

VET\*Ink

**CPP40611 Certificate IV  
in Property Services  
(Operations)**



**LYN MELVILLE (EDITOR)**

**INDUSTRY, VET AND BUSINESS  
POCKETBOOK GUIDE**

# CPP40611 Certificate IV in Property Services (Operations)

## Includes...

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

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# CPP40611 Certificate IV in Property Services (Operations)

## INDUSTRY, VET AND BUSINESS POCKETBOOK GUIDE

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

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

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[illegible]

## ABOUT THIS GUIDE

### Welcome

Welcome to VET Ink's pocketbook guide for the qualification *CPP40611 Certificate IV in Property Services (Operations)* 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.

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

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

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### Publishing information

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## QUALIFICATION DETAILS

### CPP40611 Certificate IV in Property Services (Operations)

#### Summary

| Release          | Status  | Release date |
|------------------|---------|--------------|
| 2 (this release) | Current | 17/Jan/2014  |

Usage recommendation **Current**

#### Training packages that include this unit

| Code                  | Title                              | Release    |
|-----------------------|------------------------------------|------------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0 - 14.1 |

#### Units of competency [Refer Links tab]

#### Classifications

| Scheme   | Code    | Classification value |
|--|---------|----------------------|
| ANZSCO Identifier  | 612112  | Property Manager     |
| ASCO (occupation type) Identifier                        | 3293-13 | Property Manager     |
| 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 \(173.15 KB\)](#)
- [Qualification in PDF format \(128.42 KB\)](#)



## Modification history

Revised qualification deemed equivalent.

Update of revised Group A Common and Group B Specialist elective units:

- BSBHRM405A Support the recruitment, selection and induction of staff
- BSBITS401B Maintain business technology
- CPPCMN4013B Operate a sustainable business

Addition of two imported units to Group B Specialist elective units:

- CPCSUS4002A Use building science principles to construct energy efficient buildings
- CPCSUS4003A Maximise energy efficiency through applied trade skills

## Pathways information

Not applicable

## Licensing/regulatory information

This is a licensed occupation. Check with relevant state and territory licensing and regulatory authorities. State and territory jurisdictions may have different regulatory requirements.

## Entry requirements

Not applicable

## Employability skills qualification summary

| Employability skill | Industry/enterprise requirements for this qualification include:   |
|---------------------|--|
| Communication       | <ul style="list-style-type: none"> <li>■ apply communication skills to negotiate client and tenant requirements and access arrangements</li> <li>■ apply literacy skills to interpret written and oral information, complete documentation and report findings</li> <li>■ apply numeracy skills to analyse customer</li> </ul> |

|                 |   |
|-----------------|---|
|                 | <p>service data, interpret customer requirements and meet their needs</p> <ul style="list-style-type: none"> <li>■ apply technical skills to prepare contract documentation</li> <li>■ assess and clarify customer needs using appropriate communication techniques</li> <li>■ establish and agree on communication channels and processes with relevant people according to organisational requirements</li> <li>■ develop and maintain documentation to support implementation of OHS policies and procedures</li> <li>■ discuss and confirm procurement arrangements, interpret written and oral information, liaise with suppliers and obtain feedback</li> <li>■ prepare contract according to contract specifications and in consultation with relevant people using appropriate communication techniques</li> <li>■ use communication to monitor effectively the implementation of the procurement process against budget parameters</li> <li>■ use effective communication techniques to introduce and monitor change, while providing support to and maintaining relationships with clients and colleagues throughout the change process</li> <li>■ use effective observation and active listening skills to elicit and interpret verbal and non-verbal information</li> </ul> |
| <b>Teamwork</b> | <ul style="list-style-type: none"> <li>■ adhere as a team to control risks and hazards in work area according to organisational requirements</li> </ul>   |

|                        |  |
|------------------------|--|
|                        | <ul style="list-style-type: none"> <li>■ apply interpersonal skills to negotiate repair or maintenance process, relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities, and resolve conflict</li> <li>■ determine space lease requirements in consultation with relevant people according to organisational requirements</li> <li>■ develop a rapport with customers and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities</li> <li>■ distribute contract to relevant people to check accuracy of information and that contract specifications and requirements are clearly addressed</li> <li>■ encourage, value and reward individual and team efforts and contributions according to organisational requirements</li> <li>■ implement and monitor consultative processes to ensure all team members have an opportunity to contribute to management of OHS in the workplace</li> <li>■ refer health and safety issues to relevant people for resolution according to organisational requirements</li> <li>■ seek feedback on suitability of contract from relevant people and recommend improvements to be incorporated into contract where appropriate</li> </ul> |
| <b>Problem solving</b> | <ul style="list-style-type: none"> <li>■ apply problem solving skills to manage repair or maintenance problems</li> <li>■ identify and negotiate variations to leasing requirements with relevant people and make</li> </ul>   |

|                                  |   |
|----------------------------------|---|
|                                  | <ul style="list-style-type: none"> <li>amendments according to client, legislative and organisational requirements</li> <li>interpret and comply with financial, legislative and procedural requirements</li> <li>overcome problems in implementation of change in consultation with relevant people</li> </ul>   |
| <b>Initiative and enterprise</b> | <ul style="list-style-type: none"> <li>apply analytical skills to interpret property plans and lease documentation, analyse and assess lease requirements and terms, and devise retention strategies</li> <li>research to source site and resource requirements</li> <li>recognise and report breaches of organisational codes of ethics and practices according to organisational and industry standards and procedures</li> </ul>   |
| <b>Planning and organising</b>   | <ul style="list-style-type: none"> <li>access and assess specialist resources and sources of information according to client and organisational requirements</li> <li>apply organisational skills to maintain assets, manage risk, plan and arrange repair or maintenance work, and schedule and meet time lines and client requirements</li> <li>apply organisational skills to introduce and monitor change, plan and maintain own professional development, and plan and meet work priorities</li> <li>apply planning skills to determine short and long-term goals</li> <li>gather and analyse information to determine market conditions according to organisational requirements</li> <li>securely store lease records and relevant information according to legislative and</li> </ul> |

|                        |  |
|------------------------|--|
|                        | <ul style="list-style-type: none"> <li>■ organisational requirements</li> <li>■ use organisational skills to prepare advice and recommendations</li> <li>■ use organisational filing systems</li> </ul>  |
| <b>Self-management</b> | <ul style="list-style-type: none"> <li>■ apply reflection skills to differentiate between professional and personal values</li> <li>■ identify site access and specific site requirements and make appropriate arrangements according to client, organisational and legislative requirements</li> <li>■ identify limitations of work role, responsibility and professional abilities</li> <li>■ identify and confirm needs, priorities and expectations of the organisation and owner in delivering services to customers</li> <li>■ prepare work order and plan contingencies to ensure client and organisational requirements are met in an efficient and effective manner</li> <li>■ use self-evaluation skills to review and assess own work practices systematically in order to identify ways to improve performance or understanding</li> </ul> |
| <b>Learning</b>        | <ul style="list-style-type: none"> <li>■ address identified OHS training needs in consultation with relevant people according to organisational policies and procedures</li> <li>■ apply knowledge of organisational policy and procedures for customer service, including handling customer complaints</li> <li>■ apply knowledge of organisation's practices, ethical standards and legislative requirements associated with providing advice to customers and evaluating customer service</li> <li>■ coach and mentor to be a positive influence on others and provide support to colleagues</li> </ul>   |

|                   |  |
|-------------------|--|
|                   | <ul style="list-style-type: none"> <li>understand organisation's practices, ethical standards and legislative requirements associated with planning and coordinating the repair, maintenance and modification of properties and facilities</li> </ul>  |
| <b>Technology</b> | <ul style="list-style-type: none"> <li>apply technology skills to use financial and assessment software and spreadsheets efficiently and to access market information</li> <li>use computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases</li> <li>use business equipment and technology to maintain relevant documentation according to applicable OHS, legislative and organisational requirements</li> <li>use technology skills to organise customer service data, prepare and present information to customers, and prepare reports on improvements to customer service strategies</li> </ul> |

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 eight core units, plus five common electives plus a further five specialist electives (total eighteen units).

## 9

Up to two of the common electives may be chosen from:

- either the Certificate III in Property Services (Operations) or the Diploma of Property Services (Asset and Facility Management)
- any Certificate IV qualification in CPP07 Property Services Training Package
- any Certificate IV qualification in any other endorsed Training Package.

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

### CORE UNITS

| Code                               | Title   |
|------------------------------------|---|
| <a href="#"><u>BSBREL401A</u></a>  | Establish networks  |
| <a href="#"><u>CPPDSM4028A</u></a> | Identify and analyse risks and opportunities in the property industry       |
| <a href="#"><u>CPPDSM4044A</u></a> | Coordinate maintenance and repair of properties and facilities              |
| <a href="#"><u>CPPDSM4047A</u></a> | Implement and monitor procurement process                                   |
| <a href="#"><u>CPPDSM4048B</u></a> | Implement customer service strategies in the property industry              |
| <a href="#"><u>CPPDSM4057A</u></a> | Monitor a safe workplace in the property industry                           |
| <a href="#"><u>CPPDSM4063A</u></a> | Participate in developing and establishing property or facilities contracts |
| <a href="#"><u>CPPDSM4072A</u></a> | Provide leadership in the property industry                                 |

### ELECTIVE UNITS

#### Group A Common

| Code                              | Title                         |
|-----------------------------------|-------------------------------|
| <a href="#"><u>BSBADM409A</u></a> | Coordinate business resources |
| <a href="#"><u>BSBCMM401A</u></a> | Make a presentation           |

## QUAL

|                                   |  |
|-----------------------------------|--|
| <a href="#"><u>BSBFIA402A</u></a> | Report on financial activity                                     |
| <a href="#"><u>BSBHRM405A</u></a> | Support the recruitment, selection and induction of staff        |
| <a href="#"><u>BSBITS401B</u></a> | Maintain business technology                                     |
| <a href="#"><u>BSBLED401A</u></a> | Develop teams and individuals                                    |
| <a href="#"><u>BSBMGT402A</u></a> | Implement operational plan                                       |
| <a href="#"><u>BSBMKG413A</u></a> | Promote products and services                                    |
| <a href="#"><u>BSBRKG304B</u></a> | Maintain business records  |
| <a href="#"><u>BSBSMB402A</u></a> | Plan small business finances                                     |
| <a href="#"><u>BSBSMB404A</u></a> | Undertake small business planning                                |
| <a href="#"><u>BSBSMB406A</u></a> | Manage small business finances                                   |
| <a href="#"><u>BSBSUS301A</u></a> | Implement and monitor environmentally sustainable work practices |
| <a href="#"><u>BSBWOR402A</u></a> | Promote team effectiveness                                       |

### Group B Specialist

| Code                               | Title   |
|------------------------------------|---|
| <a href="#"><u>CPCSUS4002A</u></a> | Use building science principles to construct energy efficient buildings |
| <a href="#"><u>CPCSUS4003A</u></a> | Maximise energy efficiency through applied trade skills                 |
| <a href="#"><u>CPPCMN4009A</u></a> | Develop team understanding of and commitment to sustainability          |
| <a href="#"><u>CPPCMN4010A</u></a> | Cost and quote sustainable product and service provision                |
| <a href="#"><u>CPPCMN4011A</u></a> | Communicate and market sustainable solutions                            |
| <a href="#"><u>CPPCMN4012A</u></a> | Contribute to sustainable solutions throughout a building's life cycle  |
| <a href="#"><u>CPPCMN4013B</u></a> | Operate a sustainable business  |



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|                                    |  |
|------------------------------------|--|
| <a href="#"><u>CPPDSM4006A</u></a> | Establish and manage agency trust accounts                 |
| <a href="#"><u>CPPDSM4025A</u></a> | Advise on performance of asset                             |
| <a href="#"><u>CPPDSM4026A</u></a> | Analyse property and facility information                  |
| <a href="#"><u>CPPDSM4027A</u></a> | Analyse resource use in building operations                |
| <a href="#"><u>CPPDSM4031A</u></a> | Arrange lease of space                                     |
| <a href="#"><u>CPPDSM4032A</u></a> | Arrange valuation of facilities and assets                 |
| <a href="#"><u>CPPDSM4034A</u></a> | Assess and implement strata/community management agreement |
| <a href="#"><u>CPPDSM4040A</u></a> | Contribute to life cycle maintenance strategy              |
| <a href="#"><u>CPPDSM4041A</u></a> | Contribute to development of a tenancy mix strategy        |
| <a href="#"><u>CPPDSM4042A</u></a> | Coordinate construction contract                           |
| <a href="#"><u>CPPDSM4043A</u></a> | Coordinate fit-out of property and facilities              |
| <a href="#"><u>CPPDSM4045A</u></a> | Facilitate meetings in the property industry               |
| <a href="#"><u>CPPDSM4055A</u></a> | Maintain asset management system                           |
| <a href="#"><u>CPPDSM4056A</u></a> | Manage conflict and disputes in the property industry      |
| <a href="#"><u>CPPDSM4058A</u></a> | Monitor service requirements in the property industry      |
| <a href="#"><u>CPPDSM4059A</u></a> | Monitor space use in the property industry                 |
| <a href="#"><u>CPPDSM4062A</u></a> | Occupy space   |
| <a href="#"><u>CPPDSM4064A</u></a> | Participate in research of property investment             |
| <a href="#"><u>CPPDSM4066A</u></a> | Plan and coordinate property and facility inspection       |
| <a href="#"><u>CPPDSM4071A</u></a> | Promote process improvement in the property industry       |
| <a href="#"><u>CPPDSM4074A</u></a> | Select and appoint contractors in the property industry    |

# PROGRAM

## LEARNING PROGRAM New South Wales

Training requirements for a strata managing agent's licence with the New South Wales Office of Fair Trading are 21 units as shown here. This includes the qualification CPP40611 Certificate IV in Property Services (Operations) (18 units) plus a further three units as shown below. These 21 units are shown under the Units tab:

### 8 core units

| Code                        | Title   |
|-----------------------------|---|
| <a href="#">BSBREL401A</a>  | Establish networks  |
| <a href="#">CPPDSM4028A</a> | Identify and analyse risks and opportunities in the property industry       |
| <a href="#">CPPDSM4044A</a> | Coordinate maintenance and repair of properties and facilities              |
| <a href="#">CPPDSM4047A</a> | Implement and monitor procurement process                                   |
| <a href="#">CPPDSM4048B</a> | Implement customer service strategies in the property industry              |
| <a href="#">CPPDSM4057A</a> | Monitor a safe workplace in the property industry                           |
| <a href="#">CPPDSM4063A</a> | Participate in developing and establishing property or facilities contracts |
| <a href="#">CPPDSM4072A</a> | Provide leadership in the property industry                                 |

### 10 elective units

#### Elective Group A Common

| Code                       | Title                         |
|----------------------------|-------------------------------|
| <a href="#">BSBFIA402A</a> | Report on financial activity  |
| <a href="#">BSBLED401A</a> | Develop teams and individuals |
| <a href="#">BSBRKG304B</a> | Maintain business records     |

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|                            |                                |
|----------------------------|--------------------------------|
| <a href="#">BSBSMB402A</a> | Plan small business finances   |
| <a href="#">BSBSMB406A</a> | Manage small business finances |

### Elective Group B Specialist

| Code                        | Title  |
|-----------------------------|--|
| <a href="#">CPPDSM4006A</a> | Establish and manage agency trust accounts                 |
| <a href="#">CPPDSM4034A</a> | Assess and implement strata/community management agreement |
| <a href="#">CPPDSM4045A</a> | Facilitate meetings in the property industry               |
| <a href="#">CPPDSM4056A</a> | Manage conflict and disputes in the property industry      |
| <a href="#">CPPDSM4074A</a> | Select and appoint contractors in the property industry    |

### 3 further units

As well, successful completion of the following three units of competency from CPP30311 Certificate III in Property Services (Operations) is required. Note that these units are not a part of CPP40611 but are included in this guide as a service to NSW clients.

