

VET*Ink

CPP40407 Certificate IV in Property Services (Stock and Station Agency)



LYN MELVILLE (EDITOR)

**INDUSTRY, VET AND BUSINESS
POCKETBOOK GUIDE**

CPP40407 Certificate IV in Property Services (Stock and Station Agency)

Includes...

- ✓ Latest training package material for stock and station agents and salespersons
- ✓ Packaged qualification: Core and elective units
- ✓ Employability skills
- ✓ Sample learning program
- ✓ Unit descriptions, elements and performance criteria, required skills and knowledge, evidence guides and range statements
- ✓ Links

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CPP40407 Certificate IV in Property Services (Stock and Station Agency)

INDUSTRY, VET AND BUSINESS POCKETBOOK GUIDE

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

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ABOUT THIS GUIDE

Welcome

Welcome to VET Ink's pocketbook guide for the qualification *CPP40407 Certificate IV in Property Services (Stock and Station Agency)* 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. A sample learning program shows training requirements for agents in NSW. Unit outlines show details, elements and performance criteria, required skills and knowledge, evidence guides and range statements. Also shown are links to training bodies, agencies and legislation.

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QUALIFICATION DETAILS

CPP40407 Certificate IV in Property Services (Stock and Station Agency)

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	611112	Stock and Station Agent
ASCO (occupation type) Identifier	3399-23	Stock and Station Agent
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 \(448.52 KB\) \[Refer training.gov.au\]](#)
- [Qualification in PDF format \(371.96 KB\) \[Refer training.gov.au\]](#)

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:
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 ■ 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 ■ communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities ■ complete sale or purchase documentation in line with agency practice, ethical standards and legislative requirements and in a timely manner that reflects agreement reached ■ prepare proposal for sale or purchase of livestock ■ use verbal communication skills required for face-to-face communication with real estate

	<ul style="list-style-type: none"> sellers and buyers ■ use written communication skills to prepare proposals for clients and complete documentation relating to livestock sale and purchase
Teamwork	<ul style="list-style-type: none"> ■ determine staff requirements for auction ■ explain roles and responsibilities of key personnel involved in stock and station agencies in the context of legislative and agency requirements
Problem solving	<ul style="list-style-type: none"> ■ assess risks associated with transport, delivery, drafting and penning of livestock and manage them in line with agency practice ■ establish encumbrances on livestock to ensure that clear title may be transferred to buyer
Initiative and enterprise	<ul style="list-style-type: none"> ■ apply written communication skills to prepare proposals for clients and complete documentation relating to livestock sale and purchase ■ apply negotiation skills to gain commitment to sell or purchase livestock ■ negotiate in line with agency practice, ethical standards and relevant legislative requirements to reach agreement and close sale
Planning and organising	<ul style="list-style-type: none"> ■ arrange delivery of livestock to the appropriate buyer in line with buyer or seller instructions following an auction sale, including the preparation of relevant documentation associated with the transportation of livestock ■ arrange inspection of livestock at a mutually convenient time for seller and buyer

	<ul style="list-style-type: none"> ■ implement transport arrangements in line with agreed delivery schedule ■ give the client relevant information on market conditions and selling and buying options to enable the client to decide on sale or purchase options ■ plan, organise and schedule to undertake work-related tasks, such as arranging livestock inspections ■ secure deposits and make appropriate arrangements to account for the deposit on subsequent settlement
Self-management	<ul style="list-style-type: none"> ■ understand and apply agency codes, ethical standards and relevant federal, and state or territory legislation and regulations in relation to the sale and purchase of livestock ■ identify and explain key legislation and regulations relevant to stock and station agency operations, including legislative limitations on agency practice, to ensure compliance with legislative and agency requirements ■ assess and verify with relevant people personal understanding of legislative requirements ■ adhere to ethical and conduct standards, including penalties for breaches, to ensure compliance with legislative requirements and industry and agency practice
Learning	<ul style="list-style-type: none"> ■ assess personal knowledge and skills in providing stock and station agency services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities

	<ul style="list-style-type: none"> ■ apply knowledge of and ability to source and interpret common information on market conditions related to livestock sale and purchase ■ apply knowledge of the relative advantages and disadvantages of different methods of selling and buying livestock ■ identify, plan and apply in line with agency practice, opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in relation to stock and station agency operations ■ understand and apply agency codes, ethical standards and relevant federal, and state or territory legislation and regulations in relation to the sale of livestock
Technology	<ul style="list-style-type: none"> ■ apply computing skills to access agency databases, send and receive emails, and complete standard forms online

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 twelve core units, plus six units selected from the rural property sales and management units, plus a further three units selected from the common units (total twenty-one units).

One of the three common units may be selected from:

- the Diploma of Property Services (Agency Management)
- any Certificate IV qualification in CPP07 Property Services Training Package
- any Certificate IV qualification in RTE03 Rural Production, BSB07 Business Services or FNS04 Financial Services Training Packages, provided that the units do not duplicate units in CPP07 Property Services Training Package.

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

CORE UNITS

Code	Title
<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>CPPDSM4021A</u>	Sell and finalise sale of rural property by private treaty
<u>CPPDSM4024A</u>	Advise clients on livestock sale and purchase options
<u>CPPDSM4039A</u>	Conduct livestock sale by auction
<u>CPPDSM4052A</u>	List and market rural property for sale or lease
<u>CPPDSM4067A</u>	Plan for and complete sale of rural property by auction
<u>CPPDSM4068A</u>	Prepare livestock for sale at saleyards

<u>CPPDSM4075A</u>	Select livestock for sale
<u>CPPDSM4077A</u>	Sell livestock by private sale
<u>CPPDSM4081A</u>	Work in the stock and station agency sector

RURAL PROPERTY SALES AND MANAGEMENT UNITS

Code	Title
<u>CPPDSM4001A</u>	Act as a buyer's agent
<u>CPPDSM4005A</u>	Establish and build client-agency relationships
<u>CPPDSM4006A</u>	Establish and manage agency trust accounts
<u>CPPDSM4007A</u>	Identify legal and ethical requirements of property management to complete agency work
<u>CPPDSM4030A</u>	Appraise rural property
<u>CPPDSM4037A</u>	Conduct auction of rural property
<u>CPPDSM4038A</u>	Conduct goods, chattels or equipment clearing sale or auction
<u>CPPDSM4051A</u>	Lease rural property
<u>CPPDSM4073A</u>	Provide rural property management services
<u>CPPDSM4078A</u>	Sell rural property by tender

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COMMON UNITS

Code	Title
<u>BSBADM409A</u>	Coordinate business resources
<u>BSBCMM401A</u>	Make a presentation
<u>BSBFIA402A</u>	Report on financial activity
<u>BSBFIA402A</u>	Recruit, select and induct staff
<u>BSBITS401A</u>	Maintain business technology
<u>BSBLED401A</u>	Develop teams and individuals
<u>BSBRKG304B</u>	Maintain business records
<u>BSBSMB404A</u>	Undertake small business planning
<u>BSBSMB406A</u>	Manage small business finances
<u>BSBWOR402A</u>	Promote team effectiveness
<u>CPPDSM4045A</u>	Facilitate meetings in the property industry
<u>CPPDSM4056A</u>	Manage conflict and disputes in the property industry
<u>CPPDSM4057A</u>	Monitor a safe workplace in the property industry
<u>CPPDSM4072A</u>	Provide leadership in the property industry

PROGRAM

LEARNING PROGRAM New South Wales

A CPP40407 Certificate IV in Property Services (Stock and Station Agency) that includes the following 20 units is required to meet the training needs for NSW stock and station agent licence registration with NSW Office of Fair Trading.

Note that 20 units are specified; another Rural property sales and management unit must be taken to meet the packaging rules i.e. make up the 21 units required for the CPP40407 Certificate. In practice, many NSW clients generally choose one of three following three units (all of which are included in this guide)

- [CPPDSM4037A](#) Conduct auction of rural property
- [CPPDSM4007A](#) Identify legal and ethical requirements of property management to complete agency work
- [CPPDSM4038A](#) Conduct goods, chattels or equipment clearing sale or auction

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+247+2009+pt.4+0+N>

12 core units

Code	Title
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4009B	Interpret legislation to complete agency work
CPPDSM4015B	Minimise agency and consumer risk
CPPDSM4021A	Sell and finalise sale of rural property by private treaty
CPPDSM4024A	Advise clients on livestock sale and purchase options
CPPDSM4039A	Conduct livestock sale by auction
CPPDSM4052A	List and market rural property for sale or lease

11

CPPDSM4067A	Plan for and complete sale of rural property by auction
CPPDSM4068A	Prepare livestock for sale at saleyards
CPPDSM4075A	Select livestock for sale
CPPDSM4077A	Sell livestock by private sale
CPPDSM4081A	Work in the stock and station agency sector

5 rural property sales and management units

Code	Title
CPPDSM4005A	Establish and build client-agency relationships
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4030A	Appraise rural property
CPPDSM4051A	Lease rural property
CPPDSM4073A	Provide rural property management services

3 common units

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

PROGRAM

Learning program NSW Certificate of Registration (Stock and Station)

In New South Wales, three units from the CPP07 Property Services Training Package are required for registration as a stock and station salesperson.

Units of competency

Code	Title
CPPDSM3019B	Communicate with clients as part of agency operations
CPPDSM4081A	Work in the stock and station agency sector
CPPDSM4008A	Identify legal and ethical requirements of property sales 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. Note that the unit is not a part of the CPP40407 Certificate IV in Property Services (Stock and Station Agency).

The latter two units in the list above are a part of CPP40407 Certificate IV in Property Services (Stock and Station Agency) and are included in this pocketbook.

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+247+2009+pt.9+0+N>

UNIT

CPPDSM4008A 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	080503	Real Estate
Field of Education Identifier		

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.

ELEMENT	PERFORMANCE CRITERIA
1 Develop knowledge of property sales	<p>1.1 Types and characteristics of land tenure systems are identified in line with legislation.</p> <p>1.2 Legislation regulating the sale of properties is identified in line with agency practice.</p> <p>1.3 Information provided on the Certificate of Title is checked for accuracy against the agency agreement.</p> <p>1.4 Types of property ownership 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 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.</p> <p>2.2 Listing opportunities are identified and assessed in the context of legislative requirements and agency practice.</p> <p>2.3 Methods of selling property are identified and assessed in the context of legislative requirements and agency practice.</p> <p>2.4 Sale authority agreements are identified, completed and stored in line with legislative requirements and agency practice.</p>

	<p>2.5 Strategies for marketing property are identified 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>

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

- 3.4 Controls and sanctions on secret commissions are identified in the context of legislative requirements and agency practice.
- 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
- 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

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

- 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

	<ul style="list-style-type: none"> ■ application and knowledge of accurately completing statutory and agency sales documentation, including authorities and contracts ■ 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 ■ 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

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

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

	<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 state-ments required to	<ul style="list-style-type: none"> ■ additional vendor's statement ■ vendor's statement

UNITS

<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

24

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

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 Field of Education Identifier	080503	Real Estate

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.

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>

	3.6 Changes to legislative and regulatory requirements are communicated to appropriate people in line with agency policy.
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

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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

**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

	<ul style="list-style-type: none"> ● orders ● regulations.
Legislation and regulations 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 and zoning laws affecting: <ul style="list-style-type: none"> ● 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:	<ul style="list-style-type: none"> ■ endnotes, including: <ul style="list-style-type: none"> ● 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: <ul style="list-style-type: none"> ● approvals ● deeming provisions ● definitions and interpretations ● general penalties ● objectives ● offences

	<ul style="list-style-type: none"> ● prescribed arrangements relating to regulations and orders.
<p>Common interpretation problems may include:</p>	<ul style="list-style-type: none"> ■ ambiguous words ■ broad phrases ■ need for words to be implied ■ printing and drafting errors ■ unforeseen developments, such as changes in technology or practice.
<p>Rules and techniques for interpreting real estate legislation and regulations may include:</p>	<ul style="list-style-type: none"> ■ aids to the interpretation of legislation, including: <ul style="list-style-type: none"> ● 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: <ul style="list-style-type: none"> ● and, or ● gender ● hierarchy ● includes ● may, should and must ■ reading rules, including: <ul style="list-style-type: none"> ● context ● golden ● literal ● mischief ● purposive ■ express mention of one thing to the exclusion of another ■ words interpreted through their connection

	<ul style="list-style-type: none"> with other words words with the same meaning.
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	080503	Real Estate
Field of Education Identifier		

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.

<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"> ■ analysing the causes and potential impact of risks on agency, clients and other stakeholders ■ 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.
<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

CPPDSM4015B Minimise agency and consumer risk

- 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 information may include:

- agency records
- experience
- industry practice and experience
- legislation
- market research
- published literature
- specialist or expert advice from:
 - government agencies
 - professional and industry associations.

Tools for identification may include:

- 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.

Actual and potential risks may relate to:

- 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

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

	<ul style="list-style-type: none"> ■ leases or tenancy agreements ■ legal action ■ licences ■ permits ■ property status and ownership ■ quotas ■ stock ■ value of property.
Causes of risks 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.
Potential impact of risks 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.
Consequences, likelihood and severity of risks 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.
Risk categorisation 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)

	<ul style="list-style-type: none"> ■ property management - maintenance, consumer protection and discrimination ■ 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

	<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

CPPDSM4021A Sell and finalise sale of rural property
by private treaty

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
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 \(448.32 KB\)](#)
- [Unit of competency in PDF format \(235.14 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to sell rural property by private treaty and manage the contract for sale to settlement. It includes qualifying buyers, arranging for potential buyers to inspect listed properties, delivering effective sales presentations, submitting offers, negotiating property sales with sellers and buyers, and maintaining communication with sellers and prospective buyers. It also includes monitoring the lodgement of documents for the correct transfer of ownership required for a legal sale of rural property and preparing documentation for agency disbursements. The unit does not include the sale of rural property by auction.

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

Application of the unit

This unit of competency supports the work of licensed stock and station agents and stock and station representatives or certificate holders involved in selling rural property using general property sales procedures and techniques and managing the sale process to settlement.

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 <i>rural property</i> 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 purchase of rural properties</i> are identified and used to confirm buyer's intentions.</p> <p>1.5 Potential buyers are provided with information about available and prospective listings and assisted to find the listing that best matches their requirements.</p> <p>1.6 Potential buyers are assisted in making a decision to view properties using information obtained from sellers and buyers.</p> <p>1.7 Qualified prospects are recorded to maximise future marketing activities.</p>
2 Arrange property inspection for potential buyer	<p>2.1 Appointments are made for property inspections in line with agency practice, ethical standards and <i>legislative requirements</i>.</p> <p>2.2 Preparations are made for property inspection in line with agency practice.</p> <p>2.3 <i>Promotional material</i> on the property is used to describe main sales features of property.</p>

	<p>2.4 Effective questioning techniques are used to clarify buyer interest in property.</p> <p>2.5 Records of inspection are accurately completed in line with agency practice.</p>
3 Maintain communication with seller	<p>3.1 Seller confidence in agency marketing activities is maintained through ongoing contact and correspondence.</p> <p>3.2 Communication is diarised to provide an accurate and objective record of progress reports to seller.</p>
4 Deliver effective sales presentation	<p>4.1 Factors affecting the successful conclusion of the sale are identified and addressed in the sales presentation.</p> <p>4.2 Key decision makers are identified to ensure that their needs and concerns are met in sales presentation.</p> <p>4.3 Main features of rural property are matched to buyer's stated needs and motivations.</p> <p>4.4 Relevant legal and financial information is used to support sales presentation.</p> <p>4.5 Effective communication and presentation skills are used to create buyer interest and focus buyer attention on property.</p> <p>4.6 Buyer is given time and space to evaluate rural property while time is used to maximum advantage to promote property.</p> <p>4.7 Buyer is encouraged to clarify key aspects of property before a decision is made to purchase property.</p> <p>4.8 Buyer questions are answered fully and honestly.</p> <p>4.9 Details of offer to purchase property submitted by buyer are confirmed and documented.</p>
5 Submit offer and negotiate	<p>5.1 Offer from buyer is submitted to seller in line with agency practice, ethical standards and</p>

property sale	<p>legislative requirements.</p> <p>5.2 Professional agency advice is provided to seller that incorporates declared knowledge of buyer's motivations.</p> <p>5.3 Negotiations are conducted with buyer according to seller response in a professional manner and showing respect for seller and buyer in line with agency practice, ethical standards and legislative requirements.</p> <p>5.4 Effective negotiation techniques are used to persuade and reach agreement between seller and buyer.</p> <p>5.5 Alternative offers are discussed and their viability assessed.</p> <p>5.6 Effective techniques are used for dealing with conflict and breaking deadlocks where required.</p> <p>5.7 Effective techniques are used for closing sale.</p> <p>5.8 Mutually agreed price and conditions of sale are established and confirmed with seller and buyer in writing in line with agency practice.</p> <p>5.9 Relevant sale of property documentation is explained to seller and buyer in line with agency and statutory requirements for finalisation of property transaction.</p> <p>5.10 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 property transaction</p>
6 Manage contract to settlement	<p>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.</p>

	<p>6.2 Requests from buyer to inspect rural property prior to settlement are facilitated in line with agency practice and legislative requirements.</p> <p>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.</p> <p>6.4 Procedures for the holding and release of deposit funds during the settlement period are implemented in line with agency policy and legislative requirements.</p> <p>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.</p> <p>6.6 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.</p> <p>6.7 Appropriate procedures are implemented if one or more parties to the transaction are unable to fulfil contractual obligations.</p> <p>6.8 Effective communication techniques are used in liaising with seller, buyer or other parties representing the seller and buyer through the settlement process.</p> <p>6.9 Progress of settlement agents and other assisting professionals is monitored in line with agency practice.</p>
7 Prepare documentation for agency disbursements	<p>7.1 Settlement financial transactions are checked for accuracy against contractual documentation.</p> <p>7.2 Agency fees are calculated and safeguarded during disbursement activities.</p> <p>7.3 Authorised agency disbursements are obtained</p>

	<p>within contractual, agency and statutory requirements.</p> <p>7.4 Financial systems are updated to reflect authorised transactions.</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 contact with prospects	<p>8.1 Nature of future contact with prospects is assessed in light of likely future agency-client interaction.</p> <p>8.2 Business correspondence records are held on file to provide justification for the continuation or termination of contact, and are communicated without prejudice to the parties involved.</p>
9 Maintain client relationships	<p>9.1 Business relationships are established and maintained 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 inform 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 people from a range of social, economic and cultural backgrounds and with varying physical and mental abilities on matters associated with sale of rural property
- analytical skills to interpret documents such as contracts, legislation and regulations
- application of risk management strategies associated with the sale of rural 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 and make decisions consistent with legislative and ethical requirements associated with sale of rural property
- literacy skills to access and interpret a variety of texts, including legislation, regulations and contracts; prepare general information, papers, 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 rural property
- numeracy skills to perform calculations associated with rural property sales
- planning, organising and scheduling skills to make appointments with sellers and buyers in the process of selling rural property
- research skills to identify and source documents and information related to sale of rural 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
- consumer protection principles that impact on the sale of rural property, including:
 - cooling off provisions
 - false representation 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 agents
- secret commissions
- contracts for sale of rural property, including:
 - chattels and fixtures
 - contract inclusions, such as pasturing of livestock, clearing of timber, verification of equipment specifications, irrigation equipment, trailers, pipes, machinery, fencing materials and electric fencing components
 - contract requirements for special circumstances, such as providing finance
 - defects in property
 - defects in title
 - affect of acceptance of title
 - implied matters
 - prescribed or permitted forms
 - requisitions on title
 - special conditions, such as insurance, natural increases, timber, crops, water licences, permissive occupancy, possession prior to completion or depasturing
- deposit funds, including:
 - capacity in which an agent holds deposit moneys
 - circumstances in which deposit moneys may be released by the agent to the seller
 - procedures an agent must follow when receiving deposit funds from a buyer
- ethical and conduct standards
- general legal principles that affect property law relating to the sale of rural property, including:
 - adverse possession
 - contracts
 - easements
 - fee simple and life estates
 - mortgages
 - real and personal property

- restrictive covenants
- the general law system and the Torrens system of title
- types of interest in land
- insurance
- marketing aids
- methods of sale, such as:
 - auction
 - off the plan
 - private treaty
 - reverse auction
 - specialised properties
 - tender
- negotiation techniques
- property inspections
- property knowledge, including:
 - cropping properties: yields, seasons, types of crops, soils, facilities such as grain storage and transport, diseases and rotational cropping
 - dairies: quotas, breeds, lactation, dairy layout and equipment and conversion factors, such as dairy set up, herd, access and distance to market
 - general: local market conditions, trends in sector and industry, land titles, geophysical and topographical characteristics, carrying capacity and local land characteristics
 - grazing properties: dry sheep equivalent (DSE)/carrying capacity, pastures, soil types and breeds
 - irrigated properties: water licence availability, soil types, topography and types of reticulation, such as flood, drip, direct or row cropping
 - water
- qualifying buyers
- relevant federal and state or territory legislation and local government regulations related to:
 - animal health

- anti-discrimination
- aquaculture
- consumer protection
- crown land
- environmental issues
- equal employment opportunity (EEO)
- financial probity
- franchises and business structure
- industrial relations
- livestock
- native title
- OHS
- privacy
- rural property sales, leasing and management
- taxation
- water rights
- rural property sales, including:
 - after sales procedures
 - agency and statutory documentation
- sales presentation
- settlement, including:
 - buyer's rights to inspect property prior to settlement
 - contingencies that may emerge prior to settlement and actions that can be taken to avoid one or more parties being unable to fulfil contractual obligations
 - forms prepared at settlement
 - procedures for handling possible deterioration of stock, chattels and property if the sale fails to complete
 - procedure for settling the sale of property
 - responsibilities of sellers and buyers
 - responsibility of sellers and buyers with regard to building and content insurance prior to settlement
 - rights of sellers and buyers if either party is unable to settle on due date

- techniques for identifying needs and motivations of buyers
- trust accounting.

