: none"> ■ computers ■ data storage devices ■ facsimile machines ■ internet, extranet and intranet ■ email ■ photocopiers ■ printers and scanners ■ software applications such as databases, word applications.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

BSBLED401A Develop teams and individuals

Elective unit – Common

Summary

Release	Status	Release date
1 (this release)	Current	18/Jul/2008

Usage recommendation **Current**

Training packages and qualifications that include this unit

[Refer training.gov.au [BSBLED401A](http://training.gov.au/BSBLED401A)]

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080303	Human Resource Management

Content

Download:

- [Unit of competency in Word format \(440.97 KB\)](#)
- [Unit of competency in PDF format \(179.79 KB\)](#)

Modification history

Not applicable.

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the unit

This unit applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

Licensing/regulatory information

Not applicable.

Pre-requisites

—

Employability skills information

This unit contains employability skills.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1. Determine development needs	<p>1.1. Systematically identify and implement <i>learning and development needs</i> in line with <i>organisational requirements</i></p> <p>1.2. Ensure that a learning plan to meet individual and group training and development needs is collaboratively developed, agreed to and implemented</p> <p>1.3. Encourage individuals to self-evaluate performance and identify areas for improvement</p> <p>1.4. Collect <i>feedback on performance</i> of team members from relevant sources and compare with established team learning needs</p>

2. Develop individuals and teams

- 2.1. Identify learning and development program goals and objectives, ensuring a match to the specific knowledge and skill requirements of competency standards relevant to the industry
- 2.2. Ensure that ***learning delivery methods*** are appropriate to the learning goals, the learning style of participants, and availability of ***equipment and resources***
- 2.3. Provide workplace learning opportunities, and ***coaching and mentoring assistance*** to facilitate individual and team achievement of competencies
- 2.4. Create development opportunities that incorporates a range of activities and support materials appropriate to the achievement of identified competencies
- 2.5. Identify and approve resources and time lines required for learning activities in accordance with organisational requirements

3. Monitor and evaluate workplace learning

- 3.1. Use feedback from individuals or teams to identify and implement improvements in future learning arrangements
- 3.2. Assess and record outcomes and performance of individuals/teams to determine the effectiveness of development programs and the extent of additional development support
- 3.3. Negotiate modifications to learning plans to improve the efficiency and effectiveness of learning
- 3.4. Document and maintain records and reports of competency according to organisational requirements

Required skills and knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to receive and report on feedback, to maintain effective relationships and to manage conflict
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- leadership skills to gain trust and confidence of clients and colleagues
- literacy skills to read, write and understand a variety of texts; and to edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information
- negotiation skills to achieve mutually acceptable outcomes
- technology skills to support effective communication and presentation.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- facilitation techniques to encourage team development and improvement
- organisational policies, plans and procedures
- career paths and competency standards relevant to the industry.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment

Evidence of the following is essential:

- identifying and implementing learning

269

and evidence required to demonstrate competency in this unit

BSBLED401A Develop teams and individuals

- opportunities for others
- giving and receiving feedback from team members to encourage participation in and effectiveness of team
- creating learning plans to match skill needs
- knowledge of relevant legislation.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of learning and development plans, policies and procedures
- examples of documents relating to diversity policies and procedures.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- analysis of responses to case studies and scenarios
- oral or written questioning to assess knowledge of career paths and competency standards relevant to the industry
- review of records and reports of competency.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- management units
- other learning and development units.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Learning and development needs may include:

- career planning/development
- coaching, mentoring and/or supervision
- formal/informal learning programs
- internal/external training provision
- performance appraisals
- personal study
- recognition of current competence/skills recognition
- work experience/exchange/opportunities
- workplace skills assessment

Organisational requirements may include:

- access and equity principles and practices
- anti-discrimination and related policy
- business and performance plans
- confidentiality and security requirements
- defined resource parameters
- ethical standards
- goals, objectives, plans, systems and processes
- legal and organisational policies, guidelines and requirements
- OHS policies, procedures and programs
- quality and continuous improvement processes and standards
- quality assurance and/or procedures manuals

Feedback on performance may include:

- formal/informal performance appraisals
- obtaining feedback from clients
- obtaining feedback from supervisors and colleagues

271

BSBLED401A Develop teams and individuals

- personal, reflective behaviour strategies
- routine organisational methods for monitoring service delivery

Learning delivery methods may include:

- conference and seminar attendance
- formal course participation
- induction
- involvement in professional networks
- on-the-job coaching or mentoring
- presentations/demonstrations
- problem-solving
- work experience

Equipment and resources may include:

- facilities
- funding
- guest speakers
- technological tools and equipment
- time
- training equipment such as whiteboards and audio-visual equipment

Coaching and mentoring assistance may include:

- fair and ethical practice
- non-discriminatory processes and activities
- presenting and promoting a positive image of the collective group
- problem-solving
- providing encouragement
- providing feedback to another team member
- respecting the contribution of all participants and giving credit for achievements

Unit sector(s)

—

Competency field

Workforce Development - Learning and Development

Co-requisite units

Co-requisite units: Nil

UNIT

BSBRKG304B Maintain business records

Elective unit – Common

Summary

Release	Status	Release date
1 (this release)	Current	1/Sep/2008

Usage recommendation **Current**

Training packages and qualifications that include this unit

[Refer training.gov.au [BSBRKG304B](http://training.gov.au/BSBRKG304B)]

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of competency Field of Education Identifier	080901	Secretarial and Clerical Studies

Content

Download:

- [Unit of competency in Word format \(440.87 KB\)](#)
- [Unit of competency in PDF format \(181.04 KB\)](#)

Modification history

Not applicable.

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain the records of a business or records system in good order on a day to day basis.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the unit

This unit applies to individuals requiring some understanding of relevant theoretical knowledge relating to recordkeeping functions. It is not assumed that individuals at this level would have responsibility for

supervising the work of others; however it is assumed that as a recordkeeping practitioner their work will support effective recordkeeping and governance practices across the organisation.

The application is in relation to the maintenance of records from an existing business or records system that has guidelines and processes to assist in the process. Work carried out in the interest of system maintenance will be performed under supervision or in consultation with more senior staff or users of the system.

Licensing/regulatory information

Not applicable.

Pre-requisites

—

Employability skills information

This unit contains employability skills.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Collate business records	<p>1.1. Identify individual <i>records</i> or <i>information</i> which should be incorporated into <i>business or records system</i> according to organisational criteria</p> <p>1.2. Sort records in accordance with workplace requirements</p> <p>1.3. Adhere to <i>security and access requirements</i> in accordance with organisational procedures</p>
2 Update business or	<p>2.1. Identify and record control information for describing new records to be incorporated into</p>

records system	<p>business or records system</p> <p>2.2. Update control information describing movement or use of records within business or records system</p> <p>2.3. Accurately record and update control information in business or records system</p> <p>2.4. Identify and remove records of completed business activities from current system for disposal</p>
3 Prepare reports from the business or records system	<p>3.1. Interpret requests for reports and clarify the content and frequency sought, where necessary</p> <p>3.2. Prepare reports from business or records system in accordance with instructions or request</p> <p>3.3. Prepare reports in accordance with organisational security and access procedures</p>

Required skills and knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to explain and clarify procedures, and to interview users to identify their records/information needs
- literacy skills to read and interpret nature of record content, functions and problems
- problem-solving and analysis skills to identify and manage records.