- CPPDSM3019B Communicate with clients as part of agency operations
- CPPDSM3016A Work in the property industry
- CPPDSM3017A Work in the strata/community management sector.

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+247+2009+pt.6+0+N>

## Learning program NSW Certificate of Registration (Registered manager)

In New South Wales, the above three units are required for registration as a registered strata manager or registered community manager.

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

## UNIT

### BSBREL401A Establish networks

#### Core 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 to training.gov.au]

#### Classifications

| Scheme                          | Code   | Classification value |
|---------------------------------|--------|----------------------|
| ASCED Module/Unit of Competency | 080509 | Public Relations     |
| Field of Education Identifier   |        |                      |

#### Content

Download:

- [Unit of competency in Word format 440.52 KB](#)
- [Unit of competency in PDF format \(175.55 KB\)](#)

#### Modification history

Not applicable.

#### Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers. 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 networking and negotiation who contribute well developed skills in creating solutions to

unpredictable problems through analysis and evaluation of information from a variety of sources. 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 Develop and maintain business networks | 1.1. Use appropriate <b><i>network strategies</i></b> to establish and maintain relationships that promote the development of business opportunities<br>1.2. Identify and pursue network opportunities to maximise a range of contacts<br>1.3. Communicate information regarding new networks to inform individuals, colleagues and clients of potential benefits<br>1.4. Participate in <b><i>professional networks and associations</i></b> to obtain and maintain personal knowledge and skills |
| 2. Establish and maintain business       | 2.1. Develop and maintain relationships to promote benefits consistent with <b><i>organisational/client requirements</i></b>   |

|                             |   |
|-----------------------------|---|
| relationships               | <p>2.2. Gain and maintain trust and confidence of contacts through demonstration of high standards of business practices</p> <p>2.3. Use a high level of <b>negotiation skills</b> to encourage positive outcomes</p> <p>2.4. Identify difficult situations and negotiate solutions using collaborative problem-solving techniques</p> <p>2.5. Seek specialist advice in the development of contacts where appropriate</p>  |
| 3. Promote the relationship | <p>3.1. Develop strategies to represent and promote the interests and requirements of the relationship</p> <p>3.2. Use appropriate presentation skills to communicate the goals and objectives of the relationship</p> <p>3.3. Effectively communicate issues, policies and practices of the relationship to a range of audiences, in writing and verbally</p> <p>3.4. Obtain <b>feedback</b> to identify and develop ways to improve promotional activities within available opportunities</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
- negotiation skills to achieve mutually acceptable outcomes
- technology skills to support effective communication and presentation.

### Required knowledge

- client or organisational policies, plans and procedures
- related organisations, agencies and networks
- trends and forecasts for relevant industries, services and products.

### 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.

|   |  |
|---|--|
| <b>Overview of assessment</b>   |  |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>■ establishing contacts and participating in networks</li> <li>■ identifying opportunities for networking</li> <li>■ knowledge of related organisations, agencies and networks</li> <li>■ maintaining records of relevant contacts.</li> </ul>   |
| <b>Context of and specific resources for assessment</b>   | <p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>■ access to an actual workplace or simulated environment</li> <li>■ access to office equipment and resources</li> <li>■ access to examples of networking strategies and documentation.</li> </ul>  |
| <b>Method of assessment</b>   | <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"> <li>■ direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</li> <li>■ review of documentation communicating issues, policies and practices of the relationship to a range of audiences</li> <li>■ evaluation of promotional strategies</li> </ul> |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>■ observation of negotiation of solutions between groups and individuals</li> <li>■ observation of promotional presentations.</li> </ul>  |
| <b>Guidance information for assessment</b> | <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"> <li>■ interpersonal communication units</li> <li>■ other relationship management units.</li> </ul> |

## 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.

|  |   |
|--|---|
| <b>Network strategies</b> may include:                     | <ul style="list-style-type: none"> <li>■ association memberships</li> <li>■ conference participation</li> <li>■ distributing materials</li> <li>■ individual marketing</li> <li>■ maintaining regular contact</li> <li>■ seminar attendance</li> </ul>  |
| <b>Professional networks and associations</b> may include: | <ul style="list-style-type: none"> <li>■ advisory committees</li> <li>■ colleagues</li> <li>■ committees</li> <li>■ government agencies</li> <li>■ internal/external customers</li> <li>■ lobby groups</li> <li>■ local inter-agency groups</li> <li>■ other organisations</li> <li>■ professional/occupational associations</li> <li>■ project specific ad hoc consultative/reference groups</li> <li>■ specific interest or support groups</li> </ul> |



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|---|--|
|   | <ul style="list-style-type: none"> <li>■ suppliers</li> <li>■ work team</li> </ul>   |
| <b>Organisational / client requirements</b> may be included in: | <ul style="list-style-type: none"> <li>■ access and equity principles and practices</li> <li>■ defined resource parameters</li> <li>■ ethical standards</li> <li>■ goals, objectives, plans, systems and processes</li> <li>■ legal and organisational policies, guidelines and requirements</li> <li>■ marketing plan</li> <li>■ occupational health and safety policies, procedures and programs</li> <li>■ quality and continuous improvement processes and standards</li> <li>■ quality assurance and/or procedures manuals</li> </ul> |
| <b>Negotiation skills</b> may include:                          | <ul style="list-style-type: none"> <li>■ assertiveness</li> <li>■ bargaining</li> <li>■ collaboration</li> <li>■ confidence building</li> <li>■ conflict reduction</li> <li>■ empathising</li> <li>■ offers and counter offers</li> <li>■ solution designing</li> <li>■ stress management</li> </ul>   |
| <b>Feedback</b> may include:                                    | <ul style="list-style-type: none"> <li>■ accuracy and sufficiency of information</li> <li>■ appropriateness of audience</li> <li>■ benefits to organisation</li> <li>■ impact of message</li> <li>■ liaison with networks</li> <li>■ participation of competitors</li> <li>■ use of media</li> </ul>   |

### Unit sector(s)

### Competency field

Stakeholder Relations - Relationship Management

### Co-requisite units

## UNIT

### CPPDSM4028A Identify and analyse risks and opportunities in the property industry

#### Core 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  |
|-----------------------|-------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package  | 7.0-14.1 |
| <a href="#">CHC08</a> | Community Services Training Package | 3.0-4.2  |

#### Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations) | 1-2     |
| <a href="#">CHC50812</a> | Diploma of Social Housing                        | 1       |
| <a href="#">CHC50808</a> | Diploma of Social Housing                        | 1       |
| <a href="#">CHC40912</a> | Certificate IV in Social Housing                 | 1       |
| <a href="#">CHC40908</a> | Certificate IV in Social Housing                 | 1       |

#### Classifications

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

#### Content

Download:

- [Unit of competency in Word format \(453 KB\)](#)
- [Unit of competency in PDF format \(380.21 KB\)](#)

**Modification history**

Not applicable

**Unit descriptor**

This unit of competency specifies the outcomes required to identify and analyse potential threats and opportunities to ensure safe and effective property operations. It requires the ability to assess property systems and assets to determine the level of risk exposure and identify areas of opportunity.

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 identifying and analysing potential threats and opportunities to ensure safe and effective property 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 Identify risks and opportunities | <p>1.1 <b><i>Information</i></b> on actual and potential <b><i>risks</i></b> and <b><i>opportunities</i></b> is collected and assessed for currency, accuracy and relevance according to <b><i>organisational requirements</i></b>.</p> <p>1.2 <b><i>Terms of reference</i></b> are determined in consultation with <b><i>relevant people</i></b> and information is updated, modified and maintained according to organisational requirements.</p> <p>1.3 <b><i>Structured plan</i></b> for identifying and assessing likelihood of risk and opportunity is developed according to terms of reference and agreed timeframes.</p> <p>1.4 <b><i>Limitations</i></b> in identifying and assessing risks and opportunities are recognised and assistance is sought as required.</p> |
| 2 Analyse risks and opportunities  | <p>2.1 Identified risks and opportunities are <b><i>analysed</i></b> for validity and reliability according to organisational requirements.</p> <p>2.2 <b><i>Assessment criteria</i></b> for measuring level of potential or existing risk or opportunity, together with an assessment of consequences, are developed according to terms of reference.</p> <p>2.3 Gaps in assessment methodology are identified and</p>  |

|                            |  |
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|                            | <p>appropriate actions implemented according to organisational procedures.</p> <p>2.4 Valid and relevant data is analysed against assessment criteria to determine level of potential risk or opportunity according to organisational procedures.</p>  |
| <b>3 Document findings</b> | <p>3.1 <b><i>Risk and opportunity assessment findings</i></b> are documented and distributed to relevant people according to organisational requirements.</p> <p>3.2 <b><i>Feedback</i></b> on findings is actively sought to ensure accuracy and relevance of information.</p> <p>3.3 Findings are updated as required and incorporated into risk and opportunity assessment plan for future management decision making.</p> <p>3.4 Information is securely maintained with due regard to confidentiality, and organisational and <b><i>legislative requirements</i></b>.</p> |

### Required skills and knowledge

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

#### Required skills

- communication skills to source feedback and use interviewing and questioning techniques to obtain information
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- organisational skills to plan time lines and reporting mechanisms, and record and file information

- observation skills to identify existing or potential risks and opportunities
- problem solving skills to apply reasoning and logical analysis to measure risk consequence and to recommend countermeasures or contingency plans
- research skills to collate feedback, analyse and interpret information and to form recommendations
- technical skills to complete risk assessment plans.

### Required knowledge and understanding

- client and organisational confidentiality requirements
- concept of litigation
- insurance policies, codes and operations
- mechanisms to obtain and analyse feedback
- organisational goals and objectives, activities and systems
- principles and techniques for identifying and measuring risks and opportunities
- property operations history and precedents regarding risk to operations and areas of opportunity
- 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
  - property sales, leasing and management
- relevant industry codes of practice and standards
- risk and opportunity assessment techniques and processes.

### 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 identifying and analysing potential threats and opportunities to ensure safe and effective property 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:

- assessing level of risk or opportunity potential against agreed assessment criteria
- establishing terms of reference and developing effective action plan and structure for analysis and assessment
- knowledge of organisation's practices, ethical standards and legislative requirements associated with identifying and analysing potential threats and opportunities to ensure safe and effective property operations
- obtaining information from a range of sources and consultative processes to ensure accurate understanding of operating environment

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>■ reviewing and preparing findings relating to risks and opportunities in a format suitable for presentation.</li> </ul>  |
| <b>Context of and specific resources for assessment</b> | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul> <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"> <li>■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace</li> <li>■ 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</li> </ul> |



- 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.