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 rural property, monitoring the lodgement of documents for the correct transfer of ownership required for a legal sale of rural property, and preparing documentation for agency disbursements. 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:

- arranging and conducting property inspections for potential buyers
- completing standard and statutory documentation associated with the sale of rural property
- knowledge and application of approaches for qualifying buyers
- knowledge of agency practice, ethical standards and legislative requirements

CPPDSM4021A Sell and finalise sale of rural property by private treaty

	<p>affecting the sale of rural property, the transfer of ownership required for the legal sale of rural property and agency disbursements</p> <ul style="list-style-type: none"> ■ knowledge of consumer protection principles that affect the sale of rural property ■ maintaining business records associated with the sale of property ■ maintaining communications with sellers and buyers throughout the sales process ■ negotiating the sale of property with sellers and buyers ■ planning and delivering effective sales presentations to facilitate sale of rural property ■ managing contracts for sale of rural property to settlement ■ monitoring the lodgement of documents for the correct transfer of ownership required for a legal sale of all types of rural 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 a registered provider of assessment services ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book. <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</p>

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.

Enquiries from potential buyers may be received through:

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

Rural property may include:

- commercial
- farm, including:
 - acreage
 - aquaculture
 - cropping
 - dairy
 - grazing
 - hobby farm
 - horticulture
 - mixed uses
 - olive
 - orchard
 - trees and forests
 - viticulture
- industrial
- residential
- retail
- water.

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 buyer.
Buyer requirements	<ul style="list-style-type: none"> ■ access to transport and facilities ■ access to suppliers and markets
may include:	<ul style="list-style-type: none"> ■ finance ■ location ■ price ■ purpose of purchase, including: <ul style="list-style-type: none"> ● business ● farming activities ● holiday ● investment ● private residence ● water ■ settlement period ■ size and style of property ■ zoning.
Appropriate interpersonal communication techniques may include:	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for the buyer or seller to clarify 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's message ■ using appropriate body language.
Factors likely to influence purchase of rural properties may	<ul style="list-style-type: none"> ■ climatic ■ economic ■ historical ■ political

include:	<ul style="list-style-type: none"> ■ seasonal ■ technological.
Legislative requirements may include:	<ul style="list-style-type: none"> ■ relevant federal and state or territory legislation and local government regulations related to: <ul style="list-style-type: none"> ● animal health ● anti-discrimination ● aquaculture ● consumer protection ● crown land ● environmental issues ● EEO ● financial probity ● franchises and business structure ● industrial relations ● livestock ● native title ● OHS ● privacy ● rural property sales ● taxation ● water rights.
Promotional material 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 ■ clarity of questions ■ different question types ■ reflection ■ using silences.
Records of	<ul style="list-style-type: none"> ■ buyer reaction to property ■ buyer requirements

inspection may include:	<ul style="list-style-type: none"> ■ name and contact details of potential buyers.
Factors affecting the successful conclusion of the sale may include:	<ul style="list-style-type: none"> ■ area and environment in which the property is located ■ availability of comparable properties ■ circumstances of buyer or seller ■ marketing preferences of seller ■ 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"> ■ buyer's agent ■ business associates ■ executors ■ family members ■ financiers ■ friends of buyer ■ providers of professional advice, such as: <ul style="list-style-type: none"> ● accountants ● building advisers ● financial advisers ● legal representatives ● rural property advisers ■ spouse or partner ■ trustees.
Presentation may include:	<ul style="list-style-type: none"> ■ active listening ■ appearance ■ body language ■ use of information technology, such as website, virtual tours and online databases ■ use of support and promotional materials ■ voice.
Effective negotiation	<ul style="list-style-type: none"> ■ analytical skills ■ listening techniques

techniques may include:	<ul style="list-style-type: none"> ■ non-verbal communication skills ■ personal attributes ■ presentation techniques ■ questioning techniques ■ speaking skills.
Effective techniques used 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 used 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"> ■ agency agreement ■ contract of sale, contract note or contract for the sale of businesses ■ contract inclusions, such as pasturing of livestock, clearing of timber and verification of equipment specifications ■ declaration of selling agent ■ financial statement to buyer ■ receipt for deposit ■ special conditions, including insurance, natural increases, timber, crops, water licences, permissive occupancy, possession prior to

	<ul style="list-style-type: none"> ■ completion and depasturing ■ vendor's statement and trading statement.
Settlement requirements may include:	<ul style="list-style-type: none"> ■ buyer settlement responsibilities include: <ul style="list-style-type: none"> ● anything new the 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 include: <ul style="list-style-type: none"> ● any other documents necessary to provide a clear title to the buyer, such as discharge of mortgage, withdrawal of caveats and change of name declaration ● disconnection of services, such as water, gas, electricity and telephone ● keys ● notify rating and taxation authorities of sale ● title ● transfer of land ● value of land and chattels.
Deposit funds may refer to:	<ul style="list-style-type: none"> ■ capacity of agent to hold ■ capacity of agent to release to seller.
Settlement agents and other assisting professionals may include:	<ul style="list-style-type: none"> ■ accountants ■ conveyancers ■ financiers and financial institutions ■ landlords, managing agents and owners ■ legal advisers ■ licensed settlement agents.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4024A Advise clients on livestock sale and
purchase options

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
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	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 \(442.33 KB\)](#)
- [Unit of competency in PDF format \(192.19 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to provide sellers or buyers with information on the options available for selling and buying livestock where one of a number of methods of sale may be used.

These methods of sale include auctions and private sales, including direct consignment, electronic, forward contracts and over the hooks marketing. The unit may form part of the licensing requirements for persons engaged in livestock sales in those States and Territories where the selling of livestock is a regulated activity.

Application of the unit

This unit of competency supports the work of those who have responsibility for providing sellers and buyers with information on the options available for selling and buying livestock. It includes determining client needs, recommending options for sale or purchase of livestock and taking instructions on sale or purchase of livestock. This work must be performed in line with agency practice, ethical standards and relevant federal and state or territory legislative and regulatory arrangements.

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 client needs.	<p>1.1 Client requirements for sale or purchase of livestock are established in line with agency practice.</p> <p>1.2 Motivation of client to sell or purchase livestock is identified to assist in preparation of sale or purchase program.</p>
2 Prepare proposal for sale or purchase of livestock.	<p>2.1 Relevant information is given on market conditions and selling and buying options to enable the client to decide on sale or purchase options.</p> <p>2.2 Based on client's decision, a proposal for selling or purchasing required livestock is prepared.</p> <p>2.3 Proposal for selling or purchasing the livestock is submitted to and discussed with client.</p> <p>2.4 Details of proposal are advised to agency staff to enable resources and programs to be established to sell or purchase the livestock.</p>
3 Take instructions on sale or purchase of livestock.	<p>3.1 Instructions are sought from client on the sale or purchase of livestock.</p> <p>3.2 Proposal is reviewed and implemented according to agreements reached with client.</p> <p>3.3 Advice and instructions are given to client to facilitate completion of sale or purchase of livestock.</p> <p>3.4 Sale or purchase documentation is completed in line with agency practice, ethical standards and legislative requirements and in a timely manner that reflects the agreement reached.</p>

Required skills and knowledge

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

Required skills

- application of risk management strategies associated with advising clients on livestock sale and purchase options
- computing skills to access agency databases, send and receive emails and complete standard forms online
- numeracy skills, including the ability to perform and apply measurements and calculations
- literacy skills, including the ability to interpret industry documentation associated with market conditions
- negotiation skills to gain commitment to sell or purchase livestock
- planning, organising and scheduling skills to undertake work-related tasks, such as arranging livestock inspections
- verbal communication skills for face-to-face communication with livestock sellers and buyers
- written communication skills to prepare proposals for clients and complete documentation relating to livestock sale and purchase.

Required knowledge and understanding

- federal and state or territory legislation and local government regulations related to selling and purchasing livestock, including:
 - animal health and welfare
 - anti-discrimination
 - aquaculture
 - brands and earmarks
 - chemical treatments and residues, export slaughter intervals and withholding periods
 - consumer protection
 - fees and charges
 - financial services advice
 - food safety

- livestock sales and auctions
- livestock
- national livestock identification scheme (NLIS)
- national vendor declaration (NVD)
- OHS
- privacy
- public health
- public liability
- tagging requirements
- water curfew
- waybills, including combined waybills
- livestock, including:
 - ages
 - breeds
 - classes
 - grades
 - pregnancy status
 - values
 - varieties
 - weights
 - yields
- livestock sale methods, including:
 - advantages and disadvantages of different methods of sale
 - auctions
 - direct consignments
 - electronic - Auctions Plus
 - forward contracts
 - on-property auctions and feature sales
 - private paddock sales
- market conditions and trends, including:
 - sources of information
 - types of information
 - verification of information
- motivations for sale or purchase of livestock

- procedures for identifying and verifying ownership of livestock
- proposal for sale or purchase of livestock, including:
 - presentation techniques
 - proposal content and format
- risks associated with the following aspects of advising clients on the sale and purchase of livestock:
 - care and handling of livestock
 - client misrepresentation
 - document preparation
 - NLIS
 - non-compliance with financial services advice legislation
 - ownership of livestock and encumbrances
- staff supervision.

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 a practical demonstration of the candidate advising a client on livestock sale or purchase options. 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:

- correctly identifying documentation required

CPPDSM4024A Advise clients on livestock sale and purchase options

required to demonstrate competency in this unit

- for the sale and purchase of livestock
- determining client needs, including requirements and motivations, for buying and selling livestock
- knowledge of and ability to source and interpret common information on market conditions related to livestock sale and purchase
- knowledge of the relative advantages and disadvantages of different methods of selling and buying livestock
- preparing and presenting proposal for a client outlining a plan for selling and purchasing livestock
- taking instruction from a client for the sale and purchase of livestock
- understanding and applying agency codes, ethical standards and relevant federal, and state or territory legislation and regulations in relation to the sale and purchase of livestock
- understanding and applying risk management strategies associated with advising clients on livestock sale or purchase options.

Context of and specific resources for assessment

Resource implications for assessment include:

- access to livestock
- access to livestock seller or buyer
- access to information on market conditions related to livestock sale and purchase
- access to NVD, NLIS and other relevant documentation on livestock
- access to federal, state and territory legislation and regulations relevant to livestock sales.

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>Client</i> may include:	<ul style="list-style-type: none"> ■ buyer ■ seller.
<i>Client requirements</i> may include:	<ul style="list-style-type: none"> ■ level of service provided by agent ■ number of livestock to be sold or purchased ■ payment to seller ■ payment by buyer ■ price ■ type of livestock to be sold or purchased ■ timeframe for sale or purchase ■ transport ■ urgency of sale or purchase.
<i>Livestock</i> may include:	<ul style="list-style-type: none"> ■ alpacas ■ cattle ■ deer ■ goats ■ horses ■ ostriches ■ pigs ■ sheep.
<i>Motivation of client</i> may	<ul style="list-style-type: none"> ■ building livestock numbers ■ cash flow

include:	<ul style="list-style-type: none"> ■ changing farming practices ■ climatic conditions ■ expansion ■ feed and water ■ market conditions ■ retirement ■ succession planning.
Market conditions may include:	<ul style="list-style-type: none"> ■ climate ■ demand ■ forecasts ■ livestock levels ■ local and international markets ■ prices ■ returns ■ supply ■ trends.
Selling and buying options may include:	<ul style="list-style-type: none"> ■ auctions ■ direct consignments ■ electronic - Auctions Plus ■ forward contracts ■ on-property auctions and feature sales ■ over the hooks marketing ■ private sale to property or feedlot.
Proposal may be:	<ul style="list-style-type: none"> ■ verbal ■ written.
Detail of proposal may include:	<ul style="list-style-type: none"> ■ agency terms and conditions ■ selling or buying methods ■ date ■ details of livestock to be sold or purchased ■ drafting ■ fees and charges ■ name of seller or buyer ■ payment options ■ transport

Instructions may include:	<ul style="list-style-type: none"> ■ timing of sale or purchase.
Documentation may include:	<ul style="list-style-type: none"> ■ advertising ■ selling or buying methods ■ details of livestock to be sold or purchased ■ drafting for presentation ■ livestock descriptions ■ NLIS tag ■ ownership details ■ proceeds distribution, including: <ul style="list-style-type: none"> ● payment to owners ● splits between partners, holders or encumbrances, financial institutions and other third parties ■ reserve prices ■ timeframe for sale or purchase of livestock ■ transportation requirements.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4039A Conduct livestock sale by auction

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
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1

Classifications

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

Content

Download:

- [Unit of competency in Word format \(443.28 KB\)](#)
- [Unit of competency in PDF format \(201.6 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to sell livestock through the auction process. This includes arranging staff, conducting the auction, reconciling livestock records, completing sales documentation and arranging delivery of livestock to the buyer. Livestock auctions may be conducted through saleyards or on the seller's property.

The unit may form part of the licensing requirements for persons engaged in livestock sales in those States and Territories where the selling of livestock is a regulated activity.

Application of the unit

This unit of competency supports the work of those who have responsibility for arranging and conducting livestock auctions through saleyards or on the seller's property. It includes arranging and conducting auctions, completing sales documentation and arranging after-sales transport in line with client instructions as well as checking and completing required documentation associated with the national livestock identification system (NLIS), national vendor declarations (NVD) and relevant federal and state or territory legislative and regulatory arrangements.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite unit: The following unit is a prerequisite requirement for this unit:

- CPPDSM4075A Select livestock for sale.

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 Prepare for livestock auction	<p>1.1 Auction documentation is prepared in line with agency practice, ethical standards and relevant legislation.</p> <p>1.2 Enquiries from interested parties are answered or referred to informed sources.</p> <p>1.3 Staff requirements for auction are determined.</p> <p>1.4 Adequate staff is engaged to facilitate the conduct of auction.</p>
2 Conduct livestock auction	<p>2.1 Auction area preparations are undertaken in line with agency practice and saleyard or property requirements.</p> <p>2.2 Terms and conditions of sale are prominently displayed and read out prior to the specified time of commencement of auction and according to agency practice and legislative requirements.</p> <p>2.3 Auction is conducted under the terms and conditions of sale in line with agency practice, ethical standards and legislative requirements.</p> <p>2.4 Livestock is offered for sale based on description advised to the public.</p> <p>2.5 Bids are received and called according to accepted agency practice, ethical standards and legislative requirements.</p> <p>2.6 Winning bid is knocked down and purchase name and sale details are recorded immediately and accurately in the sales register in line with agency practice and legislative requirements.</p> <p>2.7 Unsuccessful offers are recorded as non-sales in an accurate and timely manner in the sales register.</p> <p>2.8 Interests of sellers and buyers are respected at all times according to agency practice, ethical</p>

	standards and legislative requirements.
3 Reconcile livestock records	<p>3.1 Recorded transactions are delivered to organisation's office personnel to enable preparation of financial records and post-sales summary.</p> <p>3.2 Buyers are encouraged to visit the office at the yards at the conclusion of the sale to agree purchase details prior to delivery.</p> <p>3.3 Post-sales summary is prepared based on recorded sales information and pre-sales catalogue, and provided to purchasers.</p> <p>3.4 Numbers are balanced to total of inward delivered livestock.</p> <p>3.5 Sales register is signed by the auctioneer within the prescribed period, where required under state or territory legislation.</p> <p>3.6 NVDs are held by the agent or a central management body for the prescribed period to facilitate the answering of enquiries.</p>
4 Complete sales documentation	<p>4.1 Sales documentation is completed in line with agency practice and legislative requirements.</p> <p>4.2 Deposits are secured and appropriate arrangements are made to account for the deposit on subsequent settlement.</p> <p>4.3 Arrangements for payment are completed in line with agency practice, ethical standards and legislative requirements.</p>
5 Arrange delivery of livestock to buyer	<p>5.1 Assistance is given in the identification of livestock to facilitate delivery to buyer.</p> <p>5.2 Delivery of livestock is arranged by the agent in line with seller or buyer instructions.</p> <p>5.3 Documentation associated with the transportation of livestock to the buyer is completed in line with agency practice, ethical standards and relevant legislation.</p>

Required skills and knowledge

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

Required skills

- application of procedures associated with the conduct of a livestock auction
- application of risk management strategies in the preparation and conduct of a livestock auction
- computing skills to access agency databases, send and receive emails and complete standard forms online
- negotiation skills to gain commitment to sell and purchase livestock
- numeracy skills, including the ability to perform and apply measurements and calculations
- planning, organising and scheduling skills to undertake work-related tasks, such as preparing for a livestock auction
- reading skills, including the ability to access and interpret federal and state or territory legislation, codes of practice and other industry documentation associated with livestock auctions
- verbal communication and presentation skills to conduct a livestock auction
- written communication skills to complete sales documentation.