Required knowledge

- key provisions of relevant legislation from all forms of government, regulations, standards and documentation that may affect aspects of business operations, such as:
 - AS 5044.1:2002 AGLS Metadata element set
 - AS 5090:2003 Work process analysis for recordkeeping
 - AS ISO 15489:2004 Records management

- AS ISO 23081.1:2006 Information and documentation - Records management processes - Metadata for records - Principles
- Australian Stock Exchange(ASX) Principles of Good Corporate Governance
- ethical principles
- codes of practice
- privacy and freedom of information
- archives and records legislation
- occupational health and safety
- general principles and processes of records management and records management systems, such as:
 - systems of control
 - records continuum theory
 - mandate and ownership of business process
 - environmental context
 - records characteristics.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> ■ complying with organisational procedures and workplace requirements ■ knowledge and understanding of business or records systems ■ accurately recording information.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> ■ access to an actual workplace or simulated work environment ■ access to office equipment and resources

	<ul style="list-style-type: none"> ■ access to examples of records, recordkeeping systems and policies ■ access to workplace reference materials such as procedural manuals and company policies.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> ■ analysis of responses to case studies and scenarios ■ demonstration of techniques ■ direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate ■ review of authenticated documents from the workplace or training environment ■ oral or written questioning to assess knowledge of general principles and processes of business or records systems.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> ■ administration units ■ other knowledge management units.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Records may be:

- at different stages of use:
 - active
 - archival
- digital:
 - remote drives
 - servers
 - CDs
 - DVDs
 - imaging systems
 - PC-based applications
 - mainframe
- physical:
 - audio-visual or multimedia
 - graphic
 - microform
 - paper-based (acid free or multiple copies)
- from a variety of sources:
 - already in the custody of the organisation
 - in the process of being transferred between organisations

Information may include:

- customer relationship management
- expenditure
- human resources management
- invoicing/sales
- legislative/regulatory/licensing compliance
- risk management
- stock control
- taxation, asset management

Business or records systems may be:

- archival control systems
- business systems
- cash register-based systems
- characteristics relating to:

- aggregations
- context
- entities
- metadata
- current business or records systems
- electronic records and document management system (ERDMS)
- informal
- paper-based accumulation and card systems
- PC-based accounting systems, employee and tax records systems
- proprietary recordkeeping package
- storage facilities systems
- systems unique to individual workplaces and organisations

Security and access requirements may relate to:

- individuals or positions of individuals
- protection of privacy
- security restrictions
- trade secrets or commercial-in-confidence information

Reports may be:

- ad hoc
- computer generated
- hand prepared
- part of a management solution for another support/operational function
- regular records management reports
- system management reports

Unit sector(s)

–

Competency field

Knowledge Management - Recordkeeping

Co-requisite units

–

UNIT

BSBSMB406A Manage small business finances

Elective unit – Common

Summary

Release	Status	Release date
1 (this release)	Current	18/Apr/2008

Usage recommendation **Current**

Training packages and qualifications that include this unit

[Refer training.gov.au [BSBSMB406A](http://training.gov.au/BSBSMB406A)]

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080301	Business Management

Content

Download:

- [Unit of competency in Word format \(441.26 KB\)](#)
- [Unit of competency in PDF format \(183.71 KB\)](#)

Modification history

Not applicable.

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to implement, monitor and review strategies for the ongoing management of a small business's finances. It also includes day to day financial management of the small business.

Specific legal requirements apply to the management of a small business.

Application of the unit

This work is undertaken by individuals who operate a small business. The unit is suitable for existing micro and small businesses or a department in a larger organisation.

Licensing/regulatory information

Not applicable.

Pre-requisites

–

Employability skills information

This unit contains employability skills.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Implement financial plan	<p>1.1. Identify <i>financial information</i> requirements and obtain <i>specialist services</i>, as required, to profitably operate and extend the business in accordance with the business plan</p> <p>1.2. Produce financial budgets/projections, including <i>cash flow</i> estimates, as required for each forward period, and distribute to <i>relevant people</i> in accordance with legal requirements</p> <p>1.3. Negotiate, secure and manage business capital to best enable implementation of the business plan and to meet the requirements of <i>financial backers</i></p> <p>1.4. Develop and maintain strategies to enable adequate financial provision for taxation in accordance with legal requirements</p> <p>1.5. Develop, monitor and maintain client <i>credit policies</i>, including contingencies for debtors in default, to maximise cash flow</p>

	1.6. Select key performance indicators to enable ongoing monitoring of financial performance 1.7. Record and communicate financial procedures to relevant people to facilitate implementation of the business plan
2 Monitor financial performance	2.1. Regularly monitor and report on financial performance targets and analyse data to establish the extent to which the <i>financial plan</i> has been met 2.2. Monitor marketing and operational strategies for their effects on the financial plan 2.3. Calculate and evaluate <i>financial ratios</i> according to own/industry benchmarks 2.4. Assess financial plan to determine whether variations or alternative plans are needed, and change as required

Required skills and knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to interpret financial data
- communication skills to negotiate capital and to report on performance
- literacy skills to interpret legal requirements and financial reports
- numeracy skills to calculate costs, prices, profit and other financial information.

Required knowledge

The following knowledge must be assessed as part of this unit:

- benchmarking
- financial decision making relevant to the business
- financial indicators
- purpose of financial reports
- preparation and interpretation of budget/actual reports

- principles for preparation of balance sheets and their interpretation
- principles for preparation of profit and loss statements and their interpretation
- stock records/stock control relevant to the business.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> ■ development, implementation and review of strategies for the ongoing management of finance ■ maintenance of day-to-day financial management of the business as well as implementation of broad financial strategies ■ knowledge of purpose of financial reports.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> ■ access to relevant documentation ■ candidate's individual circumstances and work in the context of establishing or running a small business, are the basis for assessment.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> ■ portfolio of evidence including financial reports ■ preparation and review of financial ratios ■ review of cash flow projections ■ analysis of development, monitoring and maintenance of client credit policies ■ oral or written questioning to assess

knowledge of principles for preparation of balance sheets and their interpretation.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBSMB402A Plan small business finances
- BSBSMB405A Monitor and manage small business operations.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Financial plan may include:

- analysis of sales by product/service, identifying where they were sold and to whom
- cash flow estimates for each forward period
- current financial state of the enterprise (or owner/operator)
- estimates of profit and loss projections for each forward period
- financial performance to date (if applicable)
- likely return on investment
- monthly, quarterly or annual returns
- non-recurrent assets calculations
- profit, turnover, capital and equity targets
- projected profit targets, pricing strategies, margins
- projections of likely financial results (budgeting)
- projections, which may vary depending on the importance of such information and the stage in