***Information*** may relate to:

- agency listing records
- historical data
- insurance
- key personnel

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>■ lines of responsibility</li> <li>■ operating environment of organisation, including financial markets, competitors, core business activities, functions and stakeholders</li> <li>■ owner surveys</li> <li>■ property management reports</li> <li>■ reports and relevant documentation.</li> </ul>  |
| <b>Risks</b> may relate to:  | <ul style="list-style-type: none"> <li>■ deliberate, natural, accidental or perceived industry special risks</li> <li>■ loss of goodwill, reputation or credibility</li> <li>■ loss of profits</li> <li>■ loss, disclosure, destruction or compromise of asset</li> <li>■ machinery malfunction</li> <li>■ OHS</li> <li>■ public liability</li> <li>■ trade practices issues.</li> </ul> |
| <b>Opportunities</b> may relate to:                                  | <ul style="list-style-type: none"> <li>■ adding value</li> <li>■ aggregation of assets</li> <li>■ altering existing property or facility</li> <li>■ change in use, ownership, appearance and perception of property or facility</li> <li>■ changing style of investment</li> <li>■ creating something new</li> <li>■ use of bankers and financiers.</li> </ul>                           |
| <b>Organisational requirements</b> may be outlined and reflected in: | <ul style="list-style-type: none"> <li>■ business and performance plans</li> <li>■ complaint and dispute resolution procedures</li> <li>■ goals, objectives, plans, systems and processes</li> <li>■ legal and ethical requirements and codes of practice</li> <li>■ OHS policies, procedures and programs</li> <li>■ policies and procedures in relation to client</li> </ul>           |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>service</li> <li>quality and continuous improvement processes and standards</li> <li>quality assurance and procedure manuals.</li> </ul>   |
| <b>Terms of reference</b> may relate to:            | <ul style="list-style-type: none"> <li>agreed timeframes</li> <li>client expectations</li> <li>costs</li> <li>limitations and exclusions</li> <li>operational environment</li> <li>roles and responsibilities</li> <li>scale of the task or assessment (whether a full-scale operation or limited to a particular section or operation of the company)</li> <li>security and other clearances.</li> </ul> |
| <b>Relevant people</b> may include:                 | <ul style="list-style-type: none"> <li>clients</li> <li>colleagues</li> <li>internal and external auditors</li> <li>legal representatives</li> <li>members of industry associations</li> <li>supervisors.</li> </ul>  |
| <b>Structured plan</b> may be constructed by using: | <ul style="list-style-type: none"> <li>checklists</li> <li>interview question sheets</li> <li>spreadsheets, word-processing and other software</li> <li>structured planning software</li> <li>structured questionnaires</li> <li>structured tables.</li> </ul>  |
| <b>Limitations</b> may relate to:                   | <ul style="list-style-type: none"> <li>industry requirements</li> <li>job role and responsibilities</li> <li>legal responsibilities</li> <li>own competency level</li> <li>own understanding of risk identification processes</li> </ul>  |

|   |  |
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|   | <ul style="list-style-type: none"> <li>quality processes.</li> </ul>   |
| <b>Analysis:</b>  | <ul style="list-style-type: none"> <li>may be:           <ul style="list-style-type: none"> <li>explorative, descriptive, causative or predictive</li> <li>quantitative and qualitative</li> </ul> </li> <li>may include:           <ul style="list-style-type: none"> <li>basic statistical analysis</li> <li>critical analysis</li> <li>mathematical calculations</li> <li>problem solving.</li> </ul> </li> </ul> |
| <b>Assessment criteria</b> may be based on:                       | <ul style="list-style-type: none"> <li>Australian and New Zealand risk management standards</li> <li>organisational or client requirements</li> <li>qualitative and quantitative factors</li> <li>semi-quantitative factors.</li> </ul>  |
| <b>Risk and opportunity assessment findings</b> may include:      | <ul style="list-style-type: none"> <li>graphical representations of data</li> <li>suggestions</li> <li>summary of assessment outcomes</li> <li>tables and information from approved data collection tools.</li> </ul>  |
| <b>Feedback</b> may be sought from:                               | <ul style="list-style-type: none"> <li>supervisors and colleagues</li> <li>documentation and reports</li> <li>quality assurance data</li> <li>questionnaires</li> <li>regular meetings.</li> </ul>   |
| <b>Legislative requirements</b> may be outlined and reflected in: | <ul style="list-style-type: none"> <li>Australian standards</li> <li>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</li> <li>home building requirements</li> <li>privacy requirements</li> </ul>                                     |

## CPPDSM4028A Identify and analyse risks and opportunities in the property industry

- quality assurance and certification requirements
- relevant federal, and state or territory legislation that affects organisational operation, including:
  - anti-discrimination and diversity
  - environmental issues
  - EEO
  - industrial relations
  - OHS
- strata, community and company titles
- tenancy agreements
- trade practices laws and guidelines.

### Unit sector(s)

Property development, sales and management

### Competency field

Property operations and development

## UNIT

### CPPDSM4044A Coordinate maintenance and repair of properties and facilities

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  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

#### Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations) | 1-2     |

#### Classifications

| Scheme   | Code   | Classification value |
|--|--------|----------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080503 | Real Estate          |

#### Content

Download:

- [Unit of competency in Word format \(454.11 KB\)](#)
- [Unit of competency in PDF format \(383.53 KB\)](#)

#### Modification history

Not applicable

#### Unit descriptor

This unit of competency specifies the outcomes required to plan and coordinate the repair, maintenance and modification of properties and

facilities. It requires the ability to plan and document work activities effectively, coordinate and monitor subcontractors, and check and report the results of work performed.

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 planning and coordinating the repair, maintenance and modification of properties and facilities.

### 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 Plan repair or maintenance operation       | <p>1.1 <b>Repair or maintenance</b> requirements are reviewed and confirmed with <b>relevant people</b> according to <b>organisational requirements</b>.</p> <p>1.2 Repair or maintenance <b>resource</b> requirements are determined and arranged according to <b>work order</b> and budgetary requirements.</p> <p>1.3 <b>Site access and specific site requirements</b> are identified and appropriate arrangements made according to <b>client</b>, organisational and <b>legislative requirements</b>.</p> <p>1.4 Work order is prepared and <b>contingencies</b> are planned to ensure client and organisational requirements are met in an efficient and effective manner.</p> <p>1.5 Client and tenant <b>safety and security requirements</b> are recognised and satisfied in provision of services.</p> <p>1.6 <b>Communication channels</b> and processes are established and agreed with relevant people according to organisational requirements.</p> |
| 2 Coordinate repair or maintenance operation | <p>2.1 Repair or maintenance operation is monitored against work schedules to ensure completion occurs within designated timeframes.</p> <p>2.2 Factors affecting achievement of scheduled work are identified and required <b>variations</b> to schedules are negotiated and agreed with relevant people.</p> <p>2.3 Established communication channels and processes are used to ensure accurate exchange of information throughout operation.</p>   |



|   |   |
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|   | 2.4 Situations requiring <b><i>specialist advice</i></b> are identified and assistance is sought as required according to organisational requirements.  |
| <b>3 Check and record completed operation</b> | <p>3.1 Notification of completed repair or maintenance is received and checked against client and organisational requirements.</p> <p>3.2 Inspection is arranged to confirm repair or maintenance is fully operational and meets performance specifications and industry standards.</p> <p>3.3 Faults, errors or omissions are verified and prompt remedial action is determined and arranged with relevant people according to organisational requirements.</p> <p>3.4 Business equipment and technology are used to maintain relevant documentation according to applicable OHS, 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

- communication skills to negotiate client and tenant requirements and access arrangements
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to negotiate repair or maintenance process, relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities, and resolve conflict

- literacy skills to interpret written and oral information, complete documentation and report findings
- organisational skills to maintain assets, manage risk, plan and arrange repair or maintenance work, and schedule and meet time lines and client requirements
- problem solving skills to manage repair or maintenance problems
- research skills to source site and resource requirements
- technical skills to schedule tasks and report outcomes.

### Required knowledge and understanding:

- basic knowledge of property contracts and administrative requirements
- building codes and relevant Australian standards
- building construction practice
- building control legislation
- common hazards to personal and public safety associated with particular types of maintenance work in buildings
- limitations of work role, responsibility and professional abilities
- occupancy rates and special conditions to be considered with particular services provided to clients and tenants
- OHS issues and requirements
- organisational and professional procedures, ethical practices and business standards
- points of contact with emergency service agencies
- 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
  - property sales, leasing and management

- sources of information and assistance for property assets.

### 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 planning and coordinating the repair, maintenance and modification of properties and facilities. 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:

- inspecting completed work against work order and ensuring remedial action for faults, errors or omissions
- monitoring maintenance and repair work ensuring effective communication exchange and identification of factors requiring variations to work schedules
- knowledge of organisation's practices, ethical standards and legislative requirements associated with planning and coordinating the repair, maintenance and modification of properties and facilities

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ planning maintenance and repair work ensuring client and tenant safety and security, and resource requirements are according to budgetary parameters</li> <li>■ responding appropriately to requests for maintenance and repair work and maintaining adequate records and reports.</li> </ul>  |
| <b>Context of and specific resources for assessment</b> | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul> <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"> <li>■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace</li> <li>■ 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</li> </ul> |

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.

***Repair or maintenance*** may relate to:

- backups
- changing user codes
- confirmation of operational effectiveness
- identification and replacement of worn parts
- inspection, lubrication, cleaning and

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>■ adjustment routine repairs.</li> </ul>  |
| <b>Relevant people</b> may include:                                  | <ul style="list-style-type: none"> <li>■ agents</li> <li>■ clients</li> <li>■ colleagues</li> <li>■ engineers and technicians</li> <li>■ government personnel</li> <li>■ installers</li> <li>■ legal representatives</li> <li>■ members of industry associations</li> <li>■ property owners</li> <li>■ site personnel</li> <li>■ subcontractors</li> <li>■ supervisors</li> <li>■ technical experts</li> <li>■ tenants.</li> </ul>   |
| <b>Organisational requirements</b> may be outlined and reflected in: | <ul style="list-style-type: none"> <li>■ access and equity principles and practice guidelines</li> <li>■ business and performance plans</li> <li>■ complaint and dispute resolution procedures</li> <li>■ goals, objectives, plans, systems and processes</li> <li>■ legal and ethical requirements and codes of practice</li> <li>■ mission statements and strategic plans</li> <li>■ OHS policies, procedures and programs</li> <li>■ policies and procedures in relation to client service</li> <li>■ quality and continuous improvement processes and standards</li> <li>■ quality assurance and procedure manuals.</li> </ul> |
| <b>Resources</b> may include:  | <ul style="list-style-type: none"> <li>■ materials</li> <li>■ personnel</li> <li>■ tools and equipment</li> </ul>  |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ training</li> <li>■ transport.</li> </ul>  |
| <b>Work order</b><br>information may relate to:                   | <ul style="list-style-type: none"> <li>■ completion dates</li> <li>■ job requirements and tasks</li> <li>■ warranties and service information</li> <li>■ work schedules.</li> </ul>   |
| <b>Site access and specific site requirements</b> may include:    | <ul style="list-style-type: none"> <li>■ access and egress points</li> <li>■ access codes</li> <li>■ building codes and regulations</li> <li>■ heritage listings</li> <li>■ keys, passes and security clearance</li> <li>■ noise control</li> <li>■ OHS requirements</li> <li>■ time of access</li> <li>■ union requirements.</li> </ul>  |
| <b>Clients</b> may include:                                       | <ul style="list-style-type: none"> <li>■ agents</li> <li>■ building supervisors</li> <li>■ government and legal instruments or agencies</li> <li>■ project managers</li> <li>■ property agents</li> <li>■ property owners</li> <li>■ tenants.</li> </ul>  |
| <b>Legislative requirements</b> may be outlined and reflected in: | <ul style="list-style-type: none"> <li>■ Australian standards, and quality assurance and certification requirements</li> <li>■ award and enterprise agreements</li> <li>■ 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</li> <li>■ environmental and zoning laws affecting access security, access and property use</li> </ul> |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ general duty of care to clients</li> <li>■ home building requirements</li> <li>■ local regulations and by-laws</li> <li>■ privacy laws applying to owners, contractors and tenants</li> <li>■ relevant federal, and state or territory legislation that affects organisational operation, including:               <ul style="list-style-type: none"> <li>● anti-discrimination and diversity</li> <li>● environmental issues</li> <li>● EEO</li> <li>● industrial relations</li> <li>● OHS</li> </ul> </li> <li>■ strata, community and company titles</li> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines.</li> </ul> |
| <b>Contingencies</b><br>may include:                              | <ul style="list-style-type: none"> <li>■ budget constraints</li> <li>■ building delays</li> <li>■ competing work demands of contractor</li> <li>■ environmental factors, such as time and weather</li> <li>■ industrial disputes</li> <li>■ non-availability of resources and materials</li> <li>■ public holidays and shut-down periods</li> <li>■ equipment and technology breakdown</li> <li>■ unforeseen incidents</li> <li>■ workplace hazards, risks and controls.</li> </ul>   |
| <b>Safety and security requirements</b> may be satisfied through: | <ul style="list-style-type: none"> <li>■ adherence to OHS policies and procedures for the containment of:               <ul style="list-style-type: none"> <li>● emergency situations, including fire, flood, bomb threats, suicide attempts or other actions likely to lead to property or bodily threat</li> <li>● potential health and safety hazards,</li> </ul> </li> </ul>  |



|   |  |
|---|--|
|   | such as physical, mechanical or chemical agents already in work environment, or brought to the environment, or created as a by-product of work done on the site.   |
| <b>Communication channels</b> may include:            | <ul style="list-style-type: none"> <li>■ direct line supervision paths</li> <li>■ lateral supervision paths</li> <li>■ organisational communication protocols and procedures</li> <li>■ organisational networks.</li> </ul>  |
| <b>Variations</b> may include:                        | <ul style="list-style-type: none"> <li>■ alternative suppliers</li> <li>■ changes to work schedules</li> <li>■ work outside, or producing results outside, the terms and conditions of contract.</li> </ul>  |
| <b>Specialist advice</b> may be sought from:          | <ul style="list-style-type: none"> <li>■ builders</li> <li>■ colleagues</li> <li>■ emergency personnel</li> <li>■ government officials</li> <li>■ lawyers</li> <li>■ members of industry associations</li> <li>■ OHS representatives</li> <li>■ property specialists, including architects, surveyors, valuers, planners, engineers, property managers and real estate agents</li> <li>■ subcontractors</li> <li>■ supervisors.</li> </ul> |
| <b>Business equipment and technology</b> may include: | <ul style="list-style-type: none"> <li>■ data storage devices</li> <li>■ email</li> <li>■ facsimile machines</li> <li>■ internet, extranet and intranet</li> <li>■ photocopiers</li> <li>■ printers and scanners</li> <li>■ software applications, such as databases and</li> </ul>  |

## UNITS

|                                      |  |
|--------------------------------------|--|
|                                      | <ul style="list-style-type: none"><li>■ word applications</li><li>■ work computers.</li></ul>  |
| <b>Documentation</b><br>may include: | <ul style="list-style-type: none"><li>■ costings, receipts and invoices</li><li>■ logs of equipment and system problems or faults</li><li>■ operational checks and maintenance conducted</li><li>■ materials used and parts and components replaced</li><li>■ recommendations for repairs</li><li>■ service and maintenance records</li><li>■ testing and commissioning results</li><li>■ warranty conditions and allowances</li><li>■ work log.</li></ul> |

### Unit sector(s)

Property development, sales and management

### Competency field

Property operations and development

## UNIT

## CPPDSM4047A

## Implement and monitor procurement process

## 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  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

## Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations) | 1-2     |
| <a href="#">BSB41513</a> | Certificate IV in Project Management Practice    | 1       |

## Classifications

| Scheme  | Code   | Classification value                     |
|---|--------|--|
| ASCED Module/Unit of Competency Field of Education Identifier | 089901 | Purchasing, Warehousing And Distribution |

## Content

Download:

 [Unit of competency \(442.85 KB\)](#)
 [Unit of competency \(192.89 KB\)](#)

## Modification history

Not applicable

## Unit descriptor

This unit of competency specifies the outcomes required to implement and monitor purchasing processes for goods and services. It requires the ability to follow procurement procedures, determine and arrange appropriate suppliers, and check that final procurement meets client objectives.