Required knowledge and understanding

- auctions, including:
 - advantages and disadvantages of saleyard and on-property auctions
 - auction procedures
 - ethical standards
 - legislative and regulatory requirements
 - types
- federal and state or territory legislation and local government regulations related to selling and transporting livestock, including:
 - animal health and welfare
 - anti-discrimination

- aquaculture
- brands and earmarks
- chemical treatments and residues, export slaughter intervals and withholding periods
- consumer protection
- financial probity
- food safety
- livestock sales and auctions
- livestock-specific legislation and regulations
- local government
- NLIS
- NVD
- OHS
- other legislation and regulations
- privacy
- public health
- public liability
- tagging
- water curfew
- waybills, including combined waybills

■ livestock, including:

- ages
- breeds
- classes
- district of origin
- grades
- pregnancy status
- values
- varieties
- weights
- yields

■ livestock transport, including:

- costs
- insurance
- legislative requirements

- methods
- payments
- risks
- national saleyard quality assurance scheme
- pre and post-sale procedures, including:
 - legislative requirements
 - retention period
 - summaries
- pre and post-sale weighing procedures
- risks and risk management strategies associated with the following aspects of livestock auctions:
 - auction preparations
 - auction procedures
 - auction sale documentation
 - care and handling of livestock
 - chemical treatment and residues
 - client misrepresentation
 - conflict of interest
 - health of livestock
 - ownership of livestock and encumbrances
 - saleyards
 - staff supervision
 - transport
- roles and responsibilities of auction staff, including:
 - auctioneer
 - bid takers
 - booking clerks
 - drovers
 - office clerks
- sale price, including:
 - live weight cents per kilo
 - price per head
- sales register, including:
 - auctioneer sign-off
 - legislative requirements

- procedures
- timeframes.

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 the candidate demonstrating the process of arranging and conducting a livestock auction, completing the documentation associated with the auction and arranging the delivery of the livestock to the relevant buyer. 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:

- arranging delivery of livestock to the appropriate buyer in line with buyer or seller instructions following an auction sale, including the preparation of relevant documentation associated with the transportation of livestock
- completing required documentation associated with livestock, including post-sale summaries and reconciliation of livestock records, in line with agency practice, ethical standards and relevant federal and state or territory legislation

	<ul style="list-style-type: none"> ■ knowledge and practical application of relevant federal and state or territory legislative requirements for the auction of livestock ■ knowledge and practical application of risk management strategies associated with all stages of the livestock auction process, including preparing for auction, conducting auction, completing relevant documentation, and facilitating delivery of livestock to buyer ■ preparing and conducting a livestock auction in line with agency practice, ethical standards and relevant federal and state or territory legislation.
Context of and specific resources for assessment	<p>Resource implications for assessment include access to:</p> <ul style="list-style-type: none"> ■ computerised or manual systems for recording auction results, including the sales register ■ federal and state or territory legislation and regulations relevant to livestock sales ■ livestock ■ normal agency documentation and requirements for sale of livestock by auction, for example agency policy and procedures relating to auctions and standard industry forms, contracts and agreements ■ resources to conduct livestock auction, including saleyard or property venue, staff and equipment. <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</p>

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>Auction documentation</i> may include:	<ul style="list-style-type: none"> ■ auction rules ■ contracts ■ NVD ■ pre-sale catalogue ■ terms and conditions ■ veterinary certificate pricing.
<i>Interested parties</i> may include:	<ul style="list-style-type: none"> ■ government officials ■ other sellers and producers ■ potential buyers, including: <ul style="list-style-type: none"> ● agents ● feedlot operators ● individuals ● live exporters ● processors ● supermarket chains.
<i>Informed sources</i> may include:	<ul style="list-style-type: none"> ■ government agencies ■ producers ■ professional sources of advice, including: <ul style="list-style-type: none"> ● accountants ● banks and finance companies ● exporters ● financial advisers ● veterinarians ■ sellers ■ stock and station agents.

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Staff requirements may include:	<ul style="list-style-type: none"> ■ number ■ type.
Auction area preparations may include:	<ul style="list-style-type: none"> ■ auction facilities and equipment ■ distractions ■ hazards ■ security.
Terms and conditions of sale may include:	<ul style="list-style-type: none"> ■ buying orders ■ catalogues ■ health ■ inspections ■ insurance ■ payment ■ registration delivery ■ telephone bidding ■ transport.
Livestock may include:	<ul style="list-style-type: none"> ■ alpacas ■ cattle ■ deer ■ goats ■ horses ■ ostriches ■ pigs ■ sheep.
Description may include:	<ul style="list-style-type: none"> ■ age ■ bloodlines ■ breeding and fattening background ■ district of origin ■ pregnancy status ■ sex ■ weight.
Sale details must include:	<ul style="list-style-type: none"> ■ description of livestock ■ number sold ■ name of seller

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	<ul style="list-style-type: none"> ■ name of buyer ■ price ■ sex of livestock ■ weight.
Buyers may include:	<ul style="list-style-type: none"> ■ agents ■ exporters ■ feedlot operators ■ individuals ■ processors ■ supermarket chains.
Purchase details may include:	<ul style="list-style-type: none"> ■ name of purchaser ■ number purchased ■ pen number ■ price ■ weight.
Post-sales summary may include:	<ul style="list-style-type: none"> ■ accreditation information ■ breed and where raised ■ history of chemical treatment and exposure to chemicals ■ names and addresses of sellers ■ NLIS device ■ period of ownership if not bred on seller's property ■ stockfeeds used.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4052A List and market rural property for sale or lease

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
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1

Classifications

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

Content

Download:

- [Unit of competency \(Word format 446.14 KB\)](#)
- [Unit of competency in PDF format \(225.68 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to list and market rural property for sale or lease. It includes sourcing listings, researching and evaluating market conditions, delivering listing

presentations, recording listings, and developing, implementing, reviewing and reporting on marketing plans and activities. The unit may form part of the licensing requirements for persons engaged in stock and station agency activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed stock and station agents and stock and station representatives or certificate holders involved in listing and marketing rural properties for sale or 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 Source property listings	<p>1.1 Key <i>sources of property listings</i> are identified in line with agency practice and legislative requirements.</p> <p>1.2 <i>Target groups</i> are identified in line with agency practice.</p>

	<p>1.3 Strategy is developed and implemented to access target groups in line with agency practice, ethical standards and legislative requirements.</p> <p>1.4 Target groups are canvassed in a thorough and systematic manner in line with agency practice, ethical standards and legislative requirements.</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 Appointment is made with client to discuss property listing in line with agency practice.</p> <p>2.4 Client requirements regarding listing and marketing of property are clarified and accurately assessed using appropriate interpersonal communication techniques.</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 effective listing presentation and close agreement	<p>4.1 Potential clients are advised on market influences likely to affect rural property sales and leasing through the provision of reliable market information.</p> <p>4.2 Available options are discussed with potential client before agreement is reached on method of sale or tenancy or lease agreement arrangements.</p> <p>4.3 Agreement is confirmed in writing, including a market value assessment in line with agency</p>

	<p>practice and legislative requirements.</p> <p>4.4 Agreed instructions are recorded in line with agency practice and legislative requirements.</p> <p>4.5 Personal presentation is in line with expectations of client group and agency practice.</p> <p>4.6 Relevant parties are advised of the listing in a timely manner.</p> <p>4.7 Listing documentation is completed according to agency practice and legislative requirements.</p>
5 Confirm marketing plan for rural property	<p>5.1 Potential buyer profile and benefits of effectively marketing property for sale or lease are discussed with seller or owner.</p> <p>5.2 Strategies and timeframe for marketing property, including possible marketing activities, are discussed with seller or owner.</p> <p>5.3 Costs of different marketing strategies and activities are discussed with seller or owner.</p> <p>5.4 Marketing plan for property is prepared and presented to seller or owner in line with agency practice.</p> <p>5.5 Marketing plan, including marketing activities and budget, is agreed with seller or owner.</p>
6 Prepare marketing materials	<p>6.1 Marketing materials that reflect agreed property and agency marketing plan are developed within agreed budget and timeframes.</p> <p>6.2 Marketing materials are checked for accuracy and compliance with agency and legislative requirements.</p>
7 Implement marketing activities	<p>7.1 Persons involved in marketing property for sale are briefed on their roles and responsibilities to ensure success of marketing activities.</p> <p>7.2 Marketing activities are implemented in line with agreed marketing plan and budget.</p>

	<p>7.3 Responsibility is assigned for ongoing monitoring of marketing activities.</p> <p>7.4 Implementation of marketing activities complies with agency practice, ethical standards and legislative requirements.</p> <p>7.5 Seller or owner is kept informed of progress of marketing activities according to agency practice and legislative requirements.</p>
8 Review and report on marketing activities and plan	<p>8.1 Marketing activities are reviewed against aims and objectives of marketing plan.</p> <p>8.2 Feedback on outcomes of marketing activities is sought according to agency practice and using reliable methods and verifiable data.</p> <p>8.3 Need for alternative marketing activities and adjustments to marketing plan are assessed in consultation with relevant people if property proves difficult to sell or lease.</p> <p>8.4 Effectiveness of planning and marketing processes is assessed to identify possible improvements in future activities.</p> <p>8.5 Costs and time lines are analysed to evaluate and improve future marketing initiatives.</p> <p>8.6 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 people from a range of social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and rural property market reports

- application of risk management strategies associated with advising clients on listing and marketing rural property for sale or 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 decisions regarding listing rural properties that are 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, papers, formal and informal letters, advertisements, reports and applications; and complete standard and statutory forms
- negotiation skills to assist clients to list rural properties for sale or lease with agency
- 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 and advertising
- research skills to identify and source documents and information related to rural property.

Required knowledge and understanding

- advertising
- listings, including:
 - agency fees and conditions
 - agency practices in relation to obtaining listings
 - business and personal referral networks
 - documentation
 - ethical standards associated with listing rural properties for sale or lease
 - farming area for prospecting for listings
 - networks that provide listing opportunities
 - sources of listings
 - target groups for obtaining listings
 - techniques for identifying needs and motivations of clients to list rural property for sale or lease

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- listing presentation kit, including:
 - content
 - format
 - purpose
- marketing, including:
 - budget
 - materials
 - plan
 - strategies if properties prove difficult to lease
- marketing activities, including:
 - advertising, including print and electronic media
 - agency property guide
 - brochures
 - business-to-business marketing
 - direct marketing
 - inspections
 - mail-outs
 - networking
 - open house
 - seminars
 - signboards
 - targetting markets by service type
 - internet and online advertising, including web pages, virtual tours and online directories
- 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
- presentation techniques
- principles underpinning effective listing and marketing materials, including:
 - action
 - attention

- desire
- interest
- property knowledge, including:
 - cropping properties: yields, seasons, types of crops, soils, facilities such as grain storage and transport, diseases and rotational cropping
 - dairies: quotas, breeds, lactation, dairy layout and equipment and conversion factors, such as dairy set up, herd, access and distance to market
 - general: local market conditions, trends in sector and industry, land titles, geophysical and topographical characteristics, carrying capacity and local land characteristics
 - grazing properties: dry sheep equivalent (DSE)/carrying capacity, pastures, soil types and breeds
 - irrigated properties: water licence availability, soil types, topography, and types of reticulation, such as flood, drip, direct or row cropping
 - water
- relevant federal and state or territory legislation and local government regulations related to:
 - animal health
 - anti-discrimination
 - aquaculture
 - consumer protection
 - crown land
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchises and business structure
 - industrial relations
 - livestock
 - native title
 - OHS
 - privacy
 - rural property sales, leasing and management

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- taxation
- water rights
- role of stock and station agent in providing estimate of value
- 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 and marketing a rural property 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

- knowledge of consumer protection principles that affect the listing and marketing of rural properties for sale or lease
- maintaining business records associated with listing and marketing properties for sale or lease
- maintaining communication with clients throughout the listing and marketing process
- planning and delivering effective listing and marketing presentations in line with agency practice, ethical standards and legislative requirements

	<ul style="list-style-type: none"> ■ negotiating and finalising the listing of rural property for sale or lease in line with agency practice, ethical standards and legislative requirements ■ planning and developing marketing plans for the sale or lease of rural property in line with agency practice, ethical standards and legislative requirements ■ implementing marketing activities for the sale or lease of rural properties in line with agency practice, ethical standards and legislative requirements ■ preparing marketing materials for the sale or lease of rural properties in line with agency practice, ethical standards and legislative requirements ■ reviewing and reporting on marketing activities associated with the sale or lease of all types of rural properties.
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>

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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.

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
- website.

Target groups

may include:

- buyers
- holiday makers and tourists
- investors
- new arrivals to town or district
- previous clients and customers
- prospective tenants
- retirees
- rural property owners
- seasonal workers
- students.

Legislative requirements

may include:

- relevant federal and state or territory legislation and local government regulations related to:

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	<ul style="list-style-type: none"> ● animal health ● anti-discrimination ● aquaculture ● consumer protection ● crown land ● environmental issues ● EEO ● financial probity ● franchises and business structure ● industrial relations ● livestock ● native title ● OHS ● privacy ● rural property sales, leasing and management ● taxation ● water rights.
Canvassed may refer to:	<ul style="list-style-type: none"> ■ advertising ■ direct contact ■ networking ■ referrals.
Enquiries may be:	<ul style="list-style-type: none"> ■ direct contact ■ email ■ inspections ■ referral ■ telephone ■ website.
Clients may include:	<ul style="list-style-type: none"> ■ potential sellers and buyers ■ previous clients and customers ■ prospective tenants and buyers ■ rural property owners.
Appropriate rapport relates to use of	<ul style="list-style-type: none"> ■ establish and build confidence and trust in the agency and its representatives ■ make the client feel valued

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techniques that:	<ul style="list-style-type: none"> ■ promote and maintain an effective relationship with client.
Client requirements may include:	<ul style="list-style-type: none"> ■ method of sale or lease ■ price or rent expectations ■ purpose of listing property for sale or lease, including: <ul style="list-style-type: none"> ● business reasons ● deceased estate ● investment ● relocation ● replacing or upgrading existing property ■ timeframe for sale or lease.
Interpersonal communication techniques 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 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"> ■ advertisements ■ agent profile ■ agency and statutory documentation ■ agency profile ■ agency website and online service information, such as virtual tours and online directory ■ other marketing material.
Market influences likely to affect rural property sales and leasing may include:	<ul style="list-style-type: none"> ■ climatic ■ economic ■ historical ■ political ■ seasonal ■ technological.

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Market information may include:	<ul style="list-style-type: none"> ■ property leasing ■ property sales.
Method of sale options may include:	<ul style="list-style-type: none"> ■ auction ■ off the plan ■ private treaty ■ reverse auction ■ specialised properties ■ tender.
Tenancy or lease agreement arrangements may include:	<ul style="list-style-type: none"> ■ conditions of lease or tenancy agreement ■ rental range ■ type of lease, including: <ul style="list-style-type: none"> ● residential tenancy agreement ● retail lease.
Market value assessment may include:	<ul style="list-style-type: none"> ■ agency details, including: <ul style="list-style-type: none"> ● advertising responsibility ● internal staff handling matter ● type of agency ■ estimations of: <ul style="list-style-type: none"> ● rental range of property ● selling range of property ■ rural property details, including: <ul style="list-style-type: none"> ● carrying capacity ● cropping ● description of geophysical aspects ● improvements ● layout and fencing ● pastures ● services available ● title details ● type of sale ● use of land ● water ■ seller and location details.

Buyer profile may include:	<ul style="list-style-type: none"> ■ buyer's property requirements ■ buying intentions ■ financial capacity ■ timeframe for purchase.
Marketing strategies and activities may include:	<ul style="list-style-type: none"> ■ advertising, including print and electronic media ■ agency property guide ■ brochures ■ business-to-business marketing ■ direct marketing ■ inspections ■ mail-outs ■ networking ■ open house ■ seminars ■ signboards ■ target markets by service type ■ window displays ■ internet and online advertising, including web pages, virtual tours and online directories.
Marketing plan may include:	<ul style="list-style-type: none"> ■ advertising and promotional materials prepared and scheduled ■ advertising budget ■ aims and objectives ■ inspection of property by agency sales consultants ■ 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 ■ seller advised on optimal property presentation ■ target group identified for marketing plan ■ timeframe for marketing activities

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	<ul style="list-style-type: none"> ■ web-based advertising arranged.
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 the marketing activities and plan ■ strategies used in the marketing and promotion of property.
If property proves difficult to sell or lease strategies may include:	<ul style="list-style-type: none"> ■ advertising budget ■ 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

Stock and station agency

UNIT

CPPDSM4067A Plan for and complete sale of rural property by auction

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
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	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 \(443.78 KB\)](#)
- [Unit of competency in PDF format \(206.67 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to plan for and complete the sale of rural property by auction. It includes preparing for the auction sale and completing the sale. The outcomes required to

conduct an auction for the sale of rural property are addressed in

CPPDSM4037A Conduct auction of rural property.

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

Application of the unit

This unit of competency supports the work of licensed stock and station agents and stock and station representatives or certificate holders involved in preparing auctions and completing the sale of rural 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 Prepare for auction sale	1.1 Agreement to auction rural property is obtained in line with agency practice and legislative requirements.