UNITS

	<ul style="list-style-type: none"> the life of the business resources required to implement the proposed marketing and production strategies (staff, materials, plant and equipment) review of financial inputs required (sources and forms of finance) risks and measures to manage or minimise risks working, fixed, debt and equity capital working in conjunction with external consultants e.g. investment analysts, accountants, financiers
Financial information may include:	<ul style="list-style-type: none"> accrual of staff leave/entitlements asset management strategies which may include: <ul style="list-style-type: none"> owning, leasing, sharing, syndicating maintaining and deploying assets asset registers balance sheets bookkeeping/accounting/stock/job costing records business activity statements business capital cash book cash flow forecasts financial budgets financial indicators, which may be short-, medium- and/or long-term payroll records, superannuation entitlements profit and loss statements ratios for profitability, liquidity/efficiency/financial structure risk management statements/forecasts taxation returns including goods and services tax
Specialist services may include:	<ul style="list-style-type: none"> accountants business brokers/business consultants

	<ul style="list-style-type: none"> ■ government agencies ■ industry/trade associations ■ lawyers and providers of legal advice ■ mentors ■ online gateways ■ providers of training in accounting software
Cash flow may include:	<ul style="list-style-type: none"> ■ anticipated payments ■ anticipated receipts ■ customer credit policy/debt recovery ■ taxation provisions
Relevant people may include:	<ul style="list-style-type: none"> ■ family members ■ financial backers ■ franchise agency ■ owner/operator ■ partners ■ regulatory bodies ■ trade or industry associations
Financial backers may include:	<ul style="list-style-type: none"> ■ financiers/banks/lending institutions ■ leasing and hire purchase financiers ■ providers of venture capital ■ shareholders/ partners/ owners/ family/ friends
Credit policies may include:	<ul style="list-style-type: none"> ■ collateral ■ credit limits ■ credit references ■ debt collection ■ payment options ■ proof of Indigenous identity ■ trading terms
Financial ratios may include:	<ul style="list-style-type: none"> ■ current ratio ■ days debtors outstanding ■ days stock on hand ■ expense percentages ■ gross profit percentage ■ liquid ratio

UNITS

- net profit percentage
- proprietary/debt ratio
- return on investment/return on total assets
- staff productivity measures
- stock turn rates

Unit sector(s)

—

Competency field

—

Co-requisite units

—

UNIT

CPPDSM4056A

Manage conflict and disputes in the property industry

Elective unit – Common

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40811	Certificate IV in Access Consulting	1.2
CPP40611	Certificate IV in Property Services (Operations)	1.2
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080301	Business Management

Content

Download:

- [Unit of competency in Word format \(442.99 KB\)](#)
- [Unit of competency in PDF format \(192.16 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to use communication techniques to manage and resolve conflict and disputes in the property industry. It requires the ability to assess conflict or dispute situations, accurately receive and relay information, adapt interpersonal styles and techniques to varying social and cultural environments, and evaluate responses.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of those involved in using communication techniques to manage and resolve conflict and disputes in the property industry.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Assess conflict or dispute	<p>1.1 <i>Conflict or dispute</i> is identified and responses are evaluated according to <i>organisational and legislative requirements</i>.</p> <p>1.2 Causes of conflict or dispute are recognised and appropriate responses to prevent escalation are identified according to organisational procedures.</p> <p>1.3 Effective observation and active listening skills are used to elicit and interpret verbal and non-verbal information.</p> <p>1.4 Effective <i>communication techniques</i> are used to ensure an accurate exchange of information.</p> <p>1.5 Situations requiring <i>specialist advice</i> are identified and assistance is sought as required according to organisational requirements.</p>
2 Negotiate resolution	<p>2.1 Conflict or dispute is negotiated and resolved constructively using strategies that comply with established organisational procedures.</p> <p>2.2 <i>Negotiation techniques</i> are used to maintain positive interaction, and divert and minimise aggressive behaviour.</p> <p>2.3 Communication with others is conducted in a courteous manner that reflects sensitivity to individual, <i>social and cultural differences</i> according to organisational requirements.</p> <p>2.4 Contradictions, ambiguity, uncertainty or</p>

	misunderstandings are identified and clarified according to organisational procedures.
	2.5 Factors that might impact on the safety or security of clients and colleagues are identified and appropriate responses or contingency measures are formulated and implemented.
3 Evaluate response	<p>3.1 Effectiveness of response is evaluated and reviewed according to legislative and organisational requirements.</p> <p>3.2 Response evaluation findings are organised in a format suitable for analysis according to organisational requirements.</p> <p>3.3 Incident observations are provided in an accurate, concise and constructive manner when reviewing and debriefing situations.</p> <p>3.4 Business equipment and technology are used to prepare records and reports according to applicable OHS, legislative and organisational requirements.</p> <p>3.5 Information is securely maintained with due regard to confidentiality, and legislative and organisational requirements.</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- evaluation skills to assess appropriate responses to conflict or disputes and assess effectiveness of resolution processes
- interpersonal skills to adapt personal styles to suit conflict or dispute situation, consult and negotiate in a culturally sensitive and appropriate manner, and relate to people from a range of social,

cultural and ethnic backgrounds and varying physical and mental abilities

- language skills to communicate adequately
- negotiation skills to support people involved in a conflict or dispute, negotiate agreement of all parties to resolve conflict or dispute
- problem solving skills to identify causes and incidences of conflict or dispute and determine contingency responses
- technology skills to prepare and present records and reports.

Required knowledge and understanding

- conflict or dispute resolution techniques and procedures
- consultation methods, techniques and protocols
- ethical practices and relevant codes of conduct
- negotiation strategies
- organisational policies and procedures for property services, including handling of complaints
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - OHS
 - privacy
 - property sales, leasing and management
 - techniques for dealing with people with special needs.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment	This unit of competency could be assessed through practical demonstration of using communication techniques to manage and resolve conflict and disputes. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> ■ evaluating resolution process and accurately recording and reporting facts and outcomes ■ knowledge of organisation's practices, ethical standards and legislative requirements associated with managing and resolving conflict and disputes ■ negotiating conflict or dispute situations to an effective resolution where possible ■ using communication techniques to accurately identify causes and incidences of conflict or dispute.
Context of and specific resources for	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate

assessment

competence

- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-

based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Conflict or dispute
situations may include:

- accidents resulting in injury
- arguments and disagreements
- conflict or disputes between staff and members of the public
- destruction of property
- ejection of persons
- persons suffering from emotional distress or mental illness
- persons under the influence of intoxicating substances
- persons with criminal intent
- refusal to follow directions and guidance
- riots and demonstrations
- situations affecting the security of self, others or property.