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 implementing and monitoring purchasing processes for goods and services.

## 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 Determine procurement requirements.        | <p>1.1 <b>Procurement</b> requirements and objectives are identified and confirmed according to <b>organisational and legislative requirements</b>.</p> <p>1.2 Relevant <b>information</b> is gathered and reviewed to determine appropriate <b>procurement process</b> and time lines according to legislative requirements.</p> <p>1.3 <b>Factors likely to affect procurement objectives</b> are identified and agreed with <b>relevant people</b> according to organisational procedures.</p> <p>1.4 Personal limitations of authority are identified and <b>appropriate approvals</b> gained as required according to organisational and legislative requirements.</p> |
| 2 Implement and monitor procurement process. | <p>2.1 Procurement process is systematically monitored and variations to supply are agreed with relevant people according to organisational requirements.</p> <p>2.2 Effective <b>communication channels</b> are used to ensure an effective and accurate communication flow with suppliers.</p> <p>2.3 Expenditure and resource usage are monitored to ensure procurement objectives are achieved within budget parameters.</p> <p>2.4 Reliable methods of monitoring procurement are used according to organisational requirements, making efficient use of time and <b>resources</b>.</p>  |
| 3 Finalise procurement process.              | <p>3.1 Procurement process is finalised within agreed timeframes according to organisational requirements.</p>  |

- 3.2 Inspection is arranged to confirm procurement meets required quality standards and procurement objectives.
- 3.3 Defects or variances to procurement objectives are identified and prompt remedial action is taken according to organisational requirements.
- 3.4 **Business equipment and technology** are used to maintain systems, **records and reports** according to applicable OHS, organisational and legislative requirements.

### Required skills and knowledge

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

#### Required skills

- communication skills to discuss and confirm procurement arrangements, interpret written and oral information, liaise with suppliers and obtain feedback
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to interpret written and oral information, including procurement policies and procedures; and access and understand a variety of information
- organisational skills to coordinate work schedules and time lines
- technology skills to complete documentation and maintain records, reports and a database of information about suppliers.

#### Required knowledge and understanding:

- benefits and risks of a range of procurement options, such as lease, purchase, sale and leaseback, and term contract
- best practice procurement principles

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- implications of warranties, guarantees and exclusions
- key principles of procurement, including:
  - accountability and recording
  - ethics and fair dealing
  - open and effective competition
  - planning and professionalism
  - value for money
- limitations of work role, responsibility and professional abilities
- organisation's policies and procedures for employment and tendering of services and procurement
- relevant Australian standards
- 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
  - property sales, leasing and management
- tendering and contracting processes, including a range of contractual arrangements
- user needs and requirements for facilities
- whole of life costing and price-quality relationship issues.

### 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 implementing and monitoring purchasing processes for goods and services. 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.   |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> <li>■ accurately reviewing procurement objectives and relevant information to determine procurement processes, and sourcing appropriate authority or delegations for procurement</li> <li>■ finalising procurement process within agreed timeframes and using business equipment and technology to maintain records and reports</li> <li>■ knowledge of organisation's practices, ethical standards and legislative requirements associated with implementing and monitoring purchasing processes for goods and services</li> <li>■ using communication to monitor effectively the implementation of the procurement process against budget parameters.</li> </ul> |
| <b>Context of and specific resources for assessment</b>   | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul>   |



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.

***Procurement***  
may include:

- common use contracts
- facilities management
- franchising
- gainsharing and open book
- incentive contracting
- leasing and buying
- maintenance and support arrangements
- pre-qualification of suppliers
- prime contractors and subcontractors
- research and development
- short-term or long-term arrangements
- sole or multiple suppliers
- standard form agreements
- standing orders.

***Organisational requirements***  
may be outlined

- access and equity principles and practice guidelines
- business and performance plans

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and reflected in:

- 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 standards
- general duty of care to clients
- home building requirements
- privacy requirements
- relevant federal, and state or territory legislation that affects organisational operation, including:
  - anti-discrimination and diversity
  - environmental issues
  - EEO
  - industrial relations
  - OHS
- relevant industry codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law
- strata, community and company titles
- tenancy agreements
- trade practices laws and guidelines.

**Information** may  
relate to:

- budgets and operating costs
- contracts and tender documentation

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ facility and asset management plans</li> <li>■ goods and services</li> <li>■ legal documentation</li> <li>■ maintenance plans and strategies</li> <li>■ management policy and procedures</li> <li>■ organisational and business strategic plans</li> <li>■ procurement guidelines, practices and policies</li> <li>■ property drawings</li> <li>■ quotations and invoices</li> <li>■ register of suppliers</li> <li>■ tenancy and other contracts.</li> </ul>  |
| <b>Procurement process</b> may include:                               | <ul style="list-style-type: none"> <li>■ advertisement</li> <li>■ complying and non-complying tendering</li> <li>■ direct appointments</li> <li>■ open quotations</li> <li>■ register of suppliers.</li> </ul>  |
| <b>Factors likely to affect procurement objectives</b> may relate to: | <ul style="list-style-type: none"> <li>■ budgetary constraints</li> <li>■ collaborative arrangements</li> <li>■ environmental issues</li> <li>■ factors and conditions that may affect supply</li> <li>■ industry involvement requirements</li> <li>■ leasing instead of up-front capital investment</li> <li>■ level of risk, complexity and sensitivity of information related to procurement</li> <li>■ political imperatives and strategies</li> <li>■ potential impact of intended contracting activity</li> <li>■ strategic and tactical issues</li> <li>■ supply market capacity, structure, maturity and strength.</li> </ul> |
| <b>Relevant people</b> may include:                                   | <ul style="list-style-type: none"> <li>■ agents</li> <li>■ clients</li> <li>■ colleagues</li> <li>■ government personnel</li> </ul>   |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ legal representatives</li> <li>■ members of industry associations</li> <li>■ property and facility owners or managers</li> <li>■ supervisors</li> <li>■ technical experts</li> <li>■ tenants.</li> </ul>   |
| <b>Appropriate approvals</b> may be sought from:      | <ul style="list-style-type: none"> <li>■ agents</li> <li>■ authorised delegations</li> <li>■ clients</li> <li>■ solicitors</li> <li>■ supervisors.</li> </ul>   |
| <b>Communication channels</b> may include:            | <ul style="list-style-type: none"> <li>■ direct line supervision paths</li> <li>■ lateral supervision paths</li> <li>■ organisational communication protocols and procedures</li> <li>■ organisational networks.</li> </ul>   |
| <b>Resources</b> may include:                         | <ul style="list-style-type: none"> <li>■ contractors</li> <li>■ facilities</li> <li>■ information technology</li> <li>■ materials</li> <li>■ personnel</li> <li>■ professional service providers</li> <li>■ services</li> <li>■ tools and equipment</li> <li>■ transport.</li> </ul>                            |
| <b>Business equipment and technology</b> may include: | <ul style="list-style-type: none"> <li>■ computers</li> <li>■ data storage devices</li> <li>■ email</li> <li>■ facsimile machines</li> <li>■ internet, extranet and intranet</li> <li>■ photocopiers</li> <li>■ printers</li> <li>■ scanners</li> <li>■ software applications, such as databases and</li> </ul> |

|   |   |
|---|---|
|   | word applications.  |
| <b>Records and reports</b> may include: | <ul style="list-style-type: none"> <li>■ contracts and tenders</li> <li>■ electronic or paper-based information</li> <li>■ invoices</li> <li>■ logs and journals</li> <li>■ organisational forms</li> <li>■ procurement forms and reports</li> <li>■ quotations</li> <li>■ radio and telephone records</li> <li>■ records of conversation</li> <li>■ running sheets</li> <li>■ statements</li> <li>■ task allocation sheets.</li> </ul> |

## Unit sector(s)

Property development, sales and management

## Competency field

Property operations and development

## UNIT

CPPDSM4048B Implement customer service strategies  
in the property industry

## Core unit

## Summary

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

Usage recommendation **Current**

## Training packages that include this unit

| Code                  | Title                              | Release  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

## Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations) | 1-2     |

## Classifications

| Scheme   | Code   | Classification value |
|--|--------|----------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 090501 | Sales                |

## Content

Download:

- [Unit of competency in Word format \(452.72 KB\)](#)
- [Unit of competency in PDF format \(378.73 KB\)](#)

## Modification history

Not applicable

## Unit descriptor

This unit of competency specifies the outcomes required to provide advice to customers and evaluate customer service in the property industry. It requires the ability to obtain and analyse client feedback and design strategies for future improvement to customer service strategies. 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 in the property industry involved in providing advice to customers and evaluating customer service.

## 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 Advise on customer needs                              | <p>1.1 <b>Customer needs</b> are accurately assessed and clarified using appropriate <b>communication techniques</b>.</p> <p>1.2 Problems matching service delivery to customer needs are diagnosed and options for improved service are developed within <b>organisational requirements</b>.</p> <p>1.3 Relevant and constructive advice is provided that promotes the improvement of customer service delivery.</p> <p>1.4 <b>Business equipment and technology</b> are used to structure and present information on customer service needs according to applicable OHS and organisational requirements.</p> |
| 2 Support implementation of customer service strategies | <p>2.1 Customer service strategies and opportunities are promoted to <b>relevant people</b> according to organisational and <b>legislative requirements</b>.</p> <p>2.2 Available resources are identified and allocated to fulfil customer service objectives according to organisational requirements.</p> <p>2.3 <b>Procedures to resolve customer difficulties</b> and complaints are actioned according to organisational procedures.</p> <p>2.4 <b>Coaching and mentoring assistance</b> is provided to colleagues to overcome difficulties in meeting customer service standards.</p>                   |
| 3 Evaluate and report on customer                       | <p>3.1 Client satisfaction with service delivery is reviewed using verifiable data according to organisational requirements.</p>   |

## service

- 3.2 Changes necessary to maintain service standards are identified and actions implemented according to organisational procedures.
- 3.3 Conclusions and recommendations are prepared from verifiable data and constructive advice is provided on future directions of customer service strategies.
- 3.4 Systems, records and reporting procedures are maintained to compare changes in customer satisfaction.

## Required skills and knowledge

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

### Required skills

- application skills to apply relevant agreements, codes of practice or other legislative requirements to work processes
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- evaluation skills to assess effectiveness of customer service strategies
- interpersonal skills to develop a rapport with customers and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- language skills to allow for adequate communication with customers
- literacy skills to interpret customer feedback and respond to customer complaints
- numeracy skills to analyse customer service data, interpret customer requirements and meet their needs

- problem solving skills to identify alternative services that better match customer needs
- technology skills to organise customer service data, prepare and present information to customers, and prepare reports on improvements to customer service strategies.

### Required knowledge and understanding

- common problems relating to customer service
- consultation methods, techniques and protocols
- organisational business structure, products and services
- organisational policy and procedures for customer service, including handling customer complaints
- principles of customer services
- product and service standards and best practice models
- 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
  - property sales, leasing and management
- techniques for dealing with customers 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.

|   |  |
|---|--|
| <b>Overview of assessment</b>   | <p>This unit of competency could be assessed through practical demonstration of providing advice to customers and evaluating customer service. 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>   |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> <li>■ demonstrating appropriate customer relations behaviour and designing strategies to improve delivery of services</li> <li>■ distinguishing between different levels of customer satisfaction</li> <li>■ identifying and confirming needs, priorities and expectations of the organisation and owner in delivering services to customers</li> <li>■ knowledge of organisation's practices, ethical standards and legislative requirements associated with providing advice to customers and evaluating customer service</li> <li>■ providing constructive advice on customer service practices</li> <li>■ responding to and reporting on customer complaints and feedback.</li> </ul> |

**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.

***Customers*** may include:

- corporate customers
- customers with routine or special requests
- individual members of the organisation
- internal or external customers
- members of the public
- other agencies
- people from a range of social, cultural or ethnic backgrounds
- regular or new customers.