	<p>1.2 Assisting professionals are instructed to prepare auction documentation in line with seller instructions, agency practice and legislative requirements.</p> <p>1.3 Assisting professionals are followed up in a timely manner to ensure that auction documentation is delivered prior to auction date.</p> <p>1.4 Auction details are established in line with agency practice.</p> <p>1.5 Staff and resource requirements for auction day are identified and booked in advance in line with agency practice.</p> <p>1.6 Property is inspected by auctioneer prior to auction in line with agency practice and legislative requirements.</p> <p>1.7 Auction day procedures, method of conduct of sale and the reserve price are discussed and confirmed in writing with seller prior to auction day.</p> <p>1.8 Marketing is monitored on a regular basis to establish its effectiveness.</p> <p>1.9 Enquiries from prospective buyers and other interested parties are addressed and where required copies of relevant documentation are provided.</p> <p>1.10 Offers from prospective buyers prior to auction are referred to seller in line with agency practice and legislative requirements.</p> <p>1.11 Order of auction is determined to permit preparation of catalogue in line with agency practice</p>
2 Implement auction day procedures	<p>2.1 <i>Preparation of auction area</i>, including deployment of staff, promotional materials and equipment is undertaken in line with agency practice.</p>

	<p>2.2 Auction documentation is prominently displayed in line with agency practice and relevant legislation.</p> <p>2.3 Property inspection is facilitated on auction day prior to the commencement of the auction, if applicable.</p> <p>2.4 Previously identified potential buyers are located in the audience to facilitate sale.</p> <p>2.5 Questions from interested parties are answered or referred to informed sources in line with agency practice.</p> <p>2.6 Auction day procedures are implemented in line with agency practice and legislative requirements.</p>
3 Complete sale of rural property	<p>3.1 <i>If property is sold, follow-up procedures</i> are implemented in line with agency practice and legislative requirements.</p> <p>3.2 <i>Sales documentation</i> is accurately completed and deposits are taken in line with agency practice and legislative requirements.</p> <p>3.3 <i>If property is passed in, follow-up procedures</i> are implemented consistent with agency practice and legislative requirements.</p> <p>3.4 Accurate <i>sales data</i> is compiled that reflects auction outcomes for use in follow-up procedures.</p> <p>3.5 Appropriate <i>records of attendance or interest</i> are compiled to expand agency contact lists of potential clients identified through the auction process.</p> <p>3.6 Publication of auction results and post-auction information are arranged in line with agency practice 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 people from a range of 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 preparation and completion of the sale of rural property by 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 consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and sales documentation; prepare general information, papers, formal and informal letters, reports and applications; and complete standard and statutory forms
- negotiation skills to assist sellers to establish auction marketing plans, reserve price and auction day procedures
- numeracy skills to calculate auction marketing expenses within agreed budget
- 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 source documents and information related to the sale of rural 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 seller
 - contact with prospective buyers
 - outcomes of auction marketing
 - post-listing conference
 - property descriptions
 - reasons for confirming auction marketing procedures and expenses
- auction rules, including:
 - advertising auction results
 - auctioneer requirement to identify bidders
 - bidders
 - cooling off
 - disruption of an auction
 - dummy bids
 - estimated selling price
 - 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
- consumer protection principles that impact on the sale of rural property, including:
 - cooling off provisions
 - false representation 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 agents
 - secret commissions
- 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
- penalties for breach of auction legislation and regulations
- preparation of auction area, including:
 - auction equipment
 - distractions and hazards
 - property inspection
 - security
- property knowledge, including:
 - cropping properties: yields, seasons, types of crops, soils, facilities such as grain storage and transport, diseases and rotational cropping
 - dairies: quotas, breeds, lactation, dairy layout and equipment and conversion factors, such as dairy set up, herd, access and distance to market

- general: local market conditions, trends in sector and industry, land titles, geophysical and topographical characteristics, carrying capacity and local land characteristics
- grazing properties: dry sheep equivalent (DSE)/carrying capacity, pastures, soil types and breeds
- irrigated properties: water licence availability, soil types, topography, and types of reticulation, such as flood, drip, direct or row cropping
- relevant federal and state or territory legislation and local government regulations related to:
 - animal health
 - anti-discrimination
 - anti-money laundering
 - aquaculture
 - auctions
 - consumer protection
 - crown land
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchises and business structure
 - industrial relations
 - livestock
 - native title
 - OHS
 - privacy
 - rural property sales
 - taxation
 - water rights
- reserve price, including:
 - definition
 - purpose
 - setting

- sales data, records of attendance and interest in auctions, including:
 - collection techniques
 - reasons for collection
 - types of data
- sales documentation, including:
 - contract of sale
 - contract inclusions, such as the pasturing of livestock, clearing of timber and verification of equipment specifications
 - declaration of selling agent
 - finance statement to purchaser
 - receipts for purchase money paid
 - vendor's statement.

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 study or practical demonstration of the procedures associated with planning for and completing the sale of a rural 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:

- arranging publication of auction results and post-auction information in line with agency practice and legislative requirements
- compiling accurate sales data for use in follow-up procedures
- compiling records of attendance or interest in auction to expand agency contact lists of potential clients
- finalising auction sale, including the completion of sales documentation and implementation of follow-up procedures if properties are sold or passed in
- knowledge of auction marketing procedures, auction day procedures and auction process associated with the sale of rural property
- knowledge of ethical standards, legislative and regulatory requirements and agency practices associated with the preparation for and conduct of 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, agency practice and legislative requirements
- taking instructions on reserve price from seller in line with agency practice and legislative requirements

	<ul style="list-style-type: none"> ■ using effective communication and presentation techniques in conducting auctions.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to a registered provider of assessment services ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book. <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.

Legislative requirements
may include:

- relevant federal and state or territory legislation and local government regulations related to:
 - animal health
 - anti-discrimination
 - anti-money laundering

	<ul style="list-style-type: none"> ● aquaculture ● auctions ● consumer protection ● crown land ● environmental issues ● EEO ● financial probity ● franchises and business structure ● industrial relations ● livestock ● native title ● OHS ● privacy ● rural property sales, leasing and management ● taxation ● water rights.
Assisting professionals may include:	<ul style="list-style-type: none"> ■ auctioneers ■ conveyancers ■ solicitors.
Auction documentation may include:	<ul style="list-style-type: none"> ■ contract ■ contract inclusions.
Auction details may include:	<ul style="list-style-type: none"> ■ date ■ time ■ venue.
Staff may include:	<ul style="list-style-type: none"> ■ agency support staff ■ auctioneer ■ licensed stock and station agents.
Auction day procedures may include:	<ul style="list-style-type: none"> ■ advertising and marketing materials ■ auction documentation ■ channels of communication ■ deposits

	<ul style="list-style-type: none"> ■ managing the auction process ■ property inspection arrangements ■ roles and responsibilities of agency staff ■ security arrangements.
Preparation of auction area may include:	<ul style="list-style-type: none"> ■ auction documentation ■ auction equipment, including: <ul style="list-style-type: none"> ● audiovisual equipment ● bell ● display boards ● flags ● gavel ● lectern ● signs ● stickers ■ distractions ■ hazards ■ marketing materials ■ security.
If property is sold, follow-up procedures may refer to:	<ul style="list-style-type: none"> ■ buyer ■ losing bidder ■ other bidders ■ seller
Sales documentation may include:	<ul style="list-style-type: none"> ■ contract inclusions such as the pasturing of livestock, clearing of timber and verification of equipment specifications ■ contract of sale ■ declaration of selling agent ■ finance statement to purchaser ■ receipts for purchase money paid ■ special conditions may include insurance, natural increases, timber, crops, water licences, permissive occupancy, possession prior to completion or depasturing

	<ul style="list-style-type: none"> ■ vendor's statement.
<i>If property is passed in, follow up procedures</i> may refer to:	<ul style="list-style-type: none"> ■ highest bidder ■ other bidders ■ seller.
<i>Sales data</i> may refer to:	<ul style="list-style-type: none"> ■ collection techniques ■ reasons for collection ■ types of data.
<i>Records of attendance or interest</i> may refer to:	<ul style="list-style-type: none"> ■ collection techniques ■ reasons for collection ■ types of data.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4068A Prepare livestock for sale at saleyards

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
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1

Classifications

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

Content

Download:

- [Unit of competency in Word format \(441.81 KB\)](#)
- [Unit of competency in PDF format \(189.35 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to take delivery of and prepare livestock for sale at saleyards. It includes the procedures associated with arranging transport and delivery of livestock to saleyards as well as drafting and penning livestock.

The preparation of livestock for sale requires knowledge of the national livestock identification system (NLIS), national vendor declarations (NVD) and relevant federal and state or territory legislative and regulatory arrangements. It also requires knowledge of risks and animal welfare issues associated with preparing livestock for sale at saleyards. The unit may form part of the licensing requirements for persons engaged in livestock sales in those States and Territories where the selling of livestock is a regulated activity.

Application of the unit

This unit of competency supports the work of those who have responsibility for arranging transport and delivery of livestock at saleyards, ensuring the drafting and penning of livestock prior to sale as well as the checking and completion of required documentation associated with the NLIS, NVD and relevant federal and state or territory legislative and regulatory arrangements.

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 Arrange transport of livestock to saleyards.	<p>1.1 Transport requirements are agreed with client for movement of livestock to saleyards in line with agency practice.</p> <p>1.2 Risks associated with transport, delivery, drafting and penning of livestock are assessed and managed in line with agency practice.</p> <p>1.3 Transport arrangements are implemented in line with agreed delivery schedule.</p>
2 Take delivery of livestock at saleyards.	<p>2.1 Labour requirements are determined to ensure that adequate staff is available for delivery of livestock at saleyards.</p> <p>2.2 Staff members are advised of delivery details to facilitate the safe and timely delivery of livestock.</p> <p>2.3 Delivery details are recorded in line with saleyard and agency requirements.</p> <p>2.4 Receival penning is arranged to ensure that it is available on delivery of livestock.</p> <p>2.5 Pre-sale catalogues are prepared according to sale requirements, NVD and NLIS guidelines and regulations.</p>
3 Draft and pen livestock.	<p>3.1 Livestock may be paint-branded in line with sale requirements.</p> <p>3.2 Livestock are drafted and, where applicable, weighed prior to final penning in line with sale requirements.</p> <p>3.3 Livestock are placed in final allocated pens in line with sale requirements.</p> <p>3.4 Information on livestock is displayed in line with agency and saleyard requirements.</p> <p>3.5 Details of livestock are entered into the sales register in line with sale requirements.</p>

Required skills and knowledge

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

Required skills

- application of initial and final livestock drafting procedures
- application of livestock penning procedures
- application of paint-branding procedures
- application of pre and post-sale livestock weighing procedures
- application of risk management strategies in the preparation of livestock for sale
- computing skills to access agency databases, send and receive emails and complete standard forms online
- numeracy skills, including the ability to perform and apply measurements and calculations
- literacy skills, including the ability to interpret industry documentation associated with livestock sales, such as NVD and pre-sale catalogues
- planning, organising and scheduling skills to undertake work-related tasks such as arranging transport of livestock
- written and verbal communication skills associated with livestock sales.

Required knowledge and understanding:

- federal and state or territory legislation and local government regulations related to selling and transporting livestock, including:
 - animal health and welfare
 - anti-discrimination
 - aquaculture
 - brands and earmarks
 - chemical treatments and residues, export slaughter intervals and withholding periods
 - consumer protection
 - financial probity
 - fees and charges
 - food safety

- livestock sales and auctions
- livestock-specific legislation and regulations
- NLIS
- NVD
- OHS
- privacy
- public health
- public liability
- tagging
- water curfew
- waybills, including combined waybills
- HACCP
- initial and final livestock drafting procedures
- livestock, including:
 - ages
 - breeds
 - classes
 - grades
 - pregnancy status
 - values
 - varieties
 - weights
 - yields
- livestock penning procedures
- livestock transport, including:
 - costs
 - insurance
 - legislative requirements
 - methods
 - payments
 - risks
- national saleyard quality assurance scheme
- paint-branding procedures
- pre and post-sale livestock weighing procedures
- pre-sale catalogue, including:

- distribution
- importance of accuracy of catalogue content
- legislative requirements
- misleading advertising
- risks associated with the following aspects of preparing livestock for sale, including:
 - care and handling of livestock
 - chemical treatment and residues
 - client misrepresentation
 - inspection, assessment and drafting of livestock
 - NLIS
 - ownership of livestock and encumbrances
 - saleyards
 - staff supervision
 - transport
- saleyard auctions.

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 arranging the transport and delivery of livestock to saleyards as well as preparing the livestock for sale. This would include demonstration of arranging livestock transport, taking delivery of livestock at the saleyards, drafting and penning livestock, and checking and completing relevant documentation. 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. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide

	<p>additional supporting evidence of competence.</p> <p>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"> ■ correctly completing documentation related to the sale of livestock, including entry of livestock details into the sales register ■ correctly preparing pre-sale catalogues according to sale requirements, NVD and NLIS guidelines and regulations ■ accessing NLIS devices ■ safely and correctly applying procedures for taking delivery of, drafting and penning livestock at saleyards ■ safely and correctly applying the procedure for paint-branding livestock ■ understanding and applying agency codes and relevant federal and state or territory legislation and regulations in relation to preparing livestock for sale ■ understanding and applying risk management strategies associated with the delivery, drafting and penning of livestock.
<p>Context of and specific resources for assessment</p>	<p>Resource implications for assessment include access to:</p> <ul style="list-style-type: none"> ■ computerised or manual systems for recording information on livestock, including the sales register and NLIS database ■ federal, state and territory legislation and regulations relevant to livestock sales ■ livestock ■ livestock saleyard, including staff and equipment required for taking delivery of livestock as well as drafting and penning livestock

- NVD, NLIS and other relevant documentation on livestock.

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>Transport requirements</i> may include:	<ul style="list-style-type: none"> ■ delivery location and time ■ insurance ■ loading requirements ■ time and venue of pick up ■ type of vehicle.
<i>Risks</i> may be associated with:	<ul style="list-style-type: none"> ■ care and handling of livestock ■ chemical treatment and residues ■ inspection, assessment and drafting of livestock ■ ownership of livestock and encumbrances ■ saleyards ■ staff supervision ■ transport.
<i>Labour requirements</i> may include:	<ul style="list-style-type: none"> ■ number of staff ■ person hours ■ skills of staff ■ timing.

Staff may include:	<ul style="list-style-type: none"> ■ company staff ■ contractors. ■ saleyard staff.
Livestock may include:	<ul style="list-style-type: none"> ■ alpacas ■ cattle ■ deer ■ goats ■ horses ■ ostriches ■ pigs ■ sheep.
Delivery details may include:	<ul style="list-style-type: none"> ■ curfew ■ feeding ■ livestock details ■ NLIS scanning ■ penning requirements ■ time and date of delivery.
Pre-sale catalogues may include:	<ul style="list-style-type: none"> ■ accreditation information ■ history of chemical treatment and exposure ■ hormonal growth promotant (HGP) ■ lifetime traceable ■ names and addresses of sellers ■ NLIS device ■ period of ownership if not bred on seller's property ■ property of origin ■ stockfeeds used.
Weighing may include:	<ul style="list-style-type: none"> ■ post-sale ■ pre-sale.
Information on livestock may include:	<ul style="list-style-type: none"> ■ age and sex ■ average weight ■ category of livestock ■ chemical status ■ HGP

- NLIS
- time and date of arrival at saleyard, if applicable
- district of origin
- lot number
- number of livestock
- pregnancy status
- seller's name
- time of weighing
- total weight.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4075A Select livestock for sale

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
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1

Classifications

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

Content

Download:

- [Unit of competency in Word format \(441.86 KB\)](#)
- [Unit of competency in PDF format \(151.49 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to select livestock for sale. It includes arranging for livestock to be inspected, drafting and inspecting the livestock, confirming ownership and encumbrances on the livestock, gaining commitment to sell the livestock and establishing the method of sale.

The unit may form part of the licensing requirements for persons engaged in livestock sales in those States and Territories where the selling of livestock is a regulated activity.

Application of the unit

This unit of competency supports the work of those who have responsibility for selecting livestock for sale. It includes arranging and conducting inspections and drafting and assessing livestock, as well as checking and completing required documentation associated with the national livestock identification system (NLIS), national vendor declarations (NVD) and relevant federal and state or territory legislative and regulatory arrangements.

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 Arrange livestock inspection	1.1 Seller is notified of <i>livestock inspection requirements</i> . 1.2 Timing of livestock inspection is confirmed with seller. 1.3 Variations in arrival time for livestock inspection are promptly communicated to seller to minimise disruptions.

	1.4 <i>Sale details</i> are arranged and advised to relevant <i>parties</i> .
2 Inspect and draft livestock	2.1 <i>Client instructions</i> are obtained to assist in accurate drafting of livestock. 2.2 Initial <i>assessment of livestock</i> is advised to client and instructions are received to permit final drafting. 2.3 Livestock is drafted in line with <i>agreed criteria</i> .
3 Obtain commitment to sell	3.1 Ownership of livestock is confirmed in line with agency practice. 3.2 <i>Encumbrances</i> on livestock are established to ensure that clear title may be transferred to buyer. 3.3 Agreement to sell and <i>method of sale</i> are confirmed with seller so that sale process can proceed. 3.4 <i>Documentation</i> required for sale of livestock is prepared in line with agency and legislative requirements. 3.5 Signatures are obtained from seller on relevant documentation to confirm commitment to sell livestock.

Required skills and knowledge

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

Required skills

- application of initial and final livestock drafting procedures
- application of livestock inspection procedures
- application of risk management strategies in preparing livestock for sale
- computing skills to access agency databases, send and receive emails and complete standard forms online
- literacy skills, including the ability to interpret industry documentation associated with livestock sales, such as NVD, and to prepare and complete documentation related to livestock sales

- negotiation skills to gain commitment to sell livestock
- numeracy skills, including the ability to perform and apply measurements and calculations
- verbal communication skills required for face-to-face communication with livestock sellers and buyers
- planning, organising and scheduling skills to undertake work-related tasks such as arranging livestock inspections.

Required knowledge and understanding:

- chemicals that affect health of livestock in pens or during transportation
- chemical treatments and residues
- encumbrances on livestock, including:
 - agent fees
 - bills of sale
 - livestock mortgages
 - overdrafts
 - procedures for identifying encumbrances
 - removing encumbrances
 - types of encumbrances
- establishing and verifying title of livestock
- federal and state or territory legislation and local government regulations related to selling and transporting livestock, including:
 - animal health and welfare
 - anti-discrimination
 - aquaculture
 - brands and earmarks
 - chemical treatments and residues, export slaughter intervals (ESI) and withholding periods
 - consumer protection
 - financial probity
 - food safety
 - livestock sales and auctions
 - livestock-specific legislation and regulations
 - NLIS

- NVD
- OHS
- privacy
- public health
- public liability
- tagging
- water curfew
- waybills, including combined waybills
- initial and final livestock drafting procedures
- livestock, including:
 - ages
 - breeds
 - classes
 - grades
 - pregnancy status
 - values
 - varieties
 - weights
 - yields
- livestock inspection requirements
- livestock sale methods, including:
 - advantages and disadvantages of different methods of sale
 - direct consignment
 - electronic - Auctions Plus
 - forward contract
 - on-property auctions and feature sales
 - over the hooks marketing auction
 - private paddock sale
 - saleyard auctions
- procedures for identifying and verifying ownership of livestock
- risks associated with the following aspects of selecting livestock for sale:
 - care and handling of livestock
 - chemical treatments and residues
 - inspection, assessment and drafting of livestock

- NLIS requirements
- ownership of livestock and encumbrances
- staff supervision.

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 the candidate demonstrating the process of arranging the inspection of livestock, inspecting and drafting livestock, and securing seller commitment to sell the livestock. 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 correct procedures for notifying client of inspection requirements and preparing visit schedules
- safely and correctly applying procedures for inspecting, assessing and drafting livestock
- applying correct procedures for accurately establishing ownership and encumbrances on livestock
- understanding and applying risk management strategies associated with inspecting and drafting livestock and descriptions

	<ul style="list-style-type: none"> ■ correctly completing documentation relating to sale of livestock ■ understanding and applying agency codes, ethical standards and relevant federal, and state or territory legislation and regulations in relation to the sale of livestock.
Context of and specific resources for assessment	<p>Resource implications for assessment include access to:</p> <ul style="list-style-type: none"> ■ federal, and state or territory legislation and regulations relevant to livestock inspections and sales ■ livestock ■ NVD, NLIS and other relevant documentation on livestock ■ venue for inspecting and drafting livestock, including staff and equipment required for drafting livestock. <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.