**Organisational
requirements**

may be outlined
and reflected in:

- access and equity principles and practice guidelines
- business and performance plans
- complaint and dispute resolution procedures
- goals, objectives, plans, systems and processes
- legal and ethical requirements and codes of practice
- mission statements and strategic plans
- OHS policies, procedures and programs
- policies and procedures in relation to client service
- quality and continuous improvement processes and standards
- quality assurance and procedure manuals.

**Legislative
requirements**

may be outlined
and reflected in:

- Australian Securities and Investments Commission, Australian Competition and Consumer Commission, and Foreign Investment Review Board requirements
- Australian standards
- federal and state taxation requirements
- consumer protection laws and guidelines
- court and tribunal precedents
- environmental and zoning laws affecting access security, access and property use
- freedom of information
- home building requirements
- licensing requirements
- privacy and confidentiality requirements and laws applying to owners, contractors and tenants
- public health
- quality assurance and certification requirements
- relevant common law

	<ul style="list-style-type: none"> ■ relevant federal, and state or territory legislation and regulations affecting organisational operation, including: <ul style="list-style-type: none"> ● anti-discrimination and diversity ● environmental issues ● EEO ● industrial relations ● OHS ■ relevant industry codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law ■ relevant local government policies and regulations ■ strata, community and company titles ■ tenancy agreements ■ trade practices laws and guidelines.
Communication techniques may include:	<ul style="list-style-type: none"> ■ active listening ■ clear, legible writing ■ giving customers full attention ■ maintaining eye contact ■ non-verbal communication, including body language and personal presentation ■ speaking clearly and concisely ■ using appropriate language and tone of voice ■ using open and closed questions.
Specialist advice may be sought from:	<ul style="list-style-type: none"> ■ clients ■ colleagues ■ counsellors ■ emergency personnel ■ health and safety personnel ■ legal representatives

	<ul style="list-style-type: none"> ■ members of industry associations ■ supervisors.
Negotiation techniques should include:	<ul style="list-style-type: none"> ■ control of tone of voice and body language ■ demonstrating flexibility and willingness to negotiate ■ using positive, confident and cooperative language ■ using clear presentation of options and consequences ■ using language and concepts appropriate to the people involved ■ using strategic questioning and listening to gather information and direct the focus of people involved ■ using summarising of positions and agreements to move understanding.
Social and cultural differences may be expressed in:	<ul style="list-style-type: none"> ■ beliefs, values and practices ■ conventions of gender and sexuality ■ cultural stereotypes ■ dress ■ food and diet ■ religious and spiritual observances ■ social conventions ■ traditional practices and observations ■ verbal and non-verbal language.
Clients may include:	<ul style="list-style-type: none"> ■ building supervisors ■ company management ■ fund managers ■ fund providers ■ government and legal instruments or agencies ■ institutions ■ insurers ■ internal and external property groups ■ owner-occupiers

	<ul style="list-style-type: none"> ■ private investors ■ property agents ■ property owners ■ strata companies ■ tenants.
Contingency measures may include:	<ul style="list-style-type: none"> ■ counselling ■ cultural support ■ defusing strategies ■ first aid ■ intervention ■ mediation ■ selecting alternative actions that may require use of force within legal requirements ■ separation or isolation of source of conflict ■ special watch ■ specialists and experts.
Business equipment and technology may include:	<ul style="list-style-type: none"> ■ computers ■ data storage devices ■ email ■ facsimile machines ■ internet, extranet and intranet ■ photocopiers ■ printers ■ scanners ■ software applications, such as databases and word applications.

Unit sector(s)

Property development, sales and management

Competency field

Property operations and development

UNIT

CPPDSM4018A Prepare and present property reports

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(442.17 KB\)](#)
- [Unit of competency in PDF format \(152.57 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to recognise and analyse property styles and faults in order to assist clients to understand the condition of property prior to listing, leasing or refurbishment. This includes identifying different architectural and construction styles and their impact on the market value of property, using common building

construction terms to describe key features of properties, explaining the impact of common building defects on marketing properties for sale or rent, conducting property inspections, presenting reports on the physical condition of properties, identifying costs and potential benefits of property improvements, and acting on subsequent client instructions. This is not expected to replace technical and expert advice nor represent financial advice.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in preparing and presenting property reports.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Identify different architectural and construction styles and their impact on the market value of property	<p>1.1 Key architectural and construction styles are identified.</p> <p>1.2 Common architectural terms are used to describe features of different architectural and construction styles.</p> <p>1.3 Key features of different architectural and construction styles are identified.</p> <p>1.4 Impact of architectural and construction styles on value of property is explained to client.</p> <p>1.5 Impact that modifications and variations from pure styles may have on the market value of property is explained to client.</p>
2 Use common construction terms to describe key features of buildings.	<p>2.1 Common construction terms and techniques are identified and used to describe key features of properties.</p> <p>2.2 Basic building plans and drawings are accessed and interpreted to describe key features of properties.</p> <p>2.3 Sequence of building construction and major construction features are identified and used to describe properties.</p>
3 Explain the impact of common building defects on the marketing of properties for sale or rent.	<p>3.1 Common building defects in residential and commercial buildings are identified in line with agency and legislative requirements.</p> <p>3.2 Basic preventative measures for addressing common building defects are identified.</p> <p>3.3 Sources of information and advice on remedies for building defects are identified.</p> <p>3.4 Impact of building defects on presenting properties for sale or rent is assessed and appropriate strategies are devised for effectively presenting such properties in line with legislative and agency requirements.</p>

4 Inspect property.	<p>4.1 Purpose of property inspection is determined in line with client and agency requirements.</p> <p>4.2 Appointment is made for property inspection in line with agency practice.</p> <p>4.3 Key features of properties included in property inspections are identified in line with agency practice.</p> <p>4.4 Property inspection is planned and conducted, noting key structural and aesthetic features as well as defects in the building and surrounds, in line with agency practice.</p> <p>4.5 Report on property inspection is prepared in line with agency practice.</p>
5 Identify and communicate to clients the costs and benefits of property improvements.	<p>5.1 Sources of information and professional advice on property improvements are identified and accessed in line with agency practice.</p> <p>5.2 Potential benefits and costs of property improvements are explained to client in line with agency practice.</p>
6 Present property condition report and act on client instructions.	<p>6.1 Information collected during property inspection and additional research are analysed and documented in line with agency practice in a clear, concise and accurate record of current condition.</p> <p>6.2 Property condition report, including findings, recommendations and potential agency services, is communicated to client in line with agency practice.</p> <p>6.3 Client instructions in relation to property condition report are taken and acted on in line with agency practice.</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- risk management skills to identify risks associated with providing property condition reports
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions associated with the preparation of property condition reports
- literacy skills to access and interpret a variety of texts, including building consultant reports, building plans, manuals, supplier specifications and contracts; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms
- numeracy skills to calculate and interpret data, such as costs of property improvements
- planning, organising and scheduling skills to undertake work-related tasks, such as preparing correspondence, organising appointments and arranging property inspections
- research skills to identify and locate documents and information relating to the preparation of property reports
- verbal communication skills required for face-to-face communication with property owners, building consultants, suppliers and others associated with the preparation of property reports.