|   |   |
|---|---|
| <b>Customer needs</b><br>may relate to:                                 | <ul style="list-style-type: none"> <li>■ advice or general information</li> <li>■ company information on services</li> <li>■ contract administration</li> <li>■ current and planned property development</li> <li>■ making an appointment</li> <li>■ management policy and procedures</li> <li>■ property characteristics, including:           <ul style="list-style-type: none"> <li>● availability of alternative energy sources</li> <li>● accessibility for people with disabilities</li> <li>● energy efficiency</li> <li>● energy ratings</li> <li>● water saving devices</li> </ul> </li> <li>■ property operations</li> <li>■ sales and marketing services</li> <li>■ specific information.</li> </ul> |
| <b>Communication techniques</b> may include:                            | <ul style="list-style-type: none"> <li>■ active listening</li> <li>■ clear, legible writing</li> <li>■ maintaining eye contact</li> <li>■ non-verbal communication, such as body language and personal presentation</li> <li>■ speaking clearly and concisely</li> <li>■ using appropriate language and tone of voice</li> <li>■ using open and closed questions.</li> </ul>  |
| <b>Organisational requirements</b><br>may be outlined and reflected in: | <ul style="list-style-type: none"> <li>■ business and performance plans</li> <li>■ complaint and dispute resolution procedures</li> <li>■ legal and ethical requirements and codes of practice</li> <li>■ marketing guidelines</li> <li>■ OHS policies, procedures and programs</li> <li>■ policies and procedures in relation to client service</li> <li>■ quality and continuous improvement processes and standards.</li> </ul>  |

|  |   |
|--|---|
| <p><b>Business equipment and technology</b> may include:</p>             | <ul style="list-style-type: none"> <li>■ computers</li> <li>■ data storage devices</li> <li>■ email</li> <li>■ facsimile machines</li> <li>■ internet, extranet and intranet</li> <li>■ photocopiers</li> <li>■ printers</li> <li>■ scanners</li> <li>■ software applications, such as databases and word applications.</li> </ul>  |
| <p><b>Relevant people</b> may include:</p>                               | <ul style="list-style-type: none"> <li>■ colleagues</li> <li>■ committees</li> <li>■ customers</li> <li>■ external organisations</li> <li>■ supervisors.</li> </ul>   |
| <p><b>Legislative requirements</b> may be outlined and reflected in:</p> | <ul style="list-style-type: none"> <li>■ Australian standards</li> <li>■ 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</li> <li>■ home building requirements</li> <li>■ privacy requirements</li> <li>■ quality assurance and certification requirements</li> <li>■ relevant federal, and state or territory legislation that affects organisational operation, including:               <ul style="list-style-type: none"> <li>● anti-discrimination and diversity</li> <li>● environmental issues</li> <li>● EEO</li> <li>● industrial relations</li> <li>● OHS</li> </ul> </li> </ul> |



|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ strata, community and company titles</li> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines.</li> </ul>  |
| <b>Procedures to resolve customer difficulties</b> may include: | <ul style="list-style-type: none"> <li>■ external agencies, such as the Ombudsman</li> <li>■ providing replacement products or services</li> <li>■ referrals to supervisor</li> <li>■ refund of monies</li> <li>■ review of products or services</li> <li>■ using conflict management techniques.</li> </ul>  |
| <b>Coaching and mentoring assistance</b> may include:           | <ul style="list-style-type: none"> <li>■ fair and ethical practice</li> <li>■ non-discriminatory processes and activities</li> <li>■ presenting and promoting a positive image of the collective group</li> <li>■ problem solving</li> <li>■ providing encouragement</li> <li>■ providing feedback to another team member</li> <li>■ respecting the contribution of all participants and giving credit for achievements.</li> </ul> |

### Unit sector(s)

Property development, sales and management

### Competency field

Property operations and development

## UNIT

### CPPDSM4057A

### Monitor a safe workplace in the property industry

#### Core unit

#### Summary

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

#### Training packages that include this unit

| Code                  | Title                              | Release  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

#### Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations)               | 1-2     |
| <a href="#">CPP40407</a> | Certificate IV in Property Services (Stock and Station Agency) | 1       |
| <a href="#">CPP40307</a> | Certificate IV in Property Services (Real Estate)              | 1       |

#### Classifications

| Scheme  | Code   | Classification value           |
|---|--------|--------------------------------|
| ASCED Module/Unit of Competency Field of Education Identifier | 061301 | Occupational Health And Safety |

#### Content

Download:

- [Unit of competency in Word format \(443.05 KB\)](#)
- [Unit of competency in PDF format \(192 KB\)](#)

#### Modification history

Not applicable

**68** CPPDSM4057A Monitor a safe workplace in the property industry

## **69 CPPDSM4057A Monitor a safe workplace in the property industry**

### **Unit descriptor**

This unit of competency specifies the outcomes required to follow and promote OHS policies and procedures to ensure own safety and that of others in the workplace. It requires the ability to identify and control workplace risks and hazards and communicate workplace safety requirements.

The unit has been contextualised and is based on Generic Competency 'B' in the National Guidelines for Integrating OHS Competencies into National Industry Competency Standards.

This 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 following and promoting OHS policies and procedures to ensure own safety and that of others in the workplace.

### **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 Provide information on safety policy and procedures in the workplace | <p>1.1 Relevant provisions of <b><i>OHS legislation</i></b> and codes of practice are accurately and clearly explained to team members.</p> <p>1.2 Documentation is developed and maintained to support implementation of <b><i>OHS policies and procedures</i></b>.</p> <p>1.3 Recommendations are made to improve effectiveness of OHS and workplace policies and procedures.</p>   |
| 2 Implement and monitor participative arrangements                     | <p>2.1 <b><i>Consultative processes</i></b> are implemented and monitored to ensure all team members have an opportunity to contribute to management of OHS in the workplace.</p> <p>2.2 Health and safety issues raised through consultation are resolved or referred to <b><i>relevant people</i></b> for resolution according to <b><i>organisational requirements</i></b>.</p> <p>2.3 Outcomes of consultation over OHS issues are reported to team members according to organisational procedures.</p> |
| 3 Implement and monitor hazard and risk control procedures             | <p>3.1 Existing and potential <b><i>risks and hazards</i></b> in work area are identified and appropriate actions are implemented according to OHS policies and procedures.</p> <p>3.2 Individual and team adherence to control risks and hazards in work area is maintained and monitored according to organisational requirements.</p>  |

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|                        |  |
|------------------------|--|
|                        | <p>3.3 Inadequacies in existing <b>procedures to control risks</b> are identified and appropriate actions are implemented according to organisational requirements.</p> <p>3.4 Cause of <b>hazardous events</b> is investigated according to legislative requirements and organisational policies and procedures.</p> <p>3.5 <b>Measures to minimise risk</b> and prevent recurrence of hazardous events are implemented based on hierarchy of control and own role.</p>                 |
| 4 Support OHS training | <p>4.1 OHS <b>training needs</b> of individuals and teams are identified and discussed with relevant people according to organisational policies and procedures.</p> <p>4.2 Arrangements are made for addressing identified OHS training needs in consultation with relevant people according to organisational policies and procedures.</p> <p>4.3 Coaching and mentoring assistance is provided to team members to support the effective development of personal OHS competencies.</p> |

### Required skills and knowledge

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

#### Required skills

- analytical skills to assess resources required to apply risk control measures, determine OHS training requirements of the work team, and identify potential or existing risks and hazards in the workplace
- application skills to comply with ergonomic and environmental protection requirements and follow safe operating practices and procedures when using tools and equipment
- coaching and mentoring skills to provide support to colleagues

- communication skills to follow and give written and verbal instructions accurately, explain information on OHS issues clearly, and report details of incidents in the work area
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- problem solving skills to determine when intervention to control risks is necessary and identify inadequacies in risk control measures.

### **Required knowledge and understanding:**

- consultative processes for improving workplace OHS culture
- legal responsibilities of employers, supervisors and employees in the workplace
- organisational communication channels and procedures
- organisational policies and procedures relating to hazard management, fire, emergency, evacuation, and incident or accident investigating and reporting
- range of hazards and associated risks that exist in the workplace and their control measures
- 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
  - property sales, leasing and management
- techniques to control risks, such as the hierarchy of control.

## 73 CPPDSM4057A Monitor a safe workplace in the property 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 this Training Package.

#### Overview of assessment

This unit of competency could be assessed through practical demonstration of following and promoting OHS policies and procedures to ensure own safety and that of others in the workplace. 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:

- assessing and controlling risks according to the hierarchy of control
- complying with a range of health and safety legislative and organisational procedures
- identifying and addressing OHS training needs of team members
- providing clear and accurate information and advice to team members on workplace hazards and risks.

#### 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



## 75 CPPDSM4057A Monitor a safe workplace in the property industry

- 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.

***OHS legislation*** may include:

- Australian standards, and quality assurance and certification requirements
- maintenance and confidentiality of records of occupational injury and disease
- relevant federal, and state or territory legislation with regard to:
  - common law
  - general duty of care
  - issue resolution
  - provisions relating to roles and responsibilities of OHS representatives and committees
- relevant industry codes of practice

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ requirements of provision of OHS information and training.</li> </ul>  |
| <b><i>OHS policies and procedures</i></b> may relate to:                    | <ul style="list-style-type: none"> <li>■ consultative arrangements for employees</li> <li>■ emergency and evacuation procedures</li> <li>■ equipment maintenance and use</li> <li>■ first aid</li> <li>■ hazard and risk identification and reporting</li> <li>■ hazard, incident and accident investigation</li> <li>■ OHS audits and safety inspections</li> <li>■ on-site contractors, visitors and members of the public</li> <li>■ risk assessment and control measures</li> <li>■ safe operating procedures and instructions</li> <li>■ transport, use and storage of dangerous goods and hazardous substances</li> <li>■ use and maintenance of personal protective clothing and equipment.</li> </ul> |
| <b><i>Consultative processes</i></b> may include:                           | <ul style="list-style-type: none"> <li>■ formal and informal meetings</li> <li>■ health and safety representatives</li> <li>■ OHS committees</li> <li>■ other committees, such as consultative, planning and purchasing</li> <li>■ suggestions, requests and concerns put forward by employees to management.</li> </ul>  |
| <b><i>Relevant people</i></b> may include:                                  | <ul style="list-style-type: none"> <li>■ clients</li> <li>■ colleagues</li> <li>■ designated OHS representatives</li> <li>■ emergency personnel</li> <li>■ supervisors.</li> </ul>  |
| <b><i>Organisational requirements</i></b> may be outlined and reflected in: | <ul style="list-style-type: none"> <li>■ access and equity principles and practice guidelines</li> <li>■ business and performance plans</li> <li>■ complaint and dispute resolution procedures</li> </ul>   |

## 77 CPPDSM4057A Monitor a safe workplace in the property industry

|                           |   |
|---------------------------|---|
|                           | <ul style="list-style-type: none"><li>■ emergency and evacuation procedures</li><li>■ employer and employee rights and responsibilities</li><li>■ goals, objectives, plans, systems and processes</li><li>■ legal and ethical requirements and codes of practice</li><li>■ mission statements and strategic plans</li><li>■ OHS policies, procedures and programs</li><li>■ policies and procedures in relation to client service</li><li>■ policies and procedures relating to own role and responsibility</li><li>■ quality and continuous improvement processes and standards</li><li>■ quality assurance and procedure manuals</li><li>■ records and information systems and processes.</li></ul> |
| <b>Risks and hazards:</b> | <ul style="list-style-type: none"><li>■ may be:<ul style="list-style-type: none"><li>● environmental</li><li>● ergonomic</li><li>● mechanical</li><li>● electrical</li></ul></li><li>■ may relate to:<ul style="list-style-type: none"><li>● hazardous materials</li><li>● loose objects and fixtures</li><li>● obstructions</li></ul></li><li>■ may be identified through:<ul style="list-style-type: none"><li>● audits and review of audit reports</li><li>● checking work area and equipment before and during work</li><li>● ongoing training</li><li>● regular housekeeping activities</li><li>● regular formal and informal consultation and meetings with colleagues</li></ul></li></ul>      |

## UNITS

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>● review of OHS records, including registers of hazardous substances and dangerous goods</li> <li>workplace inspections in area of responsibility.</li> </ul>   |
| <b>Procedures to control risks</b> may include: | <ul style="list-style-type: none"> <li>■ compliance with environmental requirements</li> <li>■ compliance with ergonomic requirements, including safe lifting and manual handling procedures</li> <li>■ correct selection, use, storage and maintenance procedures for personal protective clothing and equipment</li> <li>■ emergency, fire and accident procedures</li> <li>■ safe operating procedures</li> <li>■ hazard, accident and incident reporting procedures</li> <li>■ regular OHS consultations.</li> </ul> |
| <b>Hazardous events</b> may include:            | <ul style="list-style-type: none"> <li>■ accidents</li> <li>■ bomb scares</li> <li>■ emergencies, such as chemical spills</li> <li>■ fires and explosions</li> <li>■ violent incidents.</li> </ul>   |
| <b>Measures to minimise risk</b> may include:   | <ul style="list-style-type: none"> <li>■ application of the hierarchy of control:               <ul style="list-style-type: none"> <li>● elimination of the risk</li> <li>● substitution</li> <li>● engineering controls</li> <li>● administrative controls</li> <li>● personal protective equipment</li> </ul> </li> <li>■ consultation with workers and their representatives</li> <li>■ measures to remove the cause of a risk at its source.</li> </ul>  |
| <b>Training needs</b> may include:              | <ul style="list-style-type: none"> <li>■ coaching, mentoring and supervision</li> <li>■ formal and informal learning programs</li> </ul>   |

## **79** CPPDSM4057A Monitor a safe workplace in the property industry

- internal and external training provision
- personal study
- quality assurance assessments and recommendations
- recognition of prior learning
- seminars and conferences
- work experience and exchange opportunities.

### **Unit sector(s)**

Property development, sales and management

### **Competency field**

Property operations and development

## UNIT

### CPPDSM4063A Participate in developing and establishing property or facilities contracts

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  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

#### Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations) | 1-2     |

#### Classifications

| Scheme  | Code   | Classification value           |
|---|--------|--------------------------------|
| ASCED Module/Unit of Competency Field of Education Identifier | 061301 | Occupational Health And Safety |

#### Content

Download:

- [Unit of competency in Word format \(452.5 KB\)](#)
- [Unit of competency in PDF format \(378.96 KB\)](#)

#### Modification history

Not applicable

### Unit descriptor

This unit of competency specifies the outcomes required to participate in the development of contracts for property or facility management and maintenance operations. It requires the ability to determine accurately and comply with contract specifications and guidelines, and to prepare and finalise contract documentation.