Livestock may include:

- alpacas
- cattle
- deer
- goats

	<ul style="list-style-type: none"> ■ horses ■ ostriches ■ pigs ■ sheep.
Inspection requirements may include:	<ul style="list-style-type: none"> ■ conditions of inspection, including: <ul style="list-style-type: none"> ● on the water ● paddock ● yarding ■ date of inspection ■ time of inspection ■ venue of inspection.
Sale details may include:	<ul style="list-style-type: none"> ■ date of sale ■ time of sale ■ venue for sale.
Parties may include:	<ul style="list-style-type: none"> ■ buyers ■ saleyards ■ sellers.
Client instructions may include:	<ul style="list-style-type: none"> ■ advertising ■ drafting for presentation ■ livestock descriptions ■ NLIS tags ■ ownership details ■ proceeds distribution, including: <ul style="list-style-type: none"> ● payment to owners ● splits between partners, holders or encumbrances, financial institutions and other third parties ■ reserve prices ■ transportation requirements.
Assessment of livestock may include:	<ul style="list-style-type: none"> ■ dentition ■ fat score ■ weight.
Agreed criteria may include:	<ul style="list-style-type: none"> ■ age ■ breed

	<ul style="list-style-type: none"> ■ pregnancy status ■ sex ■ weight ■ specific breed requirements, including: <ul style="list-style-type: none"> ● fat ● wool.
Encumbrances may include:	<ul style="list-style-type: none"> ■ agent fees ■ bills of sale ■ livestock mortgages ■ overdraft.
Method of sale may include:	<ul style="list-style-type: none"> ■ saleyard auctions ■ direct consignment ■ electronic - Auctions Plus ■ forward contract ■ on-property auctions and feature sales ■ over the hooks marketing ■ private paddock sale.
Documentation may include:	<ul style="list-style-type: none"> ■ animal health statement ■ crossing papers ■ delivery dockets for feedlots and shipping ■ footrot-free declarations ■ NVD ■ NLIS tags ■ pregnancy test data ■ sale contracts ■ stud registration papers ■ veterinary certificates ■ waybills.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4077A Sell livestock by private sale

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
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	1

Classifications

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

Content

Download:

- [Unit of competency in Word format \(442.34 KB\)](#)
- [Unit of competency in PDF format \(156.21 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to sell livestock by private sale. It includes advertising the livestock, responding to buyer enquiries, arranging inspections, negotiating the sale, completing sales documentation and arranging delivery to the buyer. A variety of selling

systems is used in private livestock sales. These include direct consignment, electronic, forward contracts and over the hooks marketing. The unit may form part of the licensing requirements for persons engaged in livestock sales in those States and Territories where the selling of livestock is a regulated activity.

Application of the unit

This unit of competency supports the work of those who have responsibility for the private sale of livestock using selling methods such as direct consignment, forward contracts and over the hooks marketing. Such sales must be consistent with agency practice, ethical standards and relevant federal, and state or territory legislative and regulatory arrangements.

Licensing/regulatory information

Refer to unit descriptor

Pre-requisites

Prerequisite unit: The following unit is a prerequisite requirement for this unit:

- CPPDSM4075A Select livestock for sale.

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 Advertise livestock for sale	<p>1.1 Inspection of livestock is conducted to establish description of animals to be sold.</p> <p>1.2 Value of livestock is discussed and agreed with seller.</p> <p>1.3 Advertising copy is prepared based on outcomes of livestock inspection and discussion with seller.</p> <p>1.4 Advertising copy and schedule are agreed with seller and implemented in line with seller instructions.</p>
2 Respond to buyer enquiries	<p>2.1 Buyer enquiries are received and recorded in line with agency practices.</p> <p>2.2 Bona fide nature of potential buyers is established to streamline the selling process in line with agency practices.</p> <p>2.3 Buyer enquiries are answered or referred to informed sources in line with agency practices.</p>
3 Inspect livestock	<p>3.1 Seller is contacted to confirm livestock is still for sale.</p> <p>3.2 Inspection of livestock is arranged at a mutually convenient time for seller and buyer.</p> <p>3.3 Seller is advised of inspection requirements.</p> <p>3.4 Inspection arrangements are confirmed with buyer.</p> <p>3.5 Inspection of livestock is conducted in line with agreed inspection requirements and agency practice.</p>
4 Negotiate and close sale of livestock	<p>4.1 Negotiations are conducted in line with agency practice, ethical standards and relevant legislative requirements to reach agreement and to close sale.</p> <p>4.2 Sales documentation is completed in line with agency practice and relevant legislative requirements and reflects the final draft and</p>

	agreed selling price.
	4.3 Deposits are secured and appropriate arrangements are made to account for the deposit on subsequent settlement.
	4.4 Arrangements for payments are completed according to agency practice, ethical standards and legislative requirements.
5 Arrange delivery of livestock to buyer	<p>5.1 Transport requirements are agreed with seller and buyer.</p> <p>5.2 Delivery of livestock is arranged in line with seller or buyer instructions.</p> <p>5.3 Documentation associated with delivery of livestock to buyer is completed in line with agency practice, ethical standards and relevant legislative requirements.</p>

Required skills and knowledge

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

Required skills

- application of procedures associated with the private sale of livestock, including direct consignment, forward contracts and over the hooks marketing
- application of risk management strategies in the private sale of livestock
- computing skills to access agency databases, send and receive emails and complete standard forms online
- literacy skills, including the ability to interpret federal, and state or territory legislation, codes of practice and other industry documentation associated with selling and transporting livestock
- negotiation skills to close sale of livestock
- numeracy skills, including the ability to perform and apply measurements and calculations

- planning, organising and scheduling skills to undertake work-related tasks such as organising inspections of livestock
- written communication skills to prepare advertising copy and complete sales documentation
- verbal communication and presentation skills to negotiate the private sale of livestock.

Required knowledge and understanding:

- advertising, including:
 - costs of advertising
 - procedures for preparation of advertising copy
 - procedures for scheduling advertising
 - types of advertising
- federal and state or territory legislation and local government regulations related to selling and transporting livestock, including:
 - animal health and welfare
 - anti-discrimination
 - aquaculture
 - brands and earmarks
 - chemical treatments and residues, export slaughter intervals and withholding periods
 - consumer protection
 - financial probity
 - fees and charges
 - food safety
 - livestock sales and auctions
 - national livestock identification scheme (NLIS)
 - national vendor declaration (NVD)
 - OHS
 - privacy
 - public health
 - public liability
 - tagging requirements
 - water curfew
 - waybills, including combined waybills

- livestock, including:
 - ages
 - breeds
 - classes
 - grades
 - pregnancy status
 - values
 - varieties
 - weights
 - yields
- livestock selling systems used in private sales, including:
 - direct consignment
 - electronic - Auctions Plus
 - forward contracts
 - over the hooks marketing
 - paddock to paddock
- livestock transport, including:
 - costs
 - insurance
 - legislative requirements
 - methods
 - responsibility for payment
 - risks
- risks and risk management strategies associated with the following aspects of livestock auctions:
 - care and handling of livestock
 - chemical treatment and residues
 - client misrepresentation
 - conflict of interest
 - health of livestock
 - non-compliance with financial services advice legislation
 - ownership of livestock and encumbrances
 - sale documentation
 - staff supervision
 - transport

- sale price, including:
 - price per head
 - live weight cents per kilo
 - carcass weight cents per kilo.

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 the candidate demonstrating the process of conducting the private sale of livestock through the use of at least one selling system - direct consignment, electronic, forward contracts and over the hooks marketing. This should include arranging advertising, screening buyers, conducting inspections, negotiating and closing the sale, completing the sales documentation and arranging the delivery of the livestock to the relevant buyer. 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

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

- conducting the private sale of livestock through a variety of selling systems in line with agency practice, ethical standards and relevant federal, and state or territory legislation

CPPDSM4077A Sell livestock by private sale

- completing all documentation associated with livestock sales in line with agency practice, ethical standards and relevant federal, and state or territory legislation
- arranging delivery of livestock to the appropriate buyer in line with buyer or seller instructions following sale, including preparation of relevant documentation associated with transportation of livestock
- knowledge and practical application of the relevant federal, and state or territory legislative requirements for the private sale of livestock
- knowledge and practical application of the risk management strategies associated with all stages of the private sale of livestock, including advertising, screening buyer enquiries, conducting inspections, negotiating, completing relevant documentation and facilitating delivery of livestock to the buyer.

Context of and specific resources for assessment

Resource implications for assessment include access to:

- computerised or manual systems for recording livestock sales
- federal and state or territory legislation and regulations relevant to livestock sales
- livestock
- normal agency documentation and requirements for sale of livestock, such as agency policy and procedures relating to auctions and standard industry forms, contracts and agreements
- venue, staff and equipment for sale of livestock.

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>Livestock</i> may include:	<ul style="list-style-type: none"> ■ alpacas ■ cattle ■ deer ■ goats ■ horses ■ ostriches ■ pigs ■ sheep.
<i>Value of livestock</i> may include:	<ul style="list-style-type: none"> ■ carcass weight cents per kilo ■ live weight cents per kilo ■ price per head.
<i>Advertising copy</i> may include:	<ul style="list-style-type: none"> ■ graphics ■ legislative requirements ■ photographs ■ text, including: <ul style="list-style-type: none"> ● contact details of agent ● description of livestock ● inspection arrangements ● sale price.
<i>Schedule</i> may include:	<ul style="list-style-type: none"> ■ placement of advertising: <ul style="list-style-type: none"> ● industry publications ● internet

	<ul style="list-style-type: none"> ● newspapers <ul style="list-style-type: none"> ■ time and date of advertising.
Buyer may include:	<ul style="list-style-type: none"> ■ agents ■ feedlot operators ■ individuals ■ live exporters ■ processors ■ supermarket chains.
Informed sources may include:	<ul style="list-style-type: none"> ■ government agencies ■ producers ■ professional sources of advice, including: <ul style="list-style-type: none"> ● accountants ● banks and finance companies ● exporters ● financial advisers ● veterinarians ■ sellers ■ stock and station agents.
Inspection requirements may include:	<ul style="list-style-type: none"> ■ conditions of inspection, including: <ul style="list-style-type: none"> ● on the water ● paddock ● yarding.
Inspection arrangements may include:	<ul style="list-style-type: none"> ■ date of inspection ■ time of inspection ■ venue of inspection.
Sales documentation may include:	<ul style="list-style-type: none"> ■ animal health statement ■ crossing papers ■ delivery dockets for feedlots and shipping ■ footrot-free declarations ■ NVD ■ NLIS tags ■ pregnancy test data ■ sale contract <ul style="list-style-type: none"> ● stud registration papers ● veterinary certificates

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	<ul style="list-style-type: none">● waybills.
Transport requirements may include:	<ul style="list-style-type: none">■ delivery location and time■ loading requirements■ time and venue of pick up■ type of vehicle.
Documentation may include:	<ul style="list-style-type: none">■ animal health statements■ NVDs■ travel permits■ waybills.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4081A Work in the stock and station agency sector

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
CPP30211	Certificate III in Property Services (Agency)	

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 \(443.22 KB\)](#)
- [Unit of competency in PDF format \(164.87 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required for a new entrant to work ethically and effectively in a stock and station agency. It includes awareness of the core functions of stock and station agencies, ethical and conduct standards, industry employment requirements, and the legislative and regulatory framework within which the industry operates.

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

Application of the unit

This unit of competency supports the work of licensed stock and station agents and stock and station representatives or certificate holders. It addresses the requirements for licensed stock and station agents and stock and station representatives or certificate holders to identify and explain ethical and conduct standards, core functions, legislative and regulatory framework and employment requirements of the 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 Develop knowledge of agency operations.	<p>1.1 Key features of the agency principal relationship are identified according to legislative requirements and agency practice.</p> <p>1.2 Roles and responsibilities of key personnel involved in stock and station agencies are identified and explained in the context of legislative and agency requirements.</p> <p>1.3 Key operations of stock and station agencies are identified and explained in the context of legislative and agency requirements.</p> <p>1.4 Forms of business ownership, organisational structure and key services offered by stock and station agencies, including liabilities and responsibilities, are identified and explained</p>
2 Interpret and comply with legislative and agency requirements.	<p>2.1 Key legislation and regulations relevant to stock and station agency operations, including legislative limitations on agency practice, are identified and explained to ensure compliance with legislative and agency requirements.</p> <p>2.2 Licensing and eligibility requirements for licensed stock and station agents, stock and station representatives or certificate holders and other employees, including offences and penalties, are identified and explained to ensure compliance with legislative and agency requirements.</p> <p>2.3 Key provisions of consumer protection and privacy legislation are identified and explained to ensure compliance with legislative and agency requirements.</p> <p>2.4 Purpose of trust funds and key legislative controls on trust funds relevant to authorised employees are identified and explained to ensure compliance with legislative and agency</p>

	<p>requirements.</p> <p>2.5 Role and responsibilities of government agencies and industry bodies are identified and explained in relation to agency practice.</p> <p>2.6 Personal understanding of legislative requirements is assessed and verified with relevant people.</p> <p>2.7 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 and explained 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 requirements	<p>4.1 Industry employment requirements are identified and interpreted to ensure compliance with legislative requirements and agency practice.</p> <p>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.</p>

- 4.3 **Effective communication strategies** are employed to establish rapport with clients, ascertain 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 stock and station agency 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 in relation to stock and station agency operations 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 people from a range of 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 matters to do with property sales and management, including livestock sales
- 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 and rules of ethics; prepare general information, papers, formal and informal letters, advertisements, reports and applications; and complete standard forms
- negotiation skills to assist clients on property sales and management, including matters to do with livestock
- 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 and livestock
- research skills to identify and source documents and information related to stock and station operations.

Required knowledge and understanding

- agency principal relationship
- continued training needs for stock and station agents and stock and station representatives or certificate holders
- contract law in the stock and station agency industry, including agents' liability for breach of contract and negligence
- employee and employer rights and responsibilities
- ethical and conduct standards
- features of good stock and station agency practice
- forms of business ownership, organisational structure and services offered by stock and station agencies
- key operations of stock and station agencies
- key principles of consumer protection and privacy legislation
- legislative limitations on stock and station agency practice
- licensing requirements for stock and station agents
- nature of trust funds and legislative controls on trust funds
- offences and penalties under the legislative framework
- relevant federal and state or territory legislation and local government regulations related to:
 - animal health

- anti-discrimination
- aquaculture
- consumer protection
- crown land
- environmental issues
- equal employment opportunity (EEO)
- financial probity
- franchises and business structure
- industrial relations
- livestock
- native title
- OHS
- privacy
- rural property sales, leasing and management
- taxation
- water rights
- risk management
- roles and functions of industry bodies
- roles and functions of government regulatory agencies
- sources of specialist advice relating to stock and station 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 and targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's knowledge. This 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 the ethical and conduct standards relevant to licensed stock and station agents, stock and station representatives or certificate holders, and support staff
- knowledge of the key operations of stock and station agencies
- knowledge of the roles and responsibilities of agency personnel
- knowledge of legislation and the regulatory framework relevant to stock and station agencies, including the roles and functions of government regulatory agencies and industry bodies
- knowledge of the key principles of consumer protection and privacy legislation
- knowledge of the agency principal relationship
- knowledge of employment requirements for stock and station agents, including the rights and responsibilities of employers and employees
- knowledge of the licensing and eligibility requirements for stock and station agents and other employees, including offences and penalties.

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.

Legislative requirements may include:

- relevant federal and state or territory legislation and local government regulations related to:
 - animal health
 - anti-discrimination
 - aquaculture
 - consumer protection
 - crown land
 - environmental issues
 - EEO
 - financial probity
 - franchises and business structure
 - industrial relations
 - livestock
 - native title
 - OHS
 - privacy
 - rural property sales, leasing and management

	<ul style="list-style-type: none"> ● taxation ● water rights.
Key personnel may include:	<ul style="list-style-type: none"> ■ licensed stock and station agents ■ stock and station representatives or certificate holders ■ support staff.
Key operations of stock and station agencies may include:	<ul style="list-style-type: none"> ■ livestock sales ■ rural property management ■ rural property sales ■ sale of rural products.
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 ■ pastoral houses.
Key services may include:	<ul style="list-style-type: none"> ■ livestock sales and services ■ rural property management ■ rural property sales ■ sale of farm supplies and other rural products.
Licensing and eligibility requirements may include:	<ul style="list-style-type: none"> ■ for employment as a stock and station representative or certificate holder ■ for licensing as a licensed stock and station agent.
Trust funds:	<ul style="list-style-type: none"> ■ refer to all money received or held by a stock and station agent or any member of an agent's staff on behalf of any other person in the course of an agent's business ■ include deposits on sales, security deposits, residential bonds paid in cash and bonds in respect of commercial premises, rents and

<p>Role and responsibilities of government agencies may include:</p>	<p>prepaid advertising.</p> <ul style="list-style-type: none"> ■ federal government agencies, such as: <ul style="list-style-type: none"> ● Australian Competition and Consumer Commission ● Human Rights and Equal Opportunity Commission ● federal Privacy Commission ● other commonwealth statutory agencies associated with rural business, such as Meat and Livestock Australia ■ state and territory government agencies related to: <ul style="list-style-type: none"> ● agriculture and agribusiness ● animal welfare ● consumer protection and fair trading ● employment and workplace relations ● land use and planning ● leases ● livestock ● privacy ● residential and retail tenancies ● small business development ● stock and station agency licensing ● water ● zoning.
<p>Specialist advice may include:</p>	<ul style="list-style-type: none"> ■ agronomists ■ architects ■ bankers and financiers ■ builders ■ emergency personnel ■ government officials ■ industry practitioners and industry bodies ■ investment consultants ■ livestock specialists ■ mentors and coaches

	<ul style="list-style-type: none"> ■ OHS representatives ■ planners ■ soil scientists ■ stock and station agents ■ solicitors ■ subcontractors ■ supervisors and colleagues ■ technical experts ■ valuers ■ veterinarians ■ water consultants.
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 ■ use of organisational property.
Employment requirements may include:	<ul style="list-style-type: none"> ■ employer's responsibilities ■ federal and state or territory 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 active listening ■ using appropriate words, behaviour and posture ■ using clarifying and summarising questions ■ using clear and concise language

	<ul style="list-style-type: none"> ■ using culturally appropriate communication ■ using plain English ■ using verbal and non-verbal communication.
<i>Personal presentation and professional image</i> may refer to:	<ul style="list-style-type: none"> ■ client focus ■ communication skills ■ condition and style of clothing ■ condition and cleanliness of company vehicle ■ personal grooming ■ personal hygiene ■ product knowledge ■ punctuality ■ speech

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4005A Establish and build client-agency relationships

Rural property sales and management 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 \(443.22 KB\)](#)
- [Unit of competency in PDF format \(198.04 KB\)](#)

Modification history

Not applicable

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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.

ELEMENT	PERFORMANCE CRITERIA
1 Communicate effectively with clients.	<p>1.1 <i>Enquiries</i> from <i>clients</i> are handled promptly to enable high quality service delivery according to agency practice.</p> <p>1.2 <i>Effective interactive communication strategies</i> are used to establish <i>appropriate rapport</i> and promote two-way communication with clients.</p> <p>1.3 Rapport is established with clients and an interest in <i>client needs, preferences and requirements</i> 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 <i>Professional ethics are maintained with client</i> to promote agency image and credibility.</p> <p>1.7 <i>Potential barriers</i> 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 <i>Client profile</i> information is assessed to determine approach.</p> <p>2.3 <i>Client loyalty strategies</i> 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 <i>client care and client service standards</i> 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>

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	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.