Required knowledge and understanding

- architectural and construction styles, including:
 - key features

- impact on market value of property of variations from pure styles and modifications
- basic plans and drawings, including:
 - site maps
 - architectural drawings
- building defects, including:
 - aesthetic faults
 - design faults
 - electrical systems
 - exterior outbuildings
 - fire protection systems
 - gardens and surrounds
 - illegal renovations and extensions
 - lift systems
 - plumbing and drainage systems
 - roof construction
 - roof covering
 - structural
 - sub-floor
 - ventilation, heating and cooling systems
- common construction terms
- construction features
- construction sequence
- construction techniques
- effects of defects on potential for property sale or rental
- property condition reports, including content, format and purpose
- property improvements, including:
 - preventative measures
 - enhancement measures
 - accessing information and professional advice on property improvements
 - benefits of property improvements
 - costs of property improvement
- property inspection, including:
 - agency requirements

- client needs
- conduct and planning of property inspections
- features of property included in property inspections
- periodic property inspections
- reasons for property inspections
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - leases
 - OHS
 - privacy
 - property sales and management
 - risk and risk management strategies.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies, demonstrations and targeted written (including alternative formats where necessary) or verbal questioning relating to the preparation and presentation of property reports. The case studies, demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence

A person who demonstrates competency in this unit must be able to provide evidence of:

- identifying different architectural and

required to demonstrate competency in this unit

- construction styles
- identifying impact of different architectural and construction styles on market value of property
- identifying and communicating to clients the costs and benefits of property improvements
- using common building construction terms to describe key features of buildings
- explaining impact of common building defects on the marketing of properties for sale or rent
- conducting property inspections
- preparing and presenting property condition reports to clients
- acting on client instructions in relation to the findings and recommendations identified in property reports.

Context of and specific resources for assessment

Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

<i>Features of different architectural and construction styles</i> may include:	<ul style="list-style-type: none"> ■ building materials ■ common renovation features ■ construction techniques ■ external features ■ internal features.
<i>Basic building plans and drawings</i> may include:	<ul style="list-style-type: none"> ■ architectural drawings ■ site maps.
<i>Building defects</i> may include:	<ul style="list-style-type: none"> ■ electrical systems ■ exterior outbuildings ■ features that are out of keeping with neighbouring styles of buildings ■ fire protection systems ■ gardens and surrounds ■ historically or stylistically incorrect renovations, extensions or repairs ■ illegal renovations and extensions ■ lift systems ■ plumbing and drainage systems ■ roof construction ■ roof covering ■ structural ■ sub-floor ■ ventilation, heating and cooling systems.

309

CPPDSM4018A Prepare and present property reports

Sources of information and advice on remedies for building defects may include:

- arborists
- architects
- builders
- building consultants
- building inspectors
- electricians
- engineers
- lift technicians
- mechanical services technicians
- local government
- plumbers
- surveyors.

Purpose of property inspection may include:

- client needs:
 - investment
 - listing
 - leasing
 - refurbishment
 - sale
- agency requirements:
 - leasing
 - listing
 - refurbishment.

Key features of properties included in property inspections may include:

- aesthetic features, defects and structural features of:
 - inside buildings
 - outside buildings and surrounds.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM4046A Manage tenancy disputes

Elective unit – Property sales and management

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP40307	Certificate IV in Property Services (Real Estate)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(443.63 KB\)](#)
- [Unit of competency in PDF format \(166.05 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to use communication techniques to manage and resolve tenancy disputes. It requires the ability to assess tenancy dispute situations, accurately

311

CPPDSM4046A Manage tenancy disputes

receive and relay information, adapt interpersonal styles and techniques to varying social and cultural environments, and evaluate responses to tenancy disputes.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents and real estate representatives to use communication techniques to manage and resolve tenancy disputes.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

ELEMENT	PERFORMANCE CRITERIA
1 Assess tenancy dispute	1.1 <i>Tenancy dispute</i> is identified and responses are evaluated in line with agency practice and <i>legislative requirements</i> . 1.2 Causes of tenancy dispute are accurately

	<p>recognised and appropriate responses are identified to prevent escalation in line with agency procedures.</p> <p>1.3 <i>Rights of tenants and landlords</i> in regard to dispute are identified in line with legislative requirements, ethical standards and agency practice.</p> <p>1.4 Effective <i>interpersonal communication skills</i> are used to elicit and interpret verbal and non-verbal information from landlords and tenants.</p> <p>1.5 Effective <i>communication techniques</i> are used to ensure an accurate exchange of information with landlords and or tenants.</p> <p>1.6 Situations requiring <i>specialist advice</i> are identified and assistance is sought as required in line with agency practice.</p>
2 Resolve tenancy disputes	<p>2.1 <i>Tenancy dispute is negotiated</i> and resolved constructively in line with agency procedures.</p> <p>2.2 <i>Negotiation techniques</i> are used to maintain positive interaction, and divert and minimise aggressive behaviour.</p> <p>2.3 Communication with others is conducted in a courteous manner that reflects sensitivity to individual, <i>social and cultural differences</i> in line with agency practice.</p> <p>2.4 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified in line with agency practice.</p> <p>2.5 Factors that might affect the safety or security of <i>clients and colleagues</i> are identified and appropriate responses or <i>contingency measures</i> are formulated and implemented.</p> <p>2.6 <i>Legal dispute resolution strategies</i> are assessed and implemented if dispute is unable to be resolved.</p>

3 Evaluate response to tenancy dispute

- 3.1 Effectiveness of response to tenancy dispute is evaluated and reviewed in line with legislative requirements and agency practice.
- 3.2 Response evaluation findings are organised in a format suitable for analysis in line with organisational requirements.
- 3.3 Incident observations are provided in an accurate, concise and constructive manner when reviewing and debriefing situations.
- 3.4 **Business equipment and technology** are used to prepare **records and reports** in line with applicable OHS, legislative and agency requirements.
- 3.5 Information is securely maintained with due regard to confidentiality, legislative requirements and agency practice.

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds
- analytical skills to interpret documents such as agency and statutory forms associated with leases or tenancy agreements
- application of risk management strategies associated with the rights of landlords, agents and tenants with regard to tenancy disputes
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations associated with tenancy disputes and make decisions in line with legislative and ethical requirements

- literacy skills to access and interpret a variety of texts, including legislation, regulations, leases and tenancy agreements; prepare general information, papers, and formal and informal letters; and complete standard and statutory forms
- negotiation skills to reach agreement with landlords and tenants on tenancy disputes
- numeracy skills to calculate and interpret data, such as cost of damage to managed property and proportion of bond money or security deposit to be claimed by landlord to cover costs of repairs to damaged properties
- planning, organising and scheduling skills to perform tasks associated with resolving tenancy disputes
- research skills to identify and locate documents and information relating to leases and tenancy agreements.