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 the development and establishment of contracts for property or facility management and maintenance 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  |
|--|---|
| <b>1 Determine contract requirements</b> | <p>1.1 Contract requirements are reviewed and agreed according to <b>client, organisational and legislative requirements</b>.</p> <p>1.2 <b>Consultative processes</b> are used to negotiate and confirm contract specifications with <b>relevant people</b>.</p> <p>1.3 <b>Information</b> is sourced and assessed for currency, accuracy and relevance according to organisational requirements.</p> <p>1.4 Reliable methods for gathering information are used according to organisational requirements, making efficient use of time and <b>resources</b>.</p> <p>1.5 Personal limitations in assessing contract requirements are identified and assistance is sought as required from relevant people.</p> |
| <b>2 Prepare contract</b>                | <p>2.1 Contract is prepared according to contract specifications and in consultation with relevant people using appropriate <b>communication techniques</b>.</p> <p>2.2 <b>Business equipment and technology</b> are used to prepare contract in the required format, style and structure according to applicable OHS requirements.</p> <p>2.3 Advice is sought to confirm that contract captures and addresses identified <b>risks</b> and protection of contracted parties, and provides basis for due performance.</p> <p>2.4 Contract is distributed to relevant people to check accuracy of information and that contract</p>  |



|                            |  |
|----------------------------|--|
|                            | specifications and requirements are clearly addressed.   |
|                            | 2.5 Situations requiring <b>specialist advice</b> are identified and assistance is sought as required according to organisational requirements.  |
| <b>3 Finalise contract</b> | <p>3.1 <b>Feedback</b> on suitability of contract is sought from relevant people and recommended improvements are incorporated into contract where appropriate.</p> <p>3.2 Gaps or deficiencies are identified and appropriate actions implemented according to client, organisational and legislative requirements.</p> <p>3.3 Contract is finalised within agreed timeframes and according to client, organisational and legislative requirements.</p> <p>3.4 Information is securely maintained with due regard to client confidentiality according to 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

- analytical skills to evaluate sufficiency of contract and interpret contract requirements
- communication skills to discuss and confirm contract specifications, obtain feedback and interpret written and oral information
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases

- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- organisational skills to organise work schedules and time lines
- technical skills to prepare contract documentation.

### Required knowledge and understanding

- contract layout, format and presentation methods
- contract law with regard to property use
- limitations of work role, responsibility and professional abilities
- relevant federal and state or territory legislation and local government regulations related to:
  - anti-discrimination
  - consumer protection
  - contracts
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - OHS
  - property sales, leasing 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 practical demonstration of participating in the development of contracts for property or facility management and maintenance operations. 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. 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><b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b></p> | <p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> <li>■ finalising contract within agreed timeframes using obtained feedback to rectify gaps or deficiencies</li> <li>■ knowledge of organisation's practices, ethical standards and legislative requirements associated with developing contracts for property or facility management and maintenance operations</li> <li>■ seeking advice as required to confirm contract specifications have been addressed</li> <li>■ using business equipment and technology to prepare contract documentation</li> <li>■ using consultative processes to review and confirm contract requirements and specifications.</li> </ul> |
| <p><b>Context of and specific resources for assessment</b></p>   | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul>   |

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:

- building supervisors
- company management
- fund managers
- government and legal instruments or agencies
- institutions
- internal and external property groups
- owner-occupiers
- private investors
- project managers
- property agents
- property owners
- tenants.

***Organisational requirements*** may be outlined and reflected in:

- access and equity principles and practice guidelines
- business and performance plans
- complaint and dispute resolution procedures

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ goals, objectives, plans, systems and processes</li> <li>■ legal and ethical requirements and codes of practice</li> <li>■ mission statements and strategic plans</li> <li>■ OHS policies, procedures and programs</li> <li>■ policies and procedures in relation to client service</li> <li>■ quality and continuous improvement processes and standards</li> <li>■ quality assurance and procedure manuals.</li> </ul>   |
| <p><b>Legislative requirements</b><br/>may be outlined and reflected:</p> | <ul style="list-style-type: none"> <li>■ Australian standards</li> <li>■ 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</li> <li>■ environmental and zoning laws affecting access security, access and property use</li> <li>■ general duty of care to clients</li> <li>■ home building requirements</li> <li>■ local regulations and by-laws</li> <li>■ privacy laws applying to owners, contractors and tenants</li> <li>■ quality assurance and certification requirements</li> <li>■ relevant federal, and state or territory legislation that affects organisational operation, including:               <ul style="list-style-type: none"> <li>● anti-discrimination and diversity</li> <li>● environmental issues</li> <li>● EEO</li> <li>● industrial relations</li> <li>● OHS</li> </ul> </li> </ul> |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>■ strata, community and company titles</li> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines.</li> </ul>   |
| <b>Consultative processes</b> may include:   | <ul style="list-style-type: none"> <li>■ face-to-face meetings</li> <li>■ telephone, facsimile and written communication.</li> </ul>   |
| <b>Relevant people</b> may include:          | <ul style="list-style-type: none"> <li>■ clients</li> <li>■ colleagues</li> <li>■ government agencies</li> <li>■ industry regulators and associations</li> <li>■ legal representatives</li> <li>■ parties to contract</li> <li>■ supervisors.</li> </ul>                           |
| <b>Information</b> may relate to:            | <ul style="list-style-type: none"> <li>■ agreements</li> <li>■ building codes</li> <li>■ company services</li> <li>■ contracts</li> <li>■ depreciation schedules</li> <li>■ licences</li> <li>■ operating costs</li> <li>■ permits and plans</li> <li>■ specifications.</li> </ul> |
| <b>Resources</b> may include:                | <ul style="list-style-type: none"> <li>■ materials</li> <li>■ personnel</li> <li>■ tools and equipment</li> <li>■ training</li> <li>■ transport</li> </ul>   |
| <b>Communication techniques</b> may include: | <ul style="list-style-type: none"> <li>■ active listening</li> <li>■ clear presentation of options</li> <li>■ consultation methods</li> <li>■ culturally inclusive and sensitive engagement techniques</li> <li>■ questioning to clarify and confirm</li> </ul>                    |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ understanding</li> <li>■ seeking feedback</li> <li>■ two-way interaction</li> <li>■ using language and concepts appropriate to cultural differences</li> <li>■ verbal or non-verbal language.</li> </ul>   |
| <b>Business equipment and technology</b> may include: | <ul style="list-style-type: none"> <li>■ computers</li> <li>■ data storage devices</li> <li>■ email</li> <li>■ facsimile machines</li> <li>■ internet, extranet and intranet</li> <li>■ photocopiers</li> <li>■ printers and scanners</li> <li>■ software applications, such as databases and word applications.</li> </ul>   |
| <b>Risks</b> may relate to:                           | <ul style="list-style-type: none"> <li>■ changes to regulations and legislation</li> <li>■ client and staff satisfaction</li> <li>■ competition</li> <li>■ emergencies and disasters</li> <li>■ failure of a contracted party to comply with contract terms and conditions</li> <li>■ fire and security</li> <li>■ health and safety</li> <li>■ loopholes in contracts</li> <li>■ market influences</li> <li>■ physical, financial or human resources</li> <li>■ project control and cash flow</li> <li>■ suppliers and contractors</li> <li>■ time constraints.</li> </ul> |
| <b>Specialist advice</b> may be sought from:          | <ul style="list-style-type: none"> <li>■ government officials</li> <li>■ members of industry associations</li> <li>■ solicitors and legal representatives</li> <li>■ supervisors and colleagues</li> <li>■ technical experts.</li> </ul>  |



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CPPDSM4063A Participate in developing and establishing  
property or facilities contracts

**Feedback** may be  
sought from:

- clients and their legal representatives
- supervisors and colleagues
- formal and informal performance appraisals
- workplace assessment.

**Unit sector(s)**

Property development, sales and management

**Competency field**

Property operations and development

## UNIT

### CPPDSM4072A

### Provide leadership in the property industry

#### Core unit

#### Summary

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

#### Training packages that include this unit

| Code                  | Title                              | Release  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

#### Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations) | 1-2     |

#### Classifications

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

#### Content

Download:

- [Unit of competency in Word format \(454.11 KB\)](#)
- [Unit of competency in PDF format \(383.53 KB\)](#)

#### Modification history

Not applicable

### Unit descriptor

This unit of competency specifies the outcomes required to provide effective leadership in the property industry. It requires the ability to model high standards of performance and behaviour, and positively influence individuals and work teams. It requires knowledge of applicable financial, legal and procedural requirements relevant to the property industry.

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 leadership roles within 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 Model high standards of performance  | <p>1.1 Own work practices model high standards of performance and ethics in providing <b>property services</b> according to <b>organisational, legislative, financial and procedural requirements</b>.</p> <p>1.2 Property services and work practices are planned and implemented according to <b>client</b> and organisational values and requirements.</p> <p>1.3 Work practices reflect an understanding of and respect for individual differences, and are adapted as appropriate to meet <b>specific needs of relevant people</b>.</p> <p>1.4 Individual and team efforts and contributions are encouraged, valued and rewarded according to organisational requirements.</p> <p>1.5 Breaches of organisational <b>codes of ethics and practices</b> are recognised and reported according to organisational and industry standards and procedures.</p> |
| 2 Interpret and comply with financial, legislative and procedural requirements | <p>2.1 Financial, legislative and procedural requirements relevant to property services are identified and accessed according to organisational requirements.</p> <p>2.2 Key financial, legislative and procedural principles relating to organisational values and requirements are identified and interpreted.</p> <p>2.3 <b>Information</b> relevant to property services is identified and assessed according to organisational requirements.</p> <p>2.4 Own interpretation and application of financial, legislative and procedural requirements are confirmed with relevant people to ensure consistency.</p>   |

|   |   |
|---|---|
|   | 2.5 Situations requiring <b>specialist advice</b> are identified and assistance is sought as required according to organisational procedures.   |
| <b>3 Facilitate commitment to workplace change</b>    | <p>3.1 Opinions and suggestions on improving work practices are encouraged to facilitate participation in change processes.</p> <p>3.2 Goals and objectives of <b>change</b> are communicated clearly and promptly to individuals and teams.</p> <p>3.3 <b>Business equipment and technology</b> are used to manage and provide access to information on progress towards objectives of change.</p> <p>3.4 <b>Mentoring and coaching</b> are provided to support individuals and groups through introduction of change.</p> <p>3.5 Decisions to overcome problems in implementation of change are made in consultation with relevant people.</p> <p>3.6 Effective relations and communications are maintained with clients and colleagues during process of change.</p> |
| <b>4 Develop and maintain professional competence</b> | <p>4.1 Own <b>professional development</b> is maintained in consultation with relevant people according to organisational requirements.</p> <p>4.2 <b>Feedback</b> from clients and colleagues is used to determine professional competency and quality of performance, and to identify key areas for improvement in providing property services.</p> <p>4.3 Personal knowledge and skills in providing property services are assessed against <b>competency standards and other relevant benchmarks</b> to determine professional development needs and priorities.</p>  |

- 4.4 Strategies to maintain currency of professional competency in providing effective property services are identified, planned and implemented.
- 4.5 **Professional networks** are participated in to identify and build relationships with relevant individuals and organisations in the property industry to obtain and maintain personal knowledge.

### Required skills and knowledge

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

#### Required skills

- coaching and mentoring skills to be a positive influence on others and provide support to colleagues
- communication skills to consult effectively with clients and colleagues
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities and to respect individual differences
- literacy skills to interpret and apply legislative, financial and procedural requirements and to access and understand a variety of information
- organisational skills to introduce and monitor change, plan and maintain own professional development, and plan and meet work priorities
- reflection skills to differentiate between professional and personal values
- self-evaluation skills to review and assess own work practices systematically in order to identify ways to improve performance or understanding.

**Required knowledge and understanding**

- characteristics of a positive role model
- common effects of change in the workplace
- industrial and organisational context of change
- limitations of work role, responsibility and professional abilities
- mechanisms to obtain and analyse feedback
- methods to identify and prioritise personal learning needs
- OHS issues and requirements
- organisational and professional procedures, ethical practices and business standards, including:
  - acting in principal's best interests
  - adequate disclosure of relevant information, including management fees
  - declaration of beneficial interests
  - ethical representation of organisation and clients
  - fair and honest provision of property services
  - identification and disclosure of conflicts of interest
  - maintenance of confidentiality
  - non-discriminatory practices
- principles and techniques associated with:
  - establishing effective consultative processes
  - establishing key performance indicators
  - influencing others
  - leading people
  - making decisions
  - preparing performance plans
- 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
- property sales, leasing 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 practical demonstration of providing effective leadership in the property industry. 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:

- knowing and accurately interpreting and complying with relevant legislative, financial and procedural requirements and prescribed codes of conduct, and checking own understanding and application with relevant people
- demonstrating high standards of work practices and ethics in providing property services, including accurate determination and clarification of expectations of owner corporations; acting in principal's best interests; adequate disclosure of relevant



|  |   |
|--|---|
|  | <p>information, including management fees; declaration of beneficial interests; ethical representation of organisation and clients; fair and honest provision of property services; identification and disclosure of conflicts of interest; maintenance of confidentiality; non-discriminatory practices; over-servicing; and fixed charges rather than fee for service</p> <ul style="list-style-type: none"> <li>■ using constructive feedback and industry competency standards and benchmarks to identify and implement opportunities for developing and maintaining own professional development</li> <li>■ using effective communication techniques to introduce and monitor change, while providing support to, and maintaining relationships with, clients and colleagues throughout the change process.</li> </ul> |
| <p><b>Context of and specific resources for assessment</b></p> | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul> <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</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.

#### ***Property***

***services*** may relate to:

- business broking
- buyer advocacy or agent
- facilities management for a range of property types
- marketing, sale and leasing a range of property types
- on-site residential property management
- property management for a range of property types
- residential, commercial and industrial property and facilities
- rural agency practice
- strata and community title management
- urban agency practice.