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

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- 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
 - referrals
 - telephone
 - website
- may refer to:
 - 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 requirements	<ul style="list-style-type: none"> ■ property development ■ property investment ■ property management

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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● phone calls thanking clients for business

	<ul style="list-style-type: none"> ● promotional items ● up-selling <ul style="list-style-type: none"> ■ 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 property investment

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	<ul style="list-style-type: none">■ 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

Rural property sales and management 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
CPP40611	Certificate IV in Property Services (Operations)	1-2
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

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Content

Download:

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

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 <i>Agency trust account requirements</i> 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 <i>Criteria for evaluating electronic and manual trust accounting systems</i> are identified and applied to ensure compliance with all trust account requirements.</p>
2 Establish and maintain trust accounts	<p>2.1 <i>Source documents</i> for trust transactions are identified and accessed in line with legislative requirements.</p> <p>2.2 Documentation of <i>trust records</i> 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 <i>transactions</i> are promptly and accurately recorded in line with relevant trust account requirements and agency requirements,</p>

	<p>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>

	4.3 Trust account transactions are monitored to ensure appropriate authorisation is obtained prior to any disbursements.
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> <p>5.3 Records are maintained to enable them to be conveniently and properly audited.</p> <p>5.4 Legislative audit requirements are met.</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, 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
- 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

	<ul style="list-style-type: none"> ■ 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 ■ 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
- relevant regulations and legislation regarding:
 - claiming commission
 - advertising reimbursement
 - administration fees
- taxation and financial fees and charges.

Criteria for evaluating electronic and manual trust accounting systems must take into account the following factors:

- 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:
 - 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.

Source documents may include:

- cheque butts
- cheque register
- contractor invoices
- deposit slip duplicates

	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ agency principal ■ licensed real estate agent ■ office manager

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

CPPDSM4030A Appraise rural property**Rural property sales and management 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
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 \(443.24 KB\)](#)
- [Unit of competency in PDF format \(201.77 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to appraise the sale price range or rental value of rural 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 stock and station activities in those States and Territories where these are regulated activities.

Application of the unit

This unit of competency supports the work of licensed stock and station agents and stock and station representatives or certificate holders involved in appraising the sale price range or rental value of rural 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 rural property.	<p>1.1 Purpose of property appraisal is established with client in line with agency practice and legislative requirements.</p> <p>1.2 Information on rural property is gathered and organised in a format suitable for analysis and interpretation in line with agency practice.</p> <p>1.3 Information gathering methods are selected that are reliable, make efficient use of time and resources and are 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 rural property, in line with agency practice and legislative requirements.</p>
2 Appraise sale price range or rental value of rural property for listing purposes.	<p>2.1 Appropriate method for appraising the sale price range or rental value of rural property is selected in line with agency practice.</p> <p>2.2 Sale price range or rental value of rural 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 rural property is in line with agency practice and is clear, justified and based on assessment of all factors.</p> <p>2.4 Limitations in appraising rural 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 rural property is presented to client within specified time, budget and quality constraints</p>

and in line with client requirements and agency practice.

- 3.2 Information is prepared and presented in required format, style and structure using relevant ***business equipment and technology***.
- 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 in line with agency and legislative requirements, with due regard to client confidentiality.

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 people from a range of social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and rural property reports
- application of risk management strategies associated with appraising the sale price range or rental value of rural 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 rural property reports; prepare rural property appraisal reports; prepare formal and informal letters, advertisements and reports; and complete standard and statutory forms

- numeracy skills to calculate and interpret data such as trends in rural 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 rural properties.

Required knowledge and understanding

- agency principal relationship
- agency property records, including:
 - key features of a records management system
 - reasons for maintaining property records
 - types of property records
- determination of sales price range or rental price of rural properties, including:
 - appraisal methods
 - local market factors
- factors that affect return on rural property, such as:
 - climatic
 - economic
 - international markets
 - political
 - social
 - technological
 - water
- key indicators of rural property market conditions
- market conditions, including:
 - leasing market conditions
 - rural sector conditions
 - sales market conditions
- property appraisal, including:
 - content and format of appraisal report
 - difference between appraisal and valuation
 - factors that influence whether rural properties are comparable for appraisal purposes
 - information required for appraisals of rural properties

- key sources of information required for appraisals
- property appraisal methods
- purpose of property appraisals
- property knowledge, including:
 - chattels
 - dairies: quotas, breeds, lactation, dairy layout and equipment and conversion factors, such as dairy set up, herd, access and distance to market
 - cropping properties: yields, seasons, types of crops, soils, facilities such as grain storage and transport, diseases and rotational cropping
 - general: local market conditions, trends in sector and industry, land titles, geophysical and topographical characteristics, carrying capacity, local land characteristics, production expectations, stock agistment and growing potential
 - grazing properties: dry sheep equivalent (DSE)/carrying capacity, pastures, soil types and breeds
 - irrigated properties: water licence availability, soil types, topography, and types of reticulation, such as flood, drip, direct or row cropping
 - water
- relevant federal and state or territory legislation and local government regulations related to:
 - animal health
 - anti-discrimination
 - aquaculture
 - consumer protection
 - crown land
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchises and business structure
 - industrial relations
 - livestock
 - native title

- OHS
- privacy
- rural property sales, leasing and management
- taxation
- water rights
- return on rural property investment
- risks and risk management strategies associated with rural property appraisal
- role of the stock and station agent in providing 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 or case study of appraising rural property for listing purposes for sale or leasing. 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

- A person who demonstrates competency in this unit must be able to provide evidence of:
- appraising the sale price range or rental value of rural property for listing purposes
 - gathering and researching information on rural property for use in conducting appraisals

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- identifying the limitations of rural property appraisals and sourcing specialist advice as required in line with agency practice
- knowledge of agency practice, ethical standards and legislative requirements associated with appraising the sale price range or rental value of rural property for listing purposes
- 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 rural 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 rural property.

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.

Purpose of property appraisal may include:

- establish most likely selling price range or leasing price in the current market
- establish rural property's best use.

Legislative requirements may include:

- relevant federal and state or territory legislation and local government regulations related to:
 - animal health
 - anti-discrimination
 - aquaculture
 - consumer protection
 - crown land
 - environmental issues
 - EEO
 - financial probity
 - franchises and business structure
 - industrial relations
 - livestock
 - native title
 - OHS
 - privacy
 - rural property sales, leasing and management
 - taxation
 - water rights.

<p><i>Rural property</i> may include:</p>	<ul style="list-style-type: none"> ■ acreage ■ commercial ■ farm, including: <ul style="list-style-type: none"> ● aquaculture ● cropping ● dairy ● grazing ● horticulture ● mixed uses ● olive ● orchard ● trees ● viticulture ■ hobby farms ■ residential ■ water.
<p><i>Interpersonal communication techniques</i> may include:</p>	<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 from clients to confirm own understanding of their needs and expectations ■ summarising and paraphrasing to check understanding of client message ■ using appropriate body language.
<p><i>Relevant people</i> may include:</p>	<ul style="list-style-type: none"> ■ accountants ● agronomists ● auctioneers ● clients ● colleagues ● commodity pricing consultants ● crop specialists ● government officials ● industry professionals and members of industry associations

	<ul style="list-style-type: none"> ● investment consultants ● legal representatives ● livestock specialists ● soil scientists ● stock and station agents ● supervisors ● taxation specialists ● valuers ● veterinarians.
<p>Source documents may include:</p>	<ul style="list-style-type: none"> ■ aerial photography ■ agency records ■ auction results ■ chemical status reports ■ commodity prices ■ company asset documents and registers ■ comparative market data ■ depreciation schedules ■ farm documents ■ financial documents ■ land use controls ■ licences, leases and quota documentation ■ local government reports ■ maps ■ planning ■ production statistics ■ qualitative and quantitative data ■ rent reviews ■ reports and inventories ■ rural media ■ rural property sales reports ■ rural property valuation statements ■ taxation records ■ titles ■ water licences ■ weather reports.

<p>Method for appraising the sale price range or rental value of property may include:</p>	<ul style="list-style-type: none"> ■ capitalisation ■ comparative sales ■ hypothetical development ■ replacement cost ■ summation.
<p>Specialist advice may include:</p>	<ul style="list-style-type: none"> ■ accountants ■ agronomists ■ bankers and financiers ■ business consultants ■ commodity experts and consultants ■ engineers ■ farming consultants ■ government officials ■ industry professionals and members of industry associations ■ investment consultants ■ livestock advisers ■ real estate agents ■ soil scientists ■ solicitors ■ subcontractors ■ taxation specialists ■ technical experts ■ valuers ■ water consultants.
<p>Business equipment and technology may include:</p>	<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

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	word applications.
Feedback may include:	<ul style="list-style-type: none">■ comments from clients and colleagues■ documentation and reports■ quality assurance data■ questionnaires■ regular meetings.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4051A Lease rural property

Rural property sales and management unit

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

Qualifications that include this unit

Code	Title	Release
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. \(444.76 KB\)](#)
- [Unit of competency in PDF format \(213.8 KB\)](#)

Modification history

Not applicable

Unit descriptor

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

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

Application of the unit

This unit of competency supports the work of licensed stock and station agents and stock and station representatives or certificate holders involved in administering the leasing of all types of rural 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 or lessee enquiries.	<p>1.1 Enquiries from potential tenants or lessees regarding lease of rural 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 or lessees.</p> <p>1.3 Enquiries from potential tenants or lessees undergo screening to determine their preferences, needs, financial limits and capacity to pay, in line with agency practice, ethical standards and legislative requirements.</p> <p>1.4 Factors likely to influence the lease of rural properties are identified and potential tenant or lessee intentions are clarified.</p> <p>1.5 Discussions with potential tenants or lessees are undertaken using promotional materials and effective interpersonal communication techniques to identify and match stated requirements with known listings.</p> <p>1.6 Strategies for assisting potential tenants or lessees to decide to view properties are implemented in line with agency practice, ethical standards and legislative requirements.</p> <p>1.7 Matters being disputed are analysed and evaluated in line with agency practice and market expectations to enable resolution.</p> <p>1.8 Agency records associated with prospective tenant or lessee enquiries are completed in line with agency practice.</p>
2 Undertake property inspection.	<p>2.1 Need for property inspection is clarified with owner and potential tenant or lessee.</p> <p>2.2 Appointments are made for property inspections in line with agency practice, ethical standards and legislative requirements.</p>

	<p>2.3 Preparations are made for property inspection in line with agency practice.</p> <p>2.4 Procedures for rural property inspections, including key control, prospective tenant or lessee property orientation, and strategies for ensuring security of property, are implemented in line with agency practice.</p> <p>2.5 Promotional material on the property is used to describe main features of the property and agency tenancy or lease arrangements.</p> <p>2.6 Effective questioning techniques are used to clarify prospective lessee or tenant interest in property.</p> <p>2.7 Agency documentation associated with inspections is completed in line with agency practice.</p>
<p>3 Obtain and review tenancy or lease applications.</p>	<p>3.1 Tenancy or lease applications are reviewed in line with legislative requirements and agency practice to ensure that they are complete and accurate.</p> <p>3.2 Applicant references are checked and results recorded in line with legislative requirements, ethical standards and agency practice.</p> <p>3.3 Application processes are reviewed to ensure compliance with legislative requirements, ethical standards and agency practice.</p> <p>3.4 Procedures for gaining owner approval for tenancy or lease 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 owner and tenant or lessee on terms of tenancy agreement or lease.</p>

	3.6 Selected applicant is notified and details are recorded in agency systems.
4 Complete tenancy or lease documentation and place tenant or lessee in property.	<p>4.1 <i>Tenancy agreement or lease documentation</i> is produced and completed in line with agency practice, legislative requirements and owner instructions.</p> <p>4.2 Procedures for <i>placing new tenant or lessee 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 or lease arrangements.	<p>5.1 Tenancy or lease database is updated to record details of tenancy or lease arrangements in line with agency practice.</p> <p>5.2 Trust account transactions are accurately recorded to show moneys taken in and disbursements made according to agency practice, legislative requirements, and tenancy agreement or lease documentation.</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 people from a range of 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 rural property
- application of risk management strategies associated with leasing different forms of rural 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, papers, and formal and informal letters; and complete standard and statutory forms
- negotiation skills to reach agreement with owners and tenants or lessees 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 or lessees in rented or leased properties
- research skills to identify and source documents and information related to leasing of different types of rural properties.

Required knowledge and understanding

- consumer protection legislation, including:
 - consumer protection principles relevant to the lease of rural 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 rural property
 - purpose of consumer protection legislation
 - rights and obligations of agents under consumer protection legislation in relation to the lease of rural property
- contracts

- ethical practices associated with leasing rural property
- placing new tenant or lessee in property, including:
 - government fees and duties
 - keys
 - rights and obligations
 - security deposits and bonds
 - tenancy or lease documentation
- property knowledge, including:
 - cropping properties: yields, seasons, types of crops, soils, facilities such as grain storage and transport, diseases and rotational cropping
 - dairies: quotas, breeds, lactation, dairy layout and equipment and conversion factors, such as dairy set up, herd, access and distance to market
 - general: local market conditions, trends in sector and industry, land titles, geophysical and topographical characteristics, carrying capacity and local land characteristics
 - grazing properties: dry sheep equivalent (DSE)/carrying capacity, pastures, soil types and breeds
 - irrigated properties: water licence availability, soil types, topography, and types of reticulation, such as flood, drip, direct or row cropping
 - water
- property inspection, including:
 - agency documentation
 - benefits of property inspection
 - conducting and following up property inspection
 - key control
 - planning property inspection
 - promotional materials
 - security of managed properties
- relevant federal and state or territory legislation and local government regulations related to:
 - animal health

- anti-discrimination
- aquaculture
- consumer protection
- crown land
- environmental issues
- equal employment opportunity (EEO)
- financial probity
- franchises and business structure
- industrial relations
- livestock
- native title
- OHS
- pastoral leases
- privacy
- rural property leasing and management
- taxation
- water rights
- rent or lease payments
- rights and duties of owners and tenants or lessees
- screening tenants or lessees, including:
 - capacity to pay
 - financial limits
 - match suitable properties to tenant or lessee needs
 - motives
 - needs
 - preferences
 - residential tenancy databases
 - strategies for assisting potential tenant or lessee to view property
- tenancy agreements and leases, including:
 - condition reports and disclosure statements
 - fixed and periodic
 - format of agreements
 - key features of different types of tenancy agreements and leases

- legal obligations of agent, owner and tenant or lessee
 - limitations associated with rejecting an application from a prospective tenant or lessee
 - rents, security deposits and bond money
 - statutory and agency documentation
 - types of tenancy agreements and leases in regard to rural property, including residential, retail, holiday, industrial, commercial and water
- tenancy or lease applications, including:
- criteria for selecting tenants or lessees
 - gaining owner approval
 - interviewing lessees
 - notifying selected lessee
 - obtaining and reviewing tenancy or lease applications
 - recording tenancy or lease arrangements
 - references
 - tenancy or lease application forms
- 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 practical demonstration of administering the leasing of different types of rural 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.
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"> ■ completing tenancy agreement or lease documentation in line with agency practice, ethical standards and legislative requirements ■ conducting inspections of rural property for prospective tenants or lessees 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 rural property ■ knowledge of consumer protection principles and rights and obligations of licensed stock and station agents and stock and station representatives or certificate holders in regard to leasing property ■ obtaining and reviewing tenancy or lease applications in line with agency practice, ethical standards and legislative requirements ■ placing tenants or lessees in property in line with agency practice, ethical standards and legislative requirements ■ recording tenancy or lease arrangements in line with agency practice ■ screening tenant or lessee 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 a registered provider of assessment services ■ access to suitable simulated or real opportunities and resources to demonstrate

competence

- assessment instruments that may include personal planner and assessment record book.

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.

Enquiries from potential tenants or lessees may be received through:

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

Lease may include:

- commercial and industrial
- fixed and periodic
- holiday
- residential
- retail
- rural
- water.

Rural property may include:

- commercial
- farm, including:

	<ul style="list-style-type: none"> ● acreage ● aquaculture ● cropping ● dairy ● grazing ● horticulture ● mixed uses ● olive ● orchard ● trees and forests ● viticulture <ul style="list-style-type: none"> ■ industrial ■ hobby farms ■ residential ■ retail ■ water.
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 prospective tenant or lessee feel valued ■ promote and maintain an effective relationship with prospective tenant or lessee.
Screening of lessees may include:	<ul style="list-style-type: none"> ■ capacity to pay ■ financial limits ■ match suitable properties to tenant or lessee 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 related to: <ul style="list-style-type: none"> ● animal health ● anti-discrimination ● aquaculture

	<ul style="list-style-type: none"> ● consumer protection ● crown land ● environmental issues ● EEO ● financial probity ● franchises and business structure ● industrial relations ● livestock ● native title ● OHS ● pastoral leases ● privacy ● rural property leasing and management ● taxation ● tenancy agreements or leases ● water rights.
<i>Factors likely to influence the lease of rural properties</i> may include:	<ul style="list-style-type: none"> ■ climatic ■ economic ■ environmental ■ financial ■ government ■ market ■ technological.
<i>Promotional materials</i> may include:	<ul style="list-style-type: none"> ■ agency profile ■ agency email and website details ■ agent business card ■ agent profile ■ brochures and pamphlets ■ description of property ■ list of properties for lease or rent ■ testimonials from past tenants or lessees.
<i>Interpersonal communication techniques</i> may	<ul style="list-style-type: none"> ■ active listening ■ providing an opportunity for the tenant or lessee to clarify their understanding of the lease process

include:	<ul style="list-style-type: none"> ■ soft questioning and seeking feedback from owners or tenants to confirm own understanding of their needs and expectations ■ summarising and paraphrasing to check understanding of tenant or lessee's message ■ using appropriate body language.
<i>Need for property inspection</i> may include to establish:	<ul style="list-style-type: none"> ■ farm properties, including: <ul style="list-style-type: none"> ● access to irrigation ● cropping regime ● dams on property ● entitlement to standing crops and hay ● lease rental payable ● exclusion areas ● extent of areas for use of farming or grazing ● extent of use of farm structures and plant ● pasture improvement and rotation ● stocking limits ● type of livestock ● use of fertilisers and other chemicals used on rural properties ■ need to inspect other forms of rural property.
<i>Effective questioning techniques</i> may include:	<ul style="list-style-type: none"> ■ active listening ■ clear questions ■ different question types ■ reflection ■ using silences.
<i>Effective negotiation techniques</i> may include:	<ul style="list-style-type: none"> ■ analytical skills ■ listening techniques ■ non-verbal communication skills ■ personal attributes ■ presentation techniques ■ questioning techniques ■ speaking skills.

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Tenancy agreement or lease documentation may include:

- residential tenancy agreement
- retail lease
- special and other forms of leases
- water lease.

Placing new tenant or lessee in property may refer to:

- government fees and duties
- keys
- rights and obligations
- security deposits
- tenancy or lease documentation.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

CPPDSM4073A

Provide rural property management services

Rural property sales and management 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
CPP40407	Certificate IV in Property Services (Stock and Station 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 \(446.11 KB\)](#)
- [Unit of competency in PDF format \(227.28 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to manage property in rural environments. It includes identifying owner requirements, planning the provision of property management services,

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delivering property management proposals, recording management agreements, establishing key registers, implementing management agreements, monitoring and reporting to owners and planning tenancy or lease renewals.