Required knowledge and understanding

- conflict resolution strategies
- consumer protection legislation, including:
 - consumer protection principles relevant to leases or tenancy agreements
 - effect of consumer protection legislation on contracts
 - effects of consumer protection legislation on leases and tenancy agreements
 - penalties and remedies available for breaches of consumer protection legislation
 - protection offered to consumers under consumer protection legislation in leases or tenancy agreements
 - purpose
 - rights and obligations of estate agents, landlords and tenants under consumer protection legislation in relation to leases or tenancy agreements
- contracts
- ethical practices associated with tenancy disputes
- powers of courts and tribunals with regard to tenancy disputes, including:
 - evidence

- jurisdiction
- orders
- procedures
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
 - property management
 - residential tenancies
- risks and risk management strategies associated with handling tenancy disputes
- leases and tenancy agreements, including:
 - condition report and disclosure statements
 - fixed and periodic
 - format of agreements
 - key features of the different types of leases and tenancy agreements
 - legal obligations of agent, landlord and tenant
 - renewal of leases and tenancy agreements
 - rents, security deposits and bond moneys
 - termination of leases and tenancy agreements
- tenancy disputes requiring agency and statutory documentation
- ways of managing tenancy disputes and resolution procedures that require documentation, procedures, advantages and disadvantages, include:
 - court
 - direct communication
 - mediation
 - negotiation
 - tribunals
- trust accounts.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies and practical demonstration of using communication techniques to manage and resolve tenancy disputes. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
- adapting interpersonal style and techniques to varying social and cultural environments in order to manage and resolve tenancy disputes in line with agency practice, ethical standards and legislative requirements
 - assessing tenancy dispute situations in line with agency practice, ethical standards and legislative requirements
 - evaluating effectiveness of agent and agency response to tenancy disputes
 - knowledge of agency practice, ethical standards and legislative requirements in relation to tenancy disputes
 - knowledge of agents, landlords and tenants rights and duties in relation to tenancy disputes

	<ul style="list-style-type: none"> ■ knowledge of consumer protection principles in relation to tenancy disputes ■ knowledge of tenancy dispute resolution strategies ■ using communication techniques to manage and resolve tenancy disputes in line with agency practice, ethical standards and legislative requirements ■ using different strategies, including negotiation, mediation, tribunals and courts, to manage and resolve tenancy disputes in line with agency practice, ethical standards and legislative requirements.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment services. <p>Where applicable, physical resources should include equipment modified for people with disabilities.</p> <p>Access must be provided to appropriate learning and/or assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.</p> <p>Validity and sufficiency of evidence require that:</p> <ul style="list-style-type: none"> ■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace

- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation,

needs of the candidate, accessibility of the item, and local industry and regional contexts.

Tenancy

disputes may include:

- accidents resulting in injury
- cleanliness of property
- discrimination
- faulty appliances, fixtures and fittings
- damage or destruction of property
- health and safety
- loss of landlord's or tenant's goods
- non-performance of terms of lease or tenancy agreement
- property repairs and maintenance
- provision of property services
- rent arrears
- rent increases and reviews
- security deposits or bonds
- situations affecting the security of self, others or property
- tenant abandoning the premises
- tenant leaving the landlord to pay bills that the tenant should have paid
- termination of lease or tenancy agreement
- trust funds.

Legislative requirements may include:

- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
 - property management

	<ul style="list-style-type: none"> ● residential tenancies.
<i>Rights of tenants and landlords</i> may include rights and duties in relation to:	<ul style="list-style-type: none"> ■ anti-discrimination law ■ business or commercial law ■ common law ■ consumer law ■ contract law ■ privacy law ■ property law.
<i>Interpersonal communication skills</i> may include:	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for landlords or tenants to clarify their understanding of the sales process ■ soft questioning and seeking feedback from landlords or tenants to confirm own understanding of their needs and expectations ■ summarising and paraphrasing to check understanding of landlord or tenant message ■ using appropriate body language.
<i>Communication techniques</i> may include:	<ul style="list-style-type: none"> ■ active listening ■ clear, concise and legible writing ■ giving landlord or tenant full attention ■ maintaining eye contact ■ non-verbal communication, such as body language and personal presentation ■ speaking clearly and concisely ■ using appropriate language and tone of voice ■ using open and closed questions.
<i>Specialist advice</i> may be sought from:	<ul style="list-style-type: none"> ■ agency principal ■ clients ■ colleagues ■ counsellors ■ emergency personnel ■ health and safety personnel ■ industry professionals and members of industry associations

	<ul style="list-style-type: none"> ■ legal representatives.
Tenancy dispute is negotiated may include:	<ul style="list-style-type: none"> ■ direct communication with tenant or landlord ■ negotiation ■ mediation.
Negotiation techniques may include:	<ul style="list-style-type: none"> ■ using strategic questioning and listening to gather information and direct the focus of people involved ■ using positive, confident and cooperative language ■ controlling tone of voice and body language ■ using language and concepts appropriate to the people involved ■ using clear presentation of options and consequences ■ demonstrating flexibility and willingness to negotiate ■ using summarising of positions and agreements to move understanding.
Social and cultural differences may be expressed in:	<ul style="list-style-type: none"> ■ beliefs, values and practices ■ conventions of gender and sexuality ■ cultural stereotypes ■ diet ■ dress ■ food ■ religious and spiritual observances ■ social conventions ■ traditional practices and observations ■ verbal and non-verbal language.
Clients and colleagues may include:	<ul style="list-style-type: none"> ■ agency staff ■ building supervisors ■ company management ■ funds providers ■ government and legal instruments or agencies

	<ul style="list-style-type: none"> ■ institutions ■ insurers ■ landlords ■ licensed estate agents ■ owner-occupiers ■ property owners ■ real estate representatives ■ tenants.
Contingency measures may include:	<ul style="list-style-type: none"> ■ counselling ■ cultural support ■ defusing strategies ■ first aid ■ intervention ■ mediation ■ selecting alternative actions that may require use of legal processes ■ separation and isolation ■ special watch ■ specialists and experts.
Legal dispute resolution strategies may include:	<ul style="list-style-type: none"> ■ courts ■ tribunals.
Business equipment and technology may include:	<ul style="list-style-type: none"> ■ computers ■ data storage devices ■ email ■ facsimile machines ■ internet, extranet and intranet ■ photocopiers ■ printers ■ scanners ■ software applications such as databases, word applications.