#### ***Organisational***

***requirements*** may be outlined and reflected in:

- access and equity principles and practice guidelines
- agency policies and guidelines
- business and performance plans
- complaint and dispute resolution procedures
- ethical standards and codes of practice, such as:
  - acting in principal's best interests
  - clear communication of services offered and fee for services
  - clear negotiation of fees
  - declaration of beneficial interest
  - misrepresentation

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>● over-servicing</li> <li>● fixed charges rather than fee for service</li> <li>■ goals, objectives, plans, systems and processes</li> <li>■ legal policies and guidelines</li> <li>■ mission statements and strategic plans</li> <li>■ OHS policies, procedures and programs</li> <li>■ policies and procedures in relation to client service</li> <li>■ quality and continuous improvement processes and standards</li> <li>■ quality assurance and procedure manuals</li> <li>■ sales, marketing and leasing management procedure manuals.</li> </ul>  |
| <p><b><i>Legislative, financial and procedural requirements</i></b><br/>may be outlined and reflected in:</p> | <ul style="list-style-type: none"> <li>■ Australian Securities and Investments Commission, Australian Competition and Consumer Commission, Foreign Investment Review Board requirements</li> <li>■ Australian standards</li> <li>■ federal and state taxation requirements</li> <li>■ consumer protection laws and guidelines</li> <li>■ court and tribunal precedents</li> <li>■ environmental and zoning laws affecting access security, access and property use</li> <li>■ freedom of information</li> <li>■ home building requirements</li> <li>■ licensing requirements</li> <li>■ privacy and confidentiality requirements and laws applying to owners, contractors and tenants</li> <li>■ public health</li> <li>■ quality assurance and certification requirements</li> <li>■ relevant common law</li> <li>■ relevant federal, and state or territory legislation and regulations affecting organisational operation, including:</li> </ul> |

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>● anti-discrimination and diversity</li> <li>● environmental issues</li> <li>● equal employment opportunity (EEO)</li> <li>● industrial relations</li> <li>● OHS</li> <li>■ 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</li> <li>■ relevant local government policies and regulations</li> <li>■ strata, community and company titles</li> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines.</li> </ul> |
| <b><i>Clients</i></b> may include:          | <ul style="list-style-type: none"> <li>■ agents or third parties for purchasers and vendors</li> <li>■ in-house staff and office contractors</li> <li>■ other agency staff</li> <li>■ owner corporations and community title groups</li> <li>■ potential vendors</li> <li>■ prospective and existing landlords</li> <li>■ prospective and existing tenants</li> <li>■ prospective purchasers</li> <li>■ purchasers</li> <li>■ vendors.</li> </ul>  |
| <b><i>Specific needs</i></b> may relate to: | <ul style="list-style-type: none"> <li>■ beliefs and values</li> <li>■ conventions of gender and sexuality</li> <li>■ cultural stereotypes</li> <li>■ dress</li> <li>■ food and diet</li> <li>■ religious and spiritual observances</li> <li>■ social conventions</li> <li>■ traditional practices and observations</li> </ul>   |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ verbal and non-verbal language.</li> </ul>   |
| <b>Relevant people</b><br>may include:                | <ul style="list-style-type: none"> <li>■ agents</li> <li>■ clients</li> <li>■ legal representatives</li> <li>■ members of industry associations</li> <li>■ property owners</li> <li>■ supervisors and colleagues</li> <li>■ tenants.</li> </ul>   |
| <b>Codes of ethics and practice</b><br>may relate to: | <ul style="list-style-type: none"> <li>■ accurate determination and clarification of expectations of owner corporations</li> <li>■ acting in principal's best interests</li> <li>■ clear communication of services offered and fee for services</li> <li>■ clear negotiation of fees</li> <li>■ declaration of beneficial interest</li> <li>■ declaration of conflict of interest</li> <li>■ disclosure of relevant information, including management fees</li> <li>■ fair and honest provision of property services</li> <li>■ individual behaviour</li> <li>■ maintaining confidentiality</li> <li>■ misrepresentation</li> <li>■ non-discriminatory practices</li> <li>■ over-servicing, fixed charges rather than fee for service</li> <li>■ representation of organisation and clients</li> <li>■ use of organisational property.</li> </ul> |
| <b>Information</b><br>may relate to:                  | <ul style="list-style-type: none"> <li>■ agency records</li> <li>■ asset registers</li> <li>■ client and colleague surveys</li> <li>■ financial and budgetary procedures, policies and guidelines</li> <li>■ historical data</li> <li>■ insurances</li> <li>■ operating environment of organisation, including</li> </ul>   |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>financial markets, competitors, core business activities, functions and stakeholders</li> <li>organisational procedures, policies and guidelines</li> <li>property management reports</li> <li>reports and relevant documentation</li> <li>taxation records.</li> </ul>  |
| <b>Specialist advice</b> may be sought from:          | <ul style="list-style-type: none"> <li>architects</li> <li>bankers and financiers</li> <li>government officials</li> <li>investment consultants</li> <li>members of industry associations</li> <li>planners</li> <li>real estate agents</li> <li>solicitors</li> <li>supervisors and colleagues</li> <li>technical experts</li> <li>valuers.</li> </ul> |
| <b>Change</b> may relate to:                          | <ul style="list-style-type: none"> <li>change in work location</li> <li>implementation of new work practices and services</li> <li>introduction of new technology</li> <li>job role changes</li> <li>new client base</li> <li>organisational restructures</li> <li>staffing changes</li> <li>work priorities.</li> </ul>                                |
| <b>Business equipment and technology</b> may include: | <ul style="list-style-type: none"> <li>computers</li> <li>data storage devices</li> <li>email</li> <li>facsimile machines</li> <li>internet, extranet and intranet</li> <li>photocopiers</li> <li>printers</li> <li>scanners</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>■ software applications, such as databases and word applications.</li> </ul>  |
| <b><i>Mentoring and coaching</i></b> may relate to:                             | <ul style="list-style-type: none"> <li>■ fair and ethical practices</li> <li>■ non-discriminatory processes and activities</li> <li>■ presenting and promoting a positive image of the collective group</li> <li>■ problem solving</li> <li>■ providing encouragement</li> <li>■ providing feedback to team members and colleagues</li> <li>■ respecting the contribution of all participants and giving credit for achievements.</li> </ul>   |
| <b><i>Professional development</i></b> strategies may include:                  | <ul style="list-style-type: none"> <li>■ coaching, mentoring and supervision</li> <li>■ formal and informal learning programs</li> <li>■ identifying and establishing new career paths</li> <li>■ involvement in community and industry activities</li> <li>■ updating and maintaining knowledge base on current issues for work and professional practice</li> <li>■ use of existing strengths to focus future career development</li> <li>■ work rotation to facilitate changing work priorities.</li> </ul> |
| <b><i>Feedback</i></b> may include:   | <ul style="list-style-type: none"> <li>■ formal and informal discussions, reviews and evaluations with:               <ul style="list-style-type: none"> <li>● existing and previous clients</li> <li>● peers, colleagues and managers</li> </ul> </li> <li>■ information provided by others involved in a professional capacity, both internal and external to the organisation.</li> </ul>   |
| <b><i>Competency standards and other relevant benchmarks</i></b> may relate to: | <ul style="list-style-type: none"> <li>■ other benchmarks such as:               <ul style="list-style-type: none"> <li>● industry code of conduct and code of ethics</li> <li>● statutory and legislative requirements in terms of working in the property industry</li> </ul> </li> <li>■ personal and technical knowledge, skills and</li> </ul>  |



|  |   |
|--|---|
|  | <p>attitudinal aspects (competencies) required to undertake the day-to-day tasks and duties of the work function effectively and efficiently, specifically:</p> <ul style="list-style-type: none"> <li>● competency standards for the property industry</li> <li>■ other relevant industry, cross-industry and enterprise competency standards.</li> </ul>  |
| <i><b>Professional networks</b></i> may include: | <ul style="list-style-type: none"> <li>■ advisory committees</li> <li>■ committees</li> <li>■ government agencies</li> <li>■ internal and external customers</li> <li>■ lobby groups</li> <li>■ local inter-agency groups</li> <li>■ other organisations</li> <li>■ professional and occupational associations</li> <li>■ project-specific ad hoc consultative and reference groups</li> <li>■ specific interest or support groups</li> <li>■ suppliers</li> <li>■ work teams.</li> </ul> |

### Unit sector(s)

Property development, sales and management

### Competency field

Property operations and development

## UNIT

### BSBFIA402A Report on financial activity

Elective unit – Group A Common

#### Summary

| Release              | Status  | Release date |
|----------------------|---------|--------------|
| 1 (this release)     | Current | 24/Sept/2008 |
| Usage recommendation | Current |              |

**Training packages and qualifications that include this unit**  
[Refer to training.gov.au]

#### Classifications

| Scheme   | Code   | Classification value |
|--|--------|----------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080101 | Accounting           |

#### Content

Download:

- [Unit of competency in Word format \(441.58 KB\)](#)
- [Unit of competency in PDF format \(187.69 KB\)](#)

### Modification history

Not applicable.

### Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports.

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 financial activities who contribute financial skills and knowledge to address reporting requirements of clients and legal authorities. They may have responsibility to provide guidance or to delegate aspects of these 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. Compile financial information and data | 1.1. Collect, evaluate and code current <b><i>financial data</i></b> to ensure consistency, quality and accuracy in accordance with <b><i>organisational requirements</i></b><br>1.2. Use <b><i>conversion and consolidation procedures</i></b> to compile analysis in accordance with organisational requirements<br>1.3. Make, record and disclose asset and liability valuations in accordance with organisational requirements |

|   |  |
|---|--|
|   | 1.4. Ensure that <b>discrepancies</b> , unusual features or queries are identified, resolved or referred to the appropriate authority  |
| 2. Prepare statutory requirement reports      | 2.1. Correctly record income and expenditure to ensure compliance with <b>statutory requirements</b><br>2.2. Calculate liabilities for tax in accordance with current legislation and <b>revenue gathering practices</b><br>2.3. Correctly identify relevant receipts, <b>revenue documentation</b> and payments<br>2.4. Ensure that statements and claims take full advantage of <b>available benefits and allowances</b> in accordance with statutory requirements<br>2.5. Submit statutory requirement reports to appropriate authorities within <b>stated deadlines</b>  |
| 3. Provide financial business recommendations | 3.1. Ensure that <b>recommendations</b> are logically derived and supported by <b>evidence</b> in report<br>3.2. Provide recommendations to propose constructive actions to enhance the effectiveness and efficacy of functions and services<br>3.3. Ensure recommendations are concise and facilitate direction and control of organisation's operations<br>3.4. Identify and prioritise <b>significant issues</b> in statements including comparative financial performances for review and decision making<br>3.5. Ensure structure and <b>format of reports</b> are clear and conform to organisational and statutory requirements |

## Required skills and knowledge

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

### Required skills

- literacy skills to identify financial information and the organisation's accounting procedures, and to create financial reports
- problem-solving skills to deal with a defined range of predictable problems
- decision making skills to make routine decisions
- numeracy skills to calculate data and to reconcile figures.

### 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
  - financial legislation
- occupational health and safety (OHS)
- principles of double entry bookkeeping and accrual accounting
- techniques for forecasting and analysis
- Federal government taxes and charges
- options, methods and practices for deductions, benefits and depreciations.

## 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

Evidence of the following is essential:

- organising financial data to highlight relevant features

## UNITS

|   |  |
|---|--|
| <b>required to demonstrate competency in this unit</b>  | <ul style="list-style-type: none"> <li>■ presenting financial data in comprehensive format</li> <li>■ completing Business Activity Statements</li> <li>■ knowledge of relevant legislation.</li> </ul>   |
| <b>Context of and specific resources for assessment</b> | <p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>■ access to an actual workplace or simulated environment</li> <li>■ access to office equipment and resources</li> <li>■ examples of financial data, reports and documents.</li> </ul>  |
| <b>Method of assessment</b>                             | <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"> <li>■ direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</li> <li>■ review of income and expenditure records</li> <li>■ analysis of responses to case studies and scenarios</li> <li>■ demonstration of techniques</li> <li>■ review of tax liabilities calculations</li> <li>■ oral or written questioning to assess knowledge of principles of double entry bookkeeping and accrual accounting</li> <li>■ assessment of recommendations provided proposing constructive actions to enhance the effectiveness and efficacy of functions and services.</li> </ul> |
| <b>Guidance information for assessment</b>              | <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"> <li>■ general administration units</li> <li>■ other financial administration units.</li> </ul>   |

## 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.

|  |   |
|--|---|
| <b>Financial data</b><br>may include:                          | <ul style="list-style-type: none"> <li>■ Australian Bureau of Statistics (ABS) economic data</li> <li>■ budget variances</li> <li>■ budgets and forecasts</li> <li>■ cash flow/profit reports</li> <li>■ financial markets monitoring services (e.g. Reuters)</li> <li>■ financial/operational statements and reports (e.g. expenditures and receipts, profit and loss statements)</li> <li>■ market valuations</li> </ul>  |
| <b>Organisational requirements</b><br>may include:             | <ul style="list-style-type: none"> <li>■ financial analysis assessments</li> <li>■ financial management manuals</li> <li>■ legal and organisational policies, guidelines and requirements</li> <li>■ OHS policies, procedures and programs</li> <li>■ price and exchange parameters</li> <li>■ quality assurance and/or procedures manuals</li> <li>■ recording and filing systems</li> <li>■ reporting requirements</li> <li>■ standard financial analysis techniques</li> </ul> |
| <b>Conversion and consolidation procedures</b><br>may include: | <ul style="list-style-type: none"> <li>■ moving averages</li> <li>■ spreadsheets</li> <li>■ standardised variables</li> <li>■ trend analysis</li> <li>■ unit costs</li> </ul>   |

|   |   |
|---|---|
| <b>Discrepancies</b><br>may include:                  | <ul style="list-style-type: none"> <li>■ absence of auditable trail</li> <li>■ expenditure report mismatches</li> <li>■ inappropriate authorisations</li> <li>■ incorrect payments</li> <li>■ incorrect report formats</li> <li>■ unreconciled cash flows and operating statements</li> <li>■ variances from budget and phasings</li> </ul> |
| <b>Statutory requirements</b><br>may include:         | <ul style="list-style-type: none"> <li>■ delegated authorities</li> <li>■ internal control procedures</li> <li>■ reporting periods</li> <li>■ taxation payment timings</li> </ul>   |
| <b>Revenue gathering practices</b> may include:       | <ul style="list-style-type: none"> <li>■ billing schedules</li> <li>■ fees and charges</li> <li>■ investments</li> <li>■ leasing</li> <li>■ lending and financing</li> <li>■ sales</li> </ul>   |
| <b>Revenue documentation</b><br>may include:          | <ul style="list-style-type: none"> <li>■ bills</li> <li>■ cash received</li> <li>■ debit notes</li> <li>■ declarations</li> <li>■ invoices</li> <li>■ sales proceeds</li> </ul>   |
| <b>Available benefits and allowances</b> may include: | <ul style="list-style-type: none"> <li>■ depreciation</li> <li>■ donations</li> <li>■ interest payments</li> <li>■ sales tax deductions</li> </ul>  |
| <b>Stated deadlines</b><br>may include:               | <ul style="list-style-type: none"> <li>■ annual reports</li> <li>■ lodgement dates</li> <li>■ monthly returns</li> <li>■ payment schedules</li> </ul>   |
| <b>Recommendations</b> may include:                   | <ul style="list-style-type: none"> <li>■ cash flow</li> <li>■ consolidation</li> </ul>  |



|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>■ expenses</li> <li>■ loss</li> <li>■ profit</li> <li>■ write-offs</li> </ul>  |
| <b>Evidence</b> may include:           | <ul style="list-style-type: none"> <li>■ budgetary analysis</li> <li>■ forecasts and estimates</li> <li>■ order and supplier documentation</li> <li>■ returns on investments</li> <li>■ taxation and statutory returns</li> </ul>                   |
| <b>Significant issues</b> may include: | <ul style="list-style-type: none"> <li>■ cost structures</li> <li>■ internal controls</li> <li>■ losses and returns</li> <li>■ profitability</li> <li>■ statutory obligations</li> <li>■ suppliers</li> </ul>                                       |
| <b>Format of reports</b> may include:  | <ul style="list-style-type: none"> <li>■ balance sheets</li> <li>■ cash flow statements</li> <li>■ electronic forms</li> <li>■ financial year reports</li> <li>■ operating statements</li> <li>■ spreadsheets</li> <li>■ statutory forms</li> </ul> |