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

Application of the unit

This unit of competency supports the work of licensed stock and station agents and stock and station representatives or certificate holders involved in managing rural 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 Establish owner requirements	1.1 Appointment is made with owner to discuss property management services in line with agency practice.

	<p>1.2 Appropriate rapport is established with owner or lessor.</p> <p>1.3 Owner or lessor requirements regarding property are clarified and accurately assessed using appropriate interpersonal communication techniques.</p> <p>1.4 Extent of services to be offered and risks to be covered are framed after consultation with owner.</p> <p>1.5 Respective obligations of owner or lessor and agency are determined and agreed with owner in line with agency practice and legislative requirements.</p>
2 Establish rural property management agreement	<p>2.1 Owner or lessor is advised on market influences likely to affect property in line with agency practice.</p> <p>2.2 Property management services are discussed and agreed with owner in line with agency practice.</p> <p>2.3 Agency fees, property management budgeting and reporting arrangements are discussed and agreed with owner in line with agency practice.</p> <p>2.4 Agreed instructions are documented in line with agency practice and legislative requirements.</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 rural property management agreement	<p>4.1 Internal and external systems are established in line with agency practice and management agreement.</p> <p>4.2 Necessary agency staff and external contractors are identified and accessed in line with management agreement and agency practice.</p>

	<p>4.3 Trust accounts are established and operated in line with management agreement, legislative requirements and agency practice.</p> <p>4.4 Required reports on trust accounts are prepared and audited in line with management agreement, legislative requirements and agency practice.</p> <p>4.5 Risk management strategies, including insurance, are implemented in line with management agreement, legislative requirements and agency practice.</p> <p>4.6 Property security measures are implemented in line with management agreement, legislative requirements and agency practice.</p> <p>4.7 Inspections are conducted in line with management agreement, legislative requirements and agency practice.</p> <p>4.8 Property maintenance schedules are implemented in line with management agreement, legislative requirements and agency practice.</p>
5 Monitor and report to owners on rural property management agreement	<p>5.1 Properties are monitored on a regular basis in line with management agreement, legislative requirements and agency practice.</p> <p>5.2 Corrective action in relation to problems with property revealed through monitoring of property is taken within the constraints of property management agreement, legislative requirements and agency practice.</p> <p>5.3 Communication with owners or lessors and tenants or lessees is maintained in line with management agreement, legislative requirements and agency practice.</p> <p>5.4 Disputes involving owners or lessors and tenants or lessees are managed in line with management</p>

	<p>agreement, legislative requirements and agency practice.</p> <p>5.5 Reports are prepared for owners in line with property management agreement and agency practice.</p>
6 Manage renewal of rural property tenancy agreements and leases	<p>6.1 <i>Agency renewal patterns for tenancy agreements and leases</i> are assessed and strategies developed to maximise benefits for agency and owners or lessors.</p> <p>6.2 <i>Tenancy agreement and lease expiries are scheduled</i> to ensure renewals are obtained prior to expiry dates.</p> <p>6.3 Property is inspected and an accurate report is produced on property condition and maintenance requirements in line with legislative requirements and agency practice.</p> <p>6.4 Property condition reports and rental details are provided to tenants or lessees prior to renewal of tenancy agreement or lease.</p> <p>6.5 Conditions of tenancy agreement or lease renewal are negotiated and agreed with all <i>parties</i>.</p> <p>6.6 Tenancy agreement or lease renewal documentation is prepared and provided to tenant or lessee and finalised in line with legislative requirements and 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 people from a range of social, economic and cultural backgrounds and with varying physical and mental abilities

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- analytical skills to interpret documents such as legislation, regulations, leases and contracts with subcontractors
- application of risk management strategies associated with advising owners on rural property management services
- 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 and property management agreements; prepare general information, papers, formal and informal letters, advertising, reports and applications; and complete standard and statutory forms
- negotiation skills to assist in establishing and agreeing terms of property management agreements with owners
- numeracy skills to calculate and interpret data, such as agency fees for the provision of rural property management services
- planning, organising and scheduling skills to undertake work-related tasks such as inspecting properties
- research skills to identify and source documents and information relating to rural property management.

Required knowledge and understanding:

- access to tenanted retail properties
- consumer protection legislation, including:
 - consumer protection principles relevant to lease or 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 lease or tenancy agreements
 - purpose
 - rights and obligations of agents under consumer protection legislation in relation to lease of rural property

- contracts
- ethical practices associated with lease or tenancy agreements
- insurance for managed properties
- inspection methods for different types of rural property
- key register
- property knowledge, including:
 - cropping properties: yields, seasons, types of crops, soils, facilities such as grain storage and transport, diseases and rotational cropping
 - dairies: quotas, breeds, lactation, dairy layout and equipment and conversion factors, such as dairy set up, herd, access and distance to market
 - general: local market conditions, trends in sector and industry, land titles, geophysical and topographical characteristics, carrying capacity and local land characteristics
 - grazing properties: dry sheep equivalent (DSE)/carrying capacity, pastures, soil types and breeds
 - irrigated properties: water licence availability, soil types, topography, and types of reticulation, such as flood, drip, direct or row cropping
 - water
- property inspection, including:
 - agency documentation
 - benefits
 - conducting and following up property inspections
 - key control
 - planning for property inspection
 - security of managed properties
- property repairs and maintenance, including:
 - property maintenance methods
 - property maintenance plan and schedule
 - property maintenance requirements
 - property safety and security requirements
 - register of tradespeople and service providers

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- relevant building services, trades and operation for maintenance operations
- 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

■ relevant federal and state or territory legislation and local government regulations related to:

- animal health
- anti-discrimination
- aquaculture
- consumer protection
- crown land
- environmental issues
- equal employment opportunity (EEO)
- financial probity
- franchises and business structure
- industrial relations
- livestock
- native title
- OHS
- pastoral leases
- privacy
- rural property leasing and management
- taxation
- water rights

■ renewal of tenancy agreements and leases, 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

- rent or lease payments
- rights and duties of tenants, lessees, owners and lessors
- risk and risk management strategies for rural properties
- tenancy agreements and leases, including:
 - condition reports and disclosure statements
 - fixed and periodic
 - format of agreements
 - key features of the different types of tenancy agreements and leases
 - legal obligations of agent, owner and tenant or lessee
 - limitations associated with rejecting an application from a prospective tenant or lessee
 - rents, security deposits and bond moneys
 - statutory and agency documentation
 - types of tenancy agreements and leases in regard to rural property, including residential, retail, holiday, industrial or commercial, and water
 - trust accounting and bookkeeping.

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 providing property management services for a rural 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.
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"> ■ completing standard and statutory documentation associated with the management of rural properties ■ establishing and managing a key register ■ implementing property management agreements in line with owner or lessor instructions, agency practice and legislative requirements ■ knowledge and application of security and risk management practices associated with the management of rural properties ■ knowledge of agency practice, ethical standards and legislative requirements affecting the management of rural properties ■ knowledge of consumer protection principles that affect the management of rural properties ■ maintaining business records associated with the maintenance and management of rural properties ■ maintaining communication with owners or lessors, tenants or lessees, agency staff and contractors throughout the property management process ■ managing the renewal of tenancy agreements and leases for rural property in line with agency practice, legislative requirements and owner or lessor instructions ■ monitoring and reporting to owners or lessors on property management agreements ■ negotiating property management agreements with owners or lessors in line with agency practice and legislative requirements.

Context of and specific resources for assessment

Resource implications for assessment include:

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

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.

Appropriate rapport relates to use of techniques that:

- 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.

Owner or lessor requirements may include:

- lease conditions
- lease payments and rent expectations
- purpose of listing property for lease, including:
 - business reasons
 - deceased estate
 - investment

	<ul style="list-style-type: none"> ● relocation ● replacing or upgrading existing property <p>■ timeframe for lease.</p>
Property may include:	<p>■ acreage</p> <p>■ commercial</p> <p>■ farm, including:</p> <ul style="list-style-type: none"> ● aquaculture ● cropping ● dairy ● grazing ● horticulture ● mixed uses ● olive ● orchard ● trees ● viticulture <p>■ hobby farms</p> <p>■ residential</p> <p>■ water.</p>
Interpersonal communication techniques may include:	<p>■ active listening</p> <p>■ providing an opportunity for the client to clarify their understanding of the process</p> <p>■ soft questioning and seeking feedback from clients to confirm own understanding of their needs and expectations</p> <p>■ summarising and paraphrasing to check understanding of client message</p> <p>■ using appropriate body language.</p>
Extent of services may include:	<p>■ communication with tenants or lessees</p> <p>■ dispute resolution</p> <p>■ keys</p> <p>■ lease or tenancy agreement renewals and terminations</p> <p>■ payment of accounts, including local</p>

	<ul style="list-style-type: none"> ■ government rates and contractors ■ property condition reports ■ property inspections ■ property marketing ■ property repairs and maintenance ■ property security ■ rent or lease payment arrears and bad debts ■ rent or lease payment collection.
Risks may relate to:	<ul style="list-style-type: none"> ■ administrative and business systems risks ■ consumer protection risks ■ financial risks ■ OHS ■ livestock risks ■ public liability risks ■ risk of physical damage to managed property ■ risks associated with actions of individuals ■ risks associated with natural events and hazards ■ risks to rental income ■ safety risks ■ security risks ■ water quality and quantity risks.
Legislative requirements may include:	<ul style="list-style-type: none"> ■ relevant federal and state or territory legislation and local government regulations related to: <ul style="list-style-type: none"> ● animal health ● anti-discrimination ● aquaculture ● consumer protection ● crown land ● environmental issues ● equal employment opportunity (EEO) ● financial probity ● franchises and business structure ● industrial relations

	<ul style="list-style-type: none"> ● livestock ● native title ● OHS ● pastoral leases ● privacy ● rural property leasing and management ● taxation ● water rights.
Market influences likely to affect property may include:	<ul style="list-style-type: none"> ■ availability of comparable properties ■ banking ■ climatic ■ economic ■ financial ■ historical ■ interest rates ■ investment trends ■ overseas trends ■ political ■ seasonal factors ■ taxation.
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.
Internal and external systems may include:	<ul style="list-style-type: none"> ■ accounting ■ agistment of livestock ■ bad debt collection ■ cleaning ■ communication and reporting ■ dispute resolution ■ fencing ■ gardening ■ insurance

	<ul style="list-style-type: none"> ■ lease renewal and termination ■ pest maintenance ■ property inspection ■ purchasing and procurement ■ rent or lease payment collection ■ repairs and maintenance ■ risk management ■ security.
External contractors may include:	<ul style="list-style-type: none"> ■ air conditioning and mechanical services technicians ■ builders ■ cleaners ■ dam construction contractors ■ earthmoving contractors ■ electricians ■ farm contractors ■ farm equipment repairs and service contractors ■ farm plant repairs and servicing contractors ■ fencing contractors ■ gardeners ■ grass slashing contractors ■ harvest contractors ■ painters and plasterers ■ pest exterminators ■ picking and packing contractors ■ plant and equipment technicians ■ plumbers ■ swimming pool technicians ■ tilers ■ transport and haulage contractors ■ veterinary services ■ water carriers ■ water quality technicians ■ water storage technicians.
Risk	<ul style="list-style-type: none"> ■ avoid the risk - make decision not to become

<p>management strategies may include:</p>	<ul style="list-style-type: none"> ■ involved in a risk situation ■ finance the risk - fund risk treatment and the financial consequences of risk ■ reduce the risk - apply appropriate techniques and management principles to reduce the likelihood of an occurrence and its consequences ■ retain the risk - intentionally or unintentionally retain responsibility for loss or financial burden of loss ■ transfer the risk - shift responsibility or burden for loss to another party through contract, insurance or other means.
<p>Property security measures may include:</p>	<ul style="list-style-type: none"> ■ measures to address risks associated with things such as: <ul style="list-style-type: none"> ● conflict between members of public ● persons with criminal intent ● riots ● security breaches ● theft ● unauthorised access ● violence and physical threat ■ measures to address risks associated with property, such as: <ul style="list-style-type: none"> ● bomb threats ● break in ● contamination of water ● deliberate or accidental damage ● destruction of property ● fire ● livestock ● loss or destruction of records ● natural disaster ● vandalism ● water quality and quantity.
<p>Corrective</p>	<ul style="list-style-type: none"> ■ financial

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action may be:	<ul style="list-style-type: none">■ material■ procedural.
Agency renewal patterns for tenancy agreements and leases may include:	<ul style="list-style-type: none">■ duration of tenancy agreements and leases■ frequency■ number■ proportion of leases and tenancy agreements renewed■ reasons for renewal and non-renewal of lease or tenancy agreements■ relationship with key events, such as start of school or university year, holiday seasons and start of financial year■ levels of rent in renewed leases and tenancy agreements■ timing of renewals.
Tenancy agreement and lease expiries are scheduled may refer to:	<ul style="list-style-type: none">■ expiry date of lease■ owner or lessor plans■ tenant or lessee plans.
Parties may include:	<ul style="list-style-type: none">■ agency principals■ licensed stock and station agents■ owners and lessors■ legal representatives and other assisting professionals■ property managers■ stock and station representatives or certificate holders■ tenants and lessees.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

BSBLED401A Develop teams and individuals

Common unit

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

	<p>2.2. Ensure that learning delivery methods are appropriate to the learning goals, the learning style of participants, and availability of equipment and resources</p> <p>2.3. Provide workplace learning opportunities, and coaching and mentoring assistance to facilitate individual and team achievement of competencies</p> <p>2.4. Create development opportunities that incorporates a range of activities and support materials appropriate to the achievement of identified competencies</p> <p>2.5. Identify and approve resources and time lines required for learning activities in accordance with organisational requirements</p>
3. Monitor and evaluate workplace learning	<p>3.1. Use feedback from individuals or teams to identify and implement improvements in future learning arrangements</p> <p>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</p> <p>3.3. Negotiate modifications to learning plans to improve the efficiency and effectiveness of learning</p> <p>3.4. Document and maintain records and reports of competency according to organisational requirements</p>

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 and evidence required to demonstrate

Evidence of the following is essential:

- identifying and implementing learning opportunities for others
- giving and receiving feedback from team members to encourage participation in and

UNITS

competency in this unit	<ul style="list-style-type: none"> effectiveness of team creating learning plans to match skill needs knowledge of relevant legislation.
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 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	<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"> 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	<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"> 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
- 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)

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Competency field

Workforce Development - Learning and Development

Co-requisite units

Co-requisite units: Nil

UNIT

BSBSMB406A Manage small business finances

Common unit

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
Implement financial plan	<ol style="list-style-type: none"> 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 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 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>

	<ol style="list-style-type: none"> 1.4. Develop and maintain strategies to enable adequate financial provision for taxation in accordance with legal requirements 1.5. Develop, monitor and maintain client credit policies, including contingencies for debtors in default, to maximise cash flow 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
Monitor financial performance	<ol style="list-style-type: none"> 2.1. Regularly monitor and report on financial performance targets and analyse data to establish the extent to which the financial plan has been met 2.2. Monitor marketing and operational strategies for their effects on the financial plan 2.3. Calculate and evaluate financial ratios 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	<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"> ■ 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

	<ul style="list-style-type: none"> ■ 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 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
<p>Financial information may include:</p>	<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

	<ul style="list-style-type: none"> ■ 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 ■ 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

	<ul style="list-style-type: none"> ■ 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 ■ 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

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

	<p>according to organisational requirements.</p> <p>2.4 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified according to organisational procedures.</p> <p>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.</p>
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
- relevant federal, and state or territory

	<p>legislation and regulations affecting organisational operation, including:</p> <ul style="list-style-type: none"> ● anti-discrimination and diversity ● environmental issues ● EEO ● industrial relations ● OHS <ul style="list-style-type: none"> ■ 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 ■ members of industry associations

	<ul style="list-style-type: none"> ■ 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 ■ private investors

	<ul style="list-style-type: none"> ■ 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

CPPDSM4037A Conduct auction of rural property

Rural property sales and management 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
CPP40407	Certificate IV in Property Services (Stock and Station Agency)	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 \(441.62 KB\)](#)
- [Unit of competency in PDF format \(147.66 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to conduct an auction for the sale of rural property. It includes conducting the auction in line with agency practice and legislative requirements. The outcomes required to prepare for the auction and complete follow-up procedures

after the auction sale are addressed in CPPDSM4067A Plan for and complete sale of rural property by auction. The outcomes required for the preparation and conduct of a chattel clearing sale or auction are addressed in CPPDSM4038A Conduct goods, chattels or equipment clearing sale or 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 stock and station agents, stock and station representatives or certificate holders, and auctioneers engaged in conducting auctions of rural property.

Licensing/regulatory information

Refer to unit descriptor

Pre-prerequisites

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 Conduct auction of rural property.	<p>1.1 Sale terms and conditions are prominently displayed and read out prior to specified time of commencement of sale and in line with agency practice and legislative requirements.</p> <p>1.2 Property and seller are identified in relation to the contract prior to offering the property for sale.</p> <p>1.3 Property is presented to public using marketing materials agreed to by seller to create product image.</p> <p>1.4 Property is submitted for sale to solicit bids.</p> <p>1.5 Questions from bidders and others engaged in the auction are answered honestly in line with agency practice, ethical standards and legislative requirements.</p> <p>1.6 Auction process is professionally conducted to establish the optimum price possible for the property from the buyers in attendance.</p> <p>1.7 Appropriate communication and presentation skills are used in conducting the auction.</p> <p>1.8 Property is knocked down to the successful bidder or passed in, in line with seller's instructions, agency practice and legislative requirements.</p> <p>1.9 Interests of seller are respected at all times in line with agency practice and legislative requirements.</p> <p>1.10 Auction is conducted in a manner consistent with agency practice 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 people from a range of 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 of rural 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 and make decisions that are consistent with legislative and ethical requirements
- group communication and presentation skills to conduct an auction of rural property
- 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 conduct an auction of rural property
- numeracy skills to monitor price movements in the auction process
- planning, organising and scheduling skills to conduct an auction of rural property
- presentation skills to represent agency at auction in a professional manner
- research skills to identify and source documents and information related to the sale of rural 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
- auction process, including:
 - audibly state rules and conditions of auction, including vendor bidding
 - call for bids
 - confirm or renegotiate reserve with seller as appropriate
 - describe property benefits
 - identify salient features of contract
 - knock down or pass in property as appropriate
 - use vendor bidding as appropriate in line with relevant legislation
- auction rules, including:
 - advertising auction results
 - auctioneer requirement to identify bidders
 - bidders
 - 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

- negotiation techniques
- penalties for breach of auction legislation and regulations
- preparation of auction area
- property knowledge, including:
 - cropping properties: yields, seasons, types of crops, soils, facilities such as grain storage and transport, diseases and rotational cropping
 - dairies: quotas, breeds, lactation, dairy layout and equipment and conversion factors, such as dairy set up, herd, access and distance to market
 - general: local market conditions, trends in sector and industry, land titles, geophysical and topographical characteristics, carrying capacity and local land characteristics
 - grazing properties: dry sheep equivalent (DSE)/carrying capacity, pastures, soil types and breeds
 - irrigated properties: water licence availability, soil types, topography, and types of reticulation, such as flood, drip, direct or row cropping
 - water
- relevant federal and state or territory legislation and local government regulations related to:
 - animal health
 - anti-discrimination
 - aquaculture
 - auctions
 - consumer protection
 - crown land
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchises and business structure
 - industrial relations
 - livestock
 - native title
 - OHS

- privacy
- rural property sales by auction
- taxation
- water rights
- risks and risk management strategies
- 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, the range statement and Assessment Guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of conducting an auction for the sale of rural 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.