323

Records and reports may include:

CPPDSM4046A Manage tenancy disputes

- electronic or paper-based information
- incident reports
- logs and journals
- organisational forms
- radio and telephone records
- records of conversation
- running sheets
- task allocation sheets.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

UNIT

CPPDSM3019B Communicate with clients as part of agency operations

One of four units required for the NSW Certificate of Registration as a real estate salesperson – Refer to Learning program

Summary

Release	Status	Release date
1 (this release)	Current	7/Apr/2011

Usage recommendation **Current**

Training packages that include this unit

Code	Title	Release
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
CPP30311	Certificate III in Property Services (Operations)	1

Classifications

Scheme	Code	Classification value
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(442.14 KB\)](#)
- [Unit of competency in PDF format \(150.82 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to interact and build relationships with clients as part of agency operations. It includes developing rapport with clients, handling initial client enquiries, establishing and maintaining a client database and dealing with client complaints and problems.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed real estate agents, real estate representatives and support staff in interacting and building effective relationships with clients as part of agency operations

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite units: Nil

Employability skills information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

UNITS

ELEMENT	PERFORMANCE CRITERIA
1 Establish rapport with clients	<p>1.1 Rapport with client is established and an interest in client needs, preferences and requirements is expressed to enhance client commitment and trust and credibility of agency, and build return client base.</p> <p>1.2 Professional ethics are maintained with the client to promote agency image and credibility.</p> <p>1.3 Effective communication strategies are employed to assist in establishing rapport with client.</p>
2 Handle initial client enquiries	<p>2.1 Client needs, preferences and requirements are accurately clarified to maximise opportunities to promote agency services.</p> <p>2.2 Client is given space and time to evaluate agency services, while time is used to maximum advantage for client and agency.</p> <p>2.3 Client is provided with accurate, initial information on agency services in line with client needs, agency practice and legal requirements.</p> <p>2.4 Features and benefits of agency services are explained to client.</p> <p>2.5 Interview appointment time is arranged where necessary and interview preparations are completed.</p> <p>2.6 Formal and informal information is gathered and appropriate notes are taken for file</p>
3 Evaluate response to tenancy dispute	<p>3.1 Client confidentiality is maintained as required by agency practice and legal requirements.</p> <p>3.2 Client database is accurately developed, regularly maintained and securely stored according to agency policies and procedures.</p> <p>3.3 Regular clients are accurately identified and</p>

	followed up according to agency practice.
	3.4 Client records are accurately used to advise clients on agency services of possible interest.
4 Deal with client complaints and problems	<p>4.1 Client complaints and problems are acknowledged and client is supported reassuringly to produce positive outcome.</p> <p>4.2 Client is encouraged to verbalise issues and active listening is used to minimise client frustration.</p> <p>4.3 Client's confidence in agency is developed to promote long-term commitment and trust.</p> <p>4.4 Mutually acceptable resolution of complaint or problem is achieved through implementing agency policy and procedures</p>

Required skills and knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- ability to communicate and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to identify and clarify client needs, preferences and requirements
- application of risk management strategies associated with handling initial enquiries from clients
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to apply ethical standards and deal with client complaints and problems
- literacy skills to access and interpret a variety of texts, including agency policy and procedures; record appointment details; take notes for files; and complete standard forms

- numeracy skills to perform basic calculations associated with the scheduling of appointments and meetings
- planning, organising and scheduling skills to make appointments for clients
- research skills to identify and locate information on agency database and printed information held by industry and community groups
- use of telephone systems.

Required knowledge and understanding

- agency record keeping requirements
- agency client service goals and objectives
- agency services, including:
 - features and benefits
 - types
- client complaints and problems, including:
 - strategies for resolving conflicts
 - types
- client database
- client needs, preferences and requirements
- diary systems
- effective communication, including principles of and barriers to effective communication
- ethical standards, including:
 - confidentiality
 - honesty
 - privacy
- file notes
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection
 - environmental issues
 - financial probity

- franchises and business structure
- industrial relations
- OHS
- property sales, leasing and management
- risks and risk management strategies
- software applications, including:
 - database
 - email
 - internet
 - word processing
- types of clients
- work organisation techniques, including:
 - prioritising workload to deal effectively with clients and enquiries
 - preparing information
 - timing and scheduling of appointments.

Evidence guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the assessment guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of establishing rapport with a client, handling an initial client enquiry, establishing and maintaining a client database and dealing with client complaints and problems in the context of agency operations. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory

	legislation and regulations. This assessment may be carried out in a simulated or workplace environment.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> ■ applying agency policies and procedures, and relevant legislative requirements in regard to dealing with clients ■ applying knowledge of agency services to enhance client support ■ developing client commitment to agency and building return custom by establishing rapport and a relationship with client, maintaining professional ethics, and accurately discerning client needs, requirements and preferences ■ establishing and maintaining client records and details, maintaining client confidentiality, ensuring secure storage of client records and using client records to maximise client interest in agency services ■ resolving client complaints by acknowledging problems and supporting client in arriving at positive outcomes and obtaining mutually acceptable complaint resolution ■ using effective questioning, listening and observation skills to determine client requirements accurately.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book ■ access to a registered provider of assessment

services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence

relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Clients may include:

- buyer's agent
- buyers
- landlords
- people from a range of social, cultural or ethnic backgrounds and with varying physical and mental abilities
- property developers
- regular and new customers
- sellers
- tenant's agent
- tenants.

Client needs, preferences and requirements

- contract administration
- current and planned real estate developments
- information about agency services in relation to specific property

may include:	<ul style="list-style-type: none"> ■ lease enquiries ■ physical needs ■ property characteristics, including: <ul style="list-style-type: none"> ● availability of alternative energy sources ● accessibility for people with disabilities ● energy efficiency ● energy ratings ● water saving devices ■ property management ■ property sales.
<i>Professional ethics maintained with the client</i> may include:	<ul style="list-style-type: none"> ■ confidentiality ■ honesty ■ positive statements ■ privacy
<i>Client needs, preferences and requirements are accurately clarified</i> through using:	<ul style="list-style-type: none"> ■ active listening ■ clear, concise and legible writing ■ active listening ■ appropriate questioning ■ empathy ■ observation ■ reassurance and confirmation
<i>Agency services</i> may include:	<ul style="list-style-type: none"> ■ property management ■ property sales.
<i>Client database</i> may be:	<ul style="list-style-type: none"> ■ computer-based ■ manual.
<i>Client records</i> may be:	<ul style="list-style-type: none"> ■ contact details ■ name ■ nature of enquiry or requirement ■ request for follow-up and promotional information
<i>Client</i>	<ul style="list-style-type: none"> ■ agency service

complaints and problems may relate to:

- client behaviour, including:
 - aggressive behaviour
 - arrogant behaviour
 - assertive behaviour
 - demanding behaviour
 - exasperated behaviour
 - fussy behaviour
 - passive behaviour
 - rude behaviour
- property sales
- property management.

Unit sector(s)

Property development, sales and management

Competency field

Real estate

LINKS

References and websites

VETink.edu.au

Producer of this and other AQF (Australian Qualification Framework) apps and pocket notebook guides for industry practitioners, business personnel, VET trainers and assessors, and students.

cpsisc.com.au

The Construction and Property Services Industry Skills Council represents the construction and property services industries' workforce training and skills development needs. A useful resource for industries, businesses, VET, trainers, employees and job seekers.

training.gov.au

The official National Register for VET in Australia. Source of information on training packages, qualifications, units of competency, skill sets and Registered Training Organisations.

ncat.nsw.gov.au

NSW Civil and Administrative Tribunal (NCAT). A single gateway for tribunal services in NSW. The Consumer and Commercial Division hears matters related to, for example, agent commissions and fees, agricultural tenancy, residential tenancy retail leases.

www.acat.act.gov.au

In ACT, the Civil and Administrative Tribunal, known as the Tribunal or ACAT, has exclusive jurisdiction to hear and determine all matters arising from private and public residential tenancy and occupancy agreements under the Residential Tenancies Act 1997 (the Act).

www.austlii.edu.au

Resource of Australian and international legal materials, including a law specific search engine, links, Australian cases, law and other legal matters.

State and Territory Licensing Boards

fairtrading.nsw.gov.au

New South Wales Office of Fair Trading. The tab Property Agents and Managers has information on licensing and certification, qualifications, CPD, agency responsibilities, rules of conduct and, for instance, legislation.

ncat.nsw.gov.au

NSW Civil and Administrative Tribunal (NCAT). A single gateway for tribunal services in NSW. The Consumer and Commercial Division hears matters related to, for example, agent commissions and fees, agricultural tenancy, residential tenancy retail leases.

fairtrading.qld.gov.au

Queensland Office of Fair Trading. The tab Property Agents and Managers has information on Licence Types, Licence Changes, Licence Check, Legal Requirements, Breaches and Penalties and Property Agent Forms.

ors.act.gov.au/

ACT Office of Regulatory Services (ORS), within the Justice and Safety Directorate, look after licensing for business agents, real estate agents and salespersons and stock and station agents, among others. ORS Fair Trading administer fair trading legislation.

nt.gov.au/agentslicensing

The Agents Licensing Board of the Northern Territory in the Department of Business is responsible for the licensing of real estate, business and conveyancing agents and the registration of agent's representatives in the Northern Territory.

<http://www.cbs.sa.gov.au>

The Office of Consumer and Business in South Australia's Department of Justice is responsible for the licensing of property occupations including land agents, conveyancers and sales representatives.

www.propertyagentsboard.com.au

The Property Agents Board of Tasmania is tasked with ensuring acceptable standards of practice by auctioneers, real estate agents, property managers and people engaged by auctioneers, real estate agents and property managers. Handles qualifications.

<http://www.consumer.vic.gov.au>

Consumer Affairs Victoria administers legislation assigned to the Minister of Consumer Affairs including licensing of agents' representatives and estate agents.

www.commerce.wa.gov.au

WA Real Estate and Business Agents Supervisory Board provides information on licensing and legislation for real estate agents.

Units of competency in the qualification CPP40307

Code	Title	Essential
BSBCMM401A	Make a presentation	N/A
BSBHRM402A	Recruit, select and induct staff	N/A
BSBITS401A	Maintain business technology	N/A
BSBLED401A	Develop teams and individuals	N/A
BSBRKG304B	Maintain business records	N/A
BSBSMB404A	Undertake small business planning	N/A
BSBSMB406A	Manage small business finances	N/A
BSBWOR402A	Promote team effectiveness	N/A
CPPDSM3008A	Maintain and protect condition of managed properties	N/A
CPPDSM3017A	Work in the strata/community management sector	N/A
CPPDSM4001A	Act as a buyer's agent	N/A
CPPDSM4002A	Apply knowledge of state or territory	N/A

	legislative and regulatory framework to complete agency work	
CPPDSM4003A	Appraise property	N/A
CPPDSM4004A	Conduct auction	N/A
CPPDSM4005A	Establish and build client-agency relationships	N/A
CPPDSM4006A	Establish and manage agency trust accounts	N/A
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work	N/A
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work	N/A
CPPDSM4009B	Interpret legislation to complete agency work	N/A
CPPDSM4010A	Lease property	N/A
CPPDSM4011A	List property for lease	N/A
CPPDSM4012A	List property for sale	N/A
CPPDSM4013A	Market property for lease	N/A
CPPDSM4014A	Market property for sale	N/A
CPPDSM4015B	Minimise agency and consumer risk	N/A
CPPDSM4016A	Monitor and manage lease or tenancy agreement	N/A
CPPDSM4017A	Negotiate effectively in property transactions	N/A
CPPDSM4018A	Prepare and present property reports	N/A
CPPDSM4019A	Prepare for auction and complete sale	N/A

339

CPPDSM4020A	Present at tribunals	N/A
CPPDSM4021A	Sell and finalise sale of rural property by private treaty	N/A
CPPDSM4022A	Sell and finalise the sale of property by private treaty	N/A
CPPDSM4023A	Act as a tenant's agent	N/A
CPPDSM4029A	Appraise business	N/A
CPPDSM4030A	Appraise rural property	N/A
CPPDSM4033A	Assess and value goods, chattels, plant and equipment	N/A
CPPDSM4034A	Assess and implement strata/community management agreement	N/A
CPPDSM4036A	Broker sale of industrial, commercial and retail property	N/A
CPPDSM4038A	Conduct goods, chattels or equipment clearing sale or auction	N/A
CPPDSM4040A	Contribute to life cycle maintenance strategy	N/A
CPPDSM4041A	Contribute to development of a tenancy mix strategy	N/A
CPPDSM4043A	Coordinate fit-out of property and facilities	N/A
CPPDSM4045A	Facilitate meetings in the property industry	N/A
CPPDSM4046A	Manage tenancy disputes	N/A
CPPDSM4049A	Implement maintenance plan for managed properties	N/A
CPPDSM4050A	Lease industrial, commercial and	N/A

	retail property	
<u>CPPDSM4051A</u>	Lease rural property	N/A
<u>CPPDSM4053A</u>	List business for sale	N/A
<u>CPPDSM4056A</u>	Manage conflict and disputes in the property industry	N/A
<u>CPPDSM4057A</u>	Monitor a safe workplace in the property industry	N/A
<u>CPPDSM4058A</u>	Monitor service requirements in the property industry	N/A
<u>CPPDSM4059A</u>	Monitor space use in the property industry	N/A
<u>CPPDSM4060A</u>	Negotiate sale and manage sale to completion or settlement	N/A
<u>CPPDSM4061A</u>	Obtain prospects for listing	N/A
<u>CPPDSM4062A</u>	Occupy space	N/A
<u>CPPDSM4069A</u>	Promote and market listed business	N/A
<u>CPPDSM4074A</u>	Select and appoint contractors in the property industry	N/A
<u>CPPDSM4078A</u>	Sell rural property by tender	N/A
<u>CPPDSM4079A</u>	Work in the business broking sector	N/A

NOTES



CPP40307

Certificate IV in Property Services
(Real Estate)

POCKETBOOK GUIDE

Purchase additional copies of this guide
or order a customised qualification,
skill set or unit from VETink.edu.au

Visit the android and Mac app stores to buy
the **VET*Ink** app for this qualification
for your smartphone, android tablet or iPad.

Record and email pictures, videos,
comments, recommendations, follow up
and assessment decisions.