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 ethical standards, legislative and regulatory requirements and agency practices associated with the conduct of auctions
 - conducting auctions in line with agency practice and legislative requirements
 - knowledge of the auction process

<p>Context of and specific resources for assessment</p>	<ul style="list-style-type: none"> ■ using effective communication and presentation techniques in conducting auctions. <hr/> <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
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CPPDSM4037A Conduct auction of rural property

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 related to:
 - animal health
 - anti-discrimination
 - anti-money laundering
 - aquaculture
 - auctions
 - consumer protection
 - crown land
 - environmental issues
 - EEO
 - financial probity

UNITS

	<ul style="list-style-type: none"> ● franchises and business structure ● industrial relations ● livestock ● native title ● OHS ● privacy ● rural property sales by auction ● taxation ● water rights.
Auction process involves:	<ul style="list-style-type: none"> ■ audibly state 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 in line with relevant legislation.
Communication and presentation skills may include:	<ul style="list-style-type: none"> ■ assertiveness ■ confidence ■ group communication techniques ■ humour ■ knowledge of property ■ personal presentation ■ voice control.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

UNIT

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

Rural property sales and management 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	080503	Real Estate
Field of Education Identifier		

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.

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	<p>1.1 Purpose of property management and relationship with asset management are identified in line with agency practice.</p> <p>1.2 Roles and responsibilities of government agencies regulating the lease and management of property are identified in relation to agency practice.</p> <p>1.3 Legislation regulating the lease and management of properties is identified in the context of agency practice.</p> <p>1.4 Types of tenancies are identified in line with legislation.</p> <p>1.5 Principles of property management are identified in the context of legislative requirements and agency practice.</p> <p>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.</p>
2 Develop knowledge of property	<p>2.1 Need for demonstrating effective communication strategies in establishing rapport with clients, determining client needs,</p>

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

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

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

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

	<ul style="list-style-type: none"> ■ 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. <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.

Government agencies may include:

- federal agencies, such as:
 - Australian Competition and Consumer Commission
 - Federal Privacy Commission
 - Human Rights and Equal Opportunity

	<p>Commission</p> <ul style="list-style-type: none"> ■ state and territory agencies, such as: <ul style="list-style-type: none"> ● business licensing ● consumer protection ● fair trading ● small business.
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 ● 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

UNITS

	<ul style="list-style-type: none"> ■ 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.
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.

<i>Managing leased properties</i> may include:	<ul style="list-style-type: none"> ■ landlord insurance ■ quiet enjoyment ■ rent reviews ■ repairs and maintenance ■ routine inspections ■ termination.
<i>Procedures for terminating leases and vacating leased properties</i> 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.
<i>Statutory and agency documents to terminate a tenancy</i> may include:	<ul style="list-style-type: none"> ■ agency documentation ■ 'giving notice for breach of duty' form ■ 'giving notice to the tenant' form ■ 'giving notice to vacate' form.
<i>Roles and responsibilities of agents in leasing and managing property</i> 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:

- conciliation
- mediation
- negotiation
- referral to court
- referral to tribunal.

Key register may refer to:

- 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

CPPDSM4038A Conduct goods, chattels or equipment
clearing sale or auction

Rural property sales and management 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
PSP12	Public Sector Training Package	1.0
PSP04	Public Sector Training Package	4.1-4.2
CPP07	Property Services Training Package	7.0-14.1

Qualifications that include this unit

Code	Title	Release
PSP40312	Certificate IV in Government (Court Compliance)	1
PSP40304	Certificate IV in Government (Court Compliance)	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	Name
ASCED Module/Unit of Competency Field of Education Identifier	080503	Real Estate

Content

Download:

- [Unit of competency in Word format \(455.23 KB\)](#)
- [Unit of competency in PDF format \(393.23 KB\)](#)

Modification history

Not applicable

Unit descriptor

This unit of competency specifies the outcomes required to prepare and conduct a clearing sale or auction of goods, chattels or equipment. It includes preparing, conducting and completing the auction or clearing sale.

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

Application of the unit

This unit of competency supports the work of licensed stock and station agents and stock and station representatives or certificate holders involved in preparing and conducting clearing sales or auctions of goods, chattels and equipment.

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 Prepare for clearing sale or auction	<p>1.1 Agreement to auction goods, chattels and equipment is obtained in line with agency practice and legislative requirements.</p> <p>1.2 Assisting professionals are instructed to prepare auction documentation in line with seller instructions, agency practice and legislative requirements.</p> <p>1.3 Assisting professionals are followed up in a timely manner to ensure that auction documentation is delivered prior to auction date.</p> <p>1.4 Auction details are established in line with agency practice.</p> <p>1.5 Ownership of goods, chattels and equipment to be sold is established to enable clear title to be passed to buyers in line with agency practice and legislative requirements.</p> <p>1.6 Inventory of reserve and non-reserve items is prepared that includes pricing requirements in line with agency practice.</p> <p>1.7 Goods control and security systems are established in line with agency practice.</p> <p>1.8 Goods, chattels and equipment are inspected by auctioneer prior to sale in line with agency practice and legislative requirements.</p> <p>1.9 Auction day procedures, method of conduct of sale and the reserve price are discussed with seller prior to auction day.</p> <p>1.10 Staff and resource requirements for auction day are identified and booked in advance in line with agency practice.</p> <p>1.11 Marketing is monitored on a regular basis to establish its effectiveness.</p> <p>1.12 Enquiries from prospective buyers and other</p>

	<p>interested parties are addressed and where required copies of relevant documentation are provided.</p> <p>1.13 Offers from prospective buyers prior to auction are referred to seller in line with agency practice and legislative requirements.</p> <p>1.14 Order of auction is determined to permit preparation of catalogue in line with agency practice.</p> <p>1.15 Safety of auction goods and venue is inspected in line with agreed practice, OHS requirements and relevant legislative requirements.</p>
2 Implement auction day procedures	<p>2.1 <i>Auction area is prepared</i>, including deployment of staff, promotional materials and equipment consistent with agency practice.</p> <p>2.2 Auction documentation is prominently displayed consistent with agency practice and relevant legislation.</p> <p>2.3 Inspection of goods, chattels and equipment is facilitated on auction day prior to the commencement of the auction.</p> <p>2.4 Previously identified potential buyers are located in the audience to facilitate sale.</p> <p>2.5 Questions from interested parties are answered or referred to informed sources in line with agency practice.</p> <p>2.6 Auction day procedures are implemented in line with agency practice and legislative requirements.</p>
3 Conduct auction	<p>3.1 Terms and conditions of sale are prominently displayed and read out prior to the specified time of commencement of sale in line with agency practice and legislative requirements.</p>

	<p>3.2 Bidder security systems are put into effect to eliminate theft and non-payment in line with agency practice.</p> <p>3.3 Goods, chattels and equipment are presented to public using marketing materials agreed to by seller to create product image.</p> <p>3.4 Goods, chattels and equipment are submitted for sale to solicit bids.</p> <p>3.5 Question from bidders and others engaged in the auction are answered honestly and in line with agency practice, ethical standards and legislative requirements.</p> <p>3.6 Auction process is conducted professionally to establish the optimum price possible for goods, chattels and equipment from the buyers in attendance.</p> <p>3.7 Appropriate communication and presentation skills are used in conducting the auction.</p> <p>3.8 Goods, chattels and equipment are knocked down to the successful bidders or passed in, in line with seller's instructions, agency practice and legislative requirements.</p> <p>3.9 Interests of seller are respected at all times according to agency practice and legislative requirements.</p> <p>3.10 Auction is conducted in a manner consistent with agency practice and legislative requirements.</p>
4 Complete sale	<p>4.1 Follow-up procedures for goods, chattels and equipment that are sold are implemented in line with agency practice and legislative requirements.</p> <p>4.2 Sales documentation is accurately completed and deposits are taken in line with agency</p>

- practice and legislative requirements.
- 4.3 ***Follow-up procedures for goods, chattels and equipment that are passed in*** are implemented consistent with agency practice and legislative requirements.
 - 4.4 Accurate ***sales data*** is compiled that reflects auction outcomes for use in follow-up procedures.
 - 4.5 Appropriate ***records of attendance or interest*** are compiled to expand agency contact lists of potential clients identified through the auction process.
 - 4.6 Publication of auction results and post-auction information are 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 people from a range of 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 and conduct of a clearing sale or 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 consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and sales documentation; prepare general

information, papers, formal and informal letters, reports and applications; and complete standard and statutory forms

- negotiation skills to assist buyers and bidders to purchase goods, chattels and equipment at clearing sale or auction
- numeracy skills to calculate auction marketing expenses and keep them within agreed budget
- planning, organising and scheduling skills to undertake work-related tasks associated with preparing for a clearing sale or auction, including determining staff and equipment requirements
- research skills to identify and source documents and information related to goods, chattels and equipment or clearing sales and auctions.

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 seller
 - contact with prospective buyers
 - description of goods, chattels and equipment
 - outcomes of auction marketing

- post-listing conference
- reasons for confirming auction marketing procedures and expenses
- auction process, including:
 - audibly state rules and conditions of auction
 - call for bids
 - confirm or renegotiate reserve with seller as appropriate
 - describe goods, chattels and equipment
 - identify salient features of contract
 - knock down or pass in goods and equipment as appropriate
 - use vendor bidding as appropriate in line with relevant legislation
- auction rules
- communication and presentation skills
- consumer protection principles that impact on the sale of rural property, including:
 - cooling off provisions
 - false representation and misleading conduct in relation to the sale of land
 - impact on contracts of consumer protection legislation
 - insurance provisions
 - penalties and remedies for breaches
 - protection offered for consumers
 - rights and obligations of agents
 - secret commissions
- follow-up procedures if goods, chattels or equipment are passed in, including:
 - highest bidder
 - other bidders
 - seller
- follow-up procedures if goods, chattels or equipment are sold, including:
 - buyer
 - losing bidder

- other bidders
- seller
- goods, chattels and equipment, including:
 - furniture
 - machinery
 - other items of movable equipment
 - sundries
- knowledge of goods, chattels and equipment for different types of rural properties, including:
 - acreage
 - aquaculture properties
 - commercial properties
 - cropping properties
 - dairy properties
 - grazing properties
 - hobby farms
 - horticulture properties
 - irrigated properties
 - mixed uses
 - olive properties
 - orchards
 - residential properties
 - tree production properties
 - viticulture properties
- negotiation techniques
- penalties for breach of auction legislation and regulations
- preparation of auction area, including:
 - goods, chattels and equipment inspection
 - distractions and hazards
 - security
- records of attendance and interest in auctions, including:
 - collection techniques
 - reasons for collection
 - types of data

- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - auctions
 - consumer protection
 - equal employment opportunity (EEO)
 - financial probity
 - OHS
 - privacy
 - rural property sales
 - taxation
- reserve price, including:
 - definition
 - purpose
 - setting
- roles and responsibilities of auctioneer
- sales data, including:
 - collection techniques
 - reasons for collection
 - types of data
- sales documentation.

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 conducting an auction or clearing sale of goods, chattels and equipment. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence.

	<p>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"> ■ arranging publication of auction results and post-auction information in line with agency practice and legislative requirements ■ compiling accurate sales data for use in follow-up procedures ■ compiling records of attendance or interest in auction to expand agency contact lists of potential clients ■ conducting clearing sale or auction of goods, chattels and equipment in line with agency practice and legislative requirements ■ finalising auction sale, including the completion of sales documentation and implementation of follow-up procedures if goods, chattels or equipment are sold or passed in ■ knowledge of auction or clearing sale marketing procedures, auction day procedures and auction process associated with the sale of rural goods, chattels and equipment ■ knowledge of ethical standards, legislative and regulatory requirements and agency practices associated with the preparation for and conduct of an auction or clearing sale of goods, chattels and equipment ■ planning and implementing a marketing plan for an auction or clearing sale of goods,

	<p>chattels and equipment in line with agency practice and legislative requirements</p> <ul style="list-style-type: none"> ■ planning and implementing auction day procedures in line with agency practice and legislative requirements ■ preparing auction documentation consistent with seller instructions, agency practice and legislative requirements ■ taking instructions on reserve price from seller in line with agency practice and legislative requirements ■ using effective communication and presentation techniques in conducting an auction or clearing sale of goods, chattels and equipment.
Context of and specific resources for assessment	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> ■ access to a registered provider of assessment services ■ access to suitable simulated or real opportunities and resources to demonstrate competence ■ assessment instruments that may include personal planner and assessment record book. <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. 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>Goods, chattels and equipment</i> may include:	<ul style="list-style-type: none"> ■ furniture ■ machinery ■ other items of movable equipment ■ sundries.
<i>Legislative requirements</i> may include:	<ul style="list-style-type: none"> ■ relevant federal and state or territory legislation and local government regulations related to: <ul style="list-style-type: none"> ● anti-discrimination ● auctions ● consumer protection ● EEO ● financial probity ● OHS ● privacy ● rural property sales ● taxation.
<i>Assisting professionals</i> may include:	<ul style="list-style-type: none"> ■ auctioneers ■ conveyancers ■ solicitors.
<i>Auction documentation</i> may include:	<ul style="list-style-type: none"> ■ contracts ■ contract inclusions ■ warranties.
<i>Auction details</i> may include:	<ul style="list-style-type: none"> ■ date ■ time

	<ul style="list-style-type: none"> ■ venue.
Auction day procedures may include:	<ul style="list-style-type: none"> ■ advertising and marketing materials ■ auction documentation ■ channels of communication ■ inspection arrangements for goods, chattels and equipment ■ managing the auction process ■ roles and responsibilities of agency staff ■ security arrangements ■ transport arrangements for goods, chattels and equipment purchased.
Staff may include:	<ul style="list-style-type: none"> ■ agency support staff ■ auctioneer ■ licensed stock and station agents.
Resources may include:	<ul style="list-style-type: none"> ■ audiovisual equipment ■ bell ■ display boards ■ flags ■ gavel ■ lectern ■ signs ■ stickers.
Auction area preparation may include:	<ul style="list-style-type: none"> ■ auction documentation and equipment ■ distractions ■ hazards ■ marketing materials ■ security.
Communication and presentation skills may include:	<ul style="list-style-type: none"> ■ assertiveness ■ confidence ■ group communication techniques ■ humour ■ knowledge of goods, chattels and equipment ■ personal presentation

UNITS

	<ul style="list-style-type: none"> voice control.
Follow-up procedures if goods, chattels and equipment are sold may refer to:	<ul style="list-style-type: none"> buyer or seller losing bidder other bidders transport.
Sales documentation may include:	<ul style="list-style-type: none"> contract of sale declaration of selling agent finance statement to purchaser log books receipts for purchase money paid vendor's statement warranties.
Follow-up procedures if goods, chattels and equipment are passed in may refer to:	<ul style="list-style-type: none"> highest bidder other bidders seller.
Sales data may refer to:	<ul style="list-style-type: none"> collection techniques reasons for collection types of data.
Records of attendance and interest may refer to:	<ul style="list-style-type: none"> collection techniques reasons for collection types of data.

Unit sector(s)

Property development, sales and management

Competency field

Stock and station agency

310

CPPDSM4038A Conduct goods, chattels or equipment clearing sale or auction

UNIT

CPPDSM3019B Communicate with clients as part of
agency operations

One of three units required for the NSW Certificate of Registration as a stock and station 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	080503	Real Estate
Field of Education Identifier		

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.

ELEMENT	PERFORMANCE CRITERIA
1 Establish rapport with clients	<p>1.1 Rapport with <i>client</i> is established and an interest in <i>client needs, preferences and requirements</i> is expressed to enhance client commitment and trust and credibility of agency, and build return client base.</p> <p>1.2 <i>Professional ethics are maintained with the client</i> to promote agency image and credibility.</p> <p>1.3 <i>Effective communication strategies</i> are employed to assist in establishing rapport with client.</p>
2 Handle initial client enquiries	<p>2.1 <i>Client needs, preferences and requirements are accurately clarified</i> to maximise opportunities to promote <i>agency services</i>.</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 <i>Client database</i> is accurately developed, regularly maintained and securely stored according to agency policies and procedures.</p>

	3.3 Regular clients are accurately identified and 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

- contract administration
- current and planned real estate developments

requirements may include:	<ul style="list-style-type: none"> ■ information about agency services in relation to specific property ■ 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.
Professional ethics maintained with the client may include:	<ul style="list-style-type: none"> ■ confidentiality ■ honesty ■ positive statements ■ privacy
Client needs, preferences and requirements are accurately clarified through using:	<ul style="list-style-type: none"> ■ active listening ■ clear, concise and legible writing ■ active listening ■ appropriate questioning ■ empathy ■ observation ■ reassurance and confirmation
Agency services may include:	<ul style="list-style-type: none"> ■ property management ■ property sales.
Client database may be:	<ul style="list-style-type: none"> ■ computer-based ■ manual.
Client records may be:	<ul style="list-style-type: none"> ■ contact details ■ name ■ nature of enquiry or requirement ■ request for follow-up and promotional information

Client complaints and problems may relate to:

- agency service
- 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 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 CPP40407

Code	Title	Essential
BSBADM409A	Coordinate business resources	N/A
BSBCMM401A	Make a presentation	N/A
BSBFIA402A	Report on financial activity	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
CPPDSM4001A	Act as a buyer's agent	N/A
CPPDSM4002A	Apply knowledge of state or territory legislative and regulatory framework to complete agency work	N/A

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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
CPPDSM4015B	Minimise agency and consumer risk	N/A
CPPDSM4021A	Sell and finalise sale of rural property by private treaty	N/A
CPPDSM4024A	Advise clients on livestock sale and purchase options	N/A
CPPDSM4030A	Appraise rural property	N/A
CPPDSM4037A	Conduct auction of rural property	N/A
CPPDSM4038A	Conduct goods, chattels or equipment clearing sale or auction	N/A
CPPDSM4039A	Conduct livestock sale by auction	N/A
CPPDSM4045A	Facilitate meetings in the property industry	N/A
CPPDSM4051A	Lease rural property	N/A
CPPDSM4052A	List and market rural property for sale or lease	N/A
CPPDSM4056A	Manage conflict and disputes in the property industry	N/A
CPPDSM4057A	Monitor a safe workplace in the property industry	N/A

<u>CPPDSM4067A</u>	Plan for and complete sale of rural property by auction	N/A
<u>CPPDSM4068A</u>	Prepare livestock for sale at saleyards	N/A
<u>CPPDSM4072A</u>	Provide leadership in the property industry	N/A
<u>CPPDSM4073A</u>	Provide rural property management services	N/A
<u>CPPDSM4075A</u>	Select livestock for sale	N/A
<u>CPPDSM4077A</u>	Sell livestock by private sale	N/A
<u>CPPDSM4078A</u>	Sell rural property by tender	N/A
<u>CPPDSM4081A</u>	Work in the stock and station agency sector	N/A

NOTES



CPP40407

Certificate IV in Property Services
(Stock and Station Agency)

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