### Unit sector(s)

—

### Competency field

Finance - Financial Administration

### Co-requisite units

—

## UNIT

### BSBLED401A Develop teams and individuals

Elective unit – Group A Common

#### Summary

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

Usage recommendation: Current

#### Training packages and qualifications that include this unit

[Refer training.gov.au]

#### Classifications

| Scheme   | Code   | Classification value         |
|--|--------|------------------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080303 | Human Resource<br>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 <b><i>learning and development needs</i></b> in line with <b><i>organisational requirements</i></b><br>1.2. Ensure that a learning plan to meet individual and group training and development needs is collaboratively developed, agreed to and implemented<br>1.3. Encourage individuals to self-evaluate performance and identify areas for improvement<br>1.4. Collect <b><i>feedback on performance</i></b> 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   |

|   |   |
|---|---|
|   | <p>competency standards relevant to the industry</p> <p>2.2. Ensure that <b>learning delivery methods</b> are appropriate to the learning goals, the learning style of participants, and availability of <b>equipment and resources</b></p> <p>2.3. Provide workplace learning opportunities, and <b>coaching and mentoring assistance</b> 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> |
| <b>3. Monitor and evaluate workplace learning</b> | <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

|   |  |
|---|--|
| <b>competency in this unit</b>                          | <ul style="list-style-type: none"> <li>■ effectiveness of team</li> <li>■ creating learning plans to match skill needs</li> <li>■ knowledge of relevant legislation.</li> </ul>  |
| <b>Context of and specific resources for assessment</b> | <p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>■ access to an actual workplace or simulated environment</li> <li>■ access to office equipment and resources</li> <li>■ examples of learning and development plans, policies and procedures</li> <li>■ examples of documents relating to diversity policies and procedures.</li> </ul>   |
| <b>Method of assessment</b>                             | <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"> <li>■ direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</li> <li>■ analysis of responses to case studies and scenarios</li> <li>■ oral or written questioning to assess knowledge of career paths and competency standards relevant to the industry</li> <li>■ review of records and reports of competency.</li> </ul> |
| <b>Guidance information for assessment</b>              | <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"> <li>■ management units</li> <li>■ other learning and development units.</li> </ul>   |

### 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)

—

## Competency field

Workforce Development - Learning and Development

## Co-requisite units

Co-requisite units: Nil



## UNIT

**BSBRKG304B Maintain business records**

Elective unit – Group A Common

**Summary**

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

Usage recommendation: **Current****Training packages and qualifications that include this unit**[Refer [training.gov.au](http://training.gov.au)]**Classifications**

| Scheme   | Code   | Classification value                |
|--|--------|-------------------------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080901 | Secretarial and<br>Clerical Studies |

**Content**

Download:

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

**Modification history**

Not applicable.

**Unit descriptor**

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

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

**Application of the unit**

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

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

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

## Licensing/regulatory information

Not applicable.

## Pre-requisites

—

## Employability skills information

This unit contains employability skills.

## Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

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

| ELEMENT                    | PERFORMANCE CRITERIA  |
|----------------------------|---|
| 1 Collate business records | <p>1.1. Identify individual <b><i>records or information</i></b> which should be incorporated into <b><i>business or records system</i></b> according to organisational criteria</p> <p>1.2. Sort records in accordance with workplace requirements</p> <p>1.3. Adhere to <b><i>security and access requirements</i></b> in accordance with organisational procedures</p> |

|  |  |
|--|--|
| <b>2 Update business or records system</b>                   | <ol style="list-style-type: none"> <li>2.1. Identify and record control information for describing new records to be incorporated into business or records system</li> <li>2.2. Update control information describing movement or use of records within business or records system</li> <li>2.3. Accurately record and update control information in business or records system</li> <li>2.4. Identify and remove records of completed business activities from current system for disposal</li> </ol> |
| <b>3 Prepare reports from the business or records system</b> | <ol style="list-style-type: none"> <li>3.1. Interpret requests for <b>reports</b> and clarify the content and frequency sought, where necessary</li> <li>3.2. Prepare reports from business or records system in accordance with instructions or request</li> <li>3.3. Prepare reports in accordance with organisational security and access procedures</li> </ol>   |

### Required skills and knowledge

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

#### Required skills

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

#### Required knowledge

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

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

## Evidence guide

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

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

|  |   |
|--|---|
|  | <p>systems and policies</p> <ul style="list-style-type: none"> <li>■ access to workplace reference materials such as procedural manuals and company policies.</li> </ul>  |
| <b>Method of assessment</b>                | <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"> <li>■ analysis of responses to case studies and scenarios</li> <li>■ demonstration of techniques</li> <li>■ direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</li> <li>■ review of authenticated documents from the workplace or training environment</li> <li>■ oral or written questioning to assess knowledge of general principles and processes of business or records systems.</li> </ul> |
| <b>Guidance information for assessment</b> | <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"> <li>■ administration units</li> <li>■ other knowledge management units.</li> </ul>  |

### Range statement

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

**Records** may be:

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

**Information** may include:

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

**Business or records systems** may be:

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

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

**Security and access requirements** may relate to:

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

**Reports** may be:

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

### Unit sector(s)

—

### Competency field

Knowledge Management - Recordkeeping

### Co-requisite units

—

## UNIT

### BSBSMB402A Plan small business finances

Elective unit – Group A Common

#### Summary

| Release              | Status  | Release date |
|----------------------|---------|--------------|
| 1 (this release)     | Current | 18/Feb/2009  |
| Usage recommendation | Current |              |

**Training packages, qualifications and skill sets that include this unit** [Refer to [training.gov.au](http://training.gov.au)]

#### Classifications

| Scheme   | Code   | Classification value   |
|--|--------|------------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080301 | Business<br>Management |

#### Content

Download:

- [Unit of competency in Word format \(441.08 KB\)](#)
- [Unit of competency in PDF format \(181.23 KB\)](#)

#### Modification history

Not applicable.

#### Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop a financial plan to support business viability. 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

Prerequisite units Nil

## 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. Identify costs, calculate prices and prepare profit statement | 1.1. Identify and document <b>costs</b> associated with the production and delivery of the business' products/services<br>1.2. Calculate prices based on costs and profit margin as an hourly charge out rate for labour or unit price for products<br>1.3. Calculate break-even sales point to establish business viability and profit margins<br>1.4. Identify appropriate <b>pricing strategies</b> in relation to market conditions to meet business profit targets<br>1.5. Prepare projected profit statement to supplement the business plan |

|                                    |  |
|------------------------------------|--|
| <b>2. Develop a financial plan</b> | <ol style="list-style-type: none"> <li>2.1. Set <b>profit targets/goals</b> to reflect owner's desired returns</li> <li>2.2. Identify working capital requirements necessary to attain profit projections</li> <li>2.3. Identify non-current asset requirements and consider alternative asset management strategies</li> <li>2.4. Prepare <b>cash flow projections</b> to enable business operation in accordance with business plan and <b>legal requirements</b></li> <li>2.5. Identify capital investment requirements accurately for each operational period</li> <li>2.6. Select budget targets to enable ongoing monitoring of financial performance</li> </ol> |
| <b>3. Acquire finance</b>          | <ol style="list-style-type: none"> <li>3.1. Identify start-up and ongoing financial requirements according to financial plan/budget</li> <li>3.2. Identify <b>sources of finance</b>, including potential <b>financial backers</b>, to provide required liquidity for the business to complement business goals and objectives</li> <li>3.3. Investigate cost of securing finance on optimal terms</li> <li>3.4. Identify strategies to obtain finance as required to ensure financial viability of the business</li> </ol>  |

## 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 secure finance
- literacy skills to develop a financial plan and to interpret legal requirements and financial reports
- numeracy skills to calculate costs, prices, profit and other financial information
- research skills to identify costs and sources of finance.

**Required knowledge**

- break-even analysis
- costing for the business, including margin/mark-up, hourly charge out rates and unit costs
- financial decision making relevant to the business
- methods and relative costs of obtaining finance
- principles for preparation of balance sheets
- principles for preparation of cash flow forecasts
- principles for preparation of profit and loss statements
- purpose of financial reports
- relevant accounting terminology
- working capital cycles.

**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.

|   |   |
|---|---|
| <b>Overview of assessment</b>   |   |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>■ development of a financial plan which identifies the financial requirements of the business, including profit targets, cash flow projections and strategies for the acquisition of finance</li> <li>■ knowledge of financial decision making relevant to the business.</li> </ul> |
| <b>Context of and specific resources for assessment</b>   | <p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>■ access to relevant documentation</li> <li>■ candidate's individual circumstances and work in the context of establishing or running a small business, are the basis for assessment.</li> </ul>  |
| <b>Method of assessment</b>   | A range of assessment methods should be used to assess practical skills and knowledge. The following  |

|  |   |
|--|---|
|  | <p>examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>■ portfolio of evidence including financial plan and records</li> <li>■ review of projected profit statement prepared to supplement the business plan</li> <li>■ review of cash flow projections</li> <li>■ oral or written questioning to assess knowledge of principles for preparation of cash flow forecasts.</li> </ul>                                  |
| <b>Guidance information for assessment</b> | <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"> <li>■ BSBSMB401A Establish legal and risk management requirements of small business</li> <li>■ BSBSMB404A Undertake small business planning</li> <li>■ BSBSMB405A Monitor and manage small business operations</li> <li>■ BSBSMB406A Manage small business finances.</li> </ul> |

## 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.

**Costs** may include:

- direct/indirect costs
- fixed, variable, semi-variable costs
- overheads and employee costs

**Pricing strategies** may include:

- competitor analysis
- cost/volume/profit analysis

- cost factors
- cost plus pricing
- demand-based pricing
- discounting
- market conditions
- penetration pricing
- perceived value
- product mix
- skimming

**Financial plan** may include:

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

**Profit targets/goals** may include:

- break-even point
- cost of goods/services sold

- gross profit/net profit
- desired actual/notional salary for owners/managers
- desired return on investment
- sales turnover/gross fees or income

**Cash flow projections** may include:

- anticipated payments
- anticipated receipts
- customer credit policy/debt recovery
- taxation provisions

**Legal requirements** may include:

- contractual arrangements (partnership agreements, trust deeds)
- corporations law
- industrial law (for payroll records)
- taxation law

**Sources of finance** may include:

- personal, financial institutions, trade/industry sources
- government sources, for example commonwealth and state / territory governments which provide various forms of technical and financial assistance including direct cash grants, loans, subsidies, tax concessions, and professional and technical advice

**Financial backers** may include:

- financiers/banks/lending institutions
- leasing and hire purchase financiers
- providers of venture capital
- shareholders/partners/owners/family/friends

### Unit sector(s)

—

### Competency field

Management and Leadership - Small and Micro Business

### Co-requisite units

Co-requisite units: Nil

## UNIT

**BSBSMB406A Manage small business finances**

Elective unit – Group A Common

**Summary**

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

**Usage recommendation:** Current

**Training packages and qualifications that include this unit**  
 [Refer training.gov.au]

**Classifications**

| Scheme   | Code   | Classification value   |
|--|--------|------------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080301 | Business<br>Management |

**Content**

Download:

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

**Modification history**

Not applicable.

**Unit descriptor**

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

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

## Application of the unit

This work is undertaken by individuals who operate a small business.

The unit is suitable for existing micro and small businesses or a department in a larger organisation.

## Licensing/regulatory information

Not applicable.

## Pre-requisites

–

## Employability skills information

This unit contains employability skills.

## Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

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

| ELEMENT                    | PERFORMANCE CRITERIA  |
|----------------------------|---|
| 1 Implement financial plan | <p>1.1. Identify <b><i>financial information</i></b> requirements and obtain <b><i>specialist services</i></b>, as required, to profitably operate and extend the business in accordance with the business plan</p> <p>1.2. Produce financial budgets/projections, including <b><i>cash flow</i></b> estimates, as required for each forward period, and distribute to <b><i>relevant people</i></b> in accordance with legal requirements</p> <p>1.3. Negotiate, secure and manage business capital to best enable implementation of the business plan and to meet the requirements of <b><i>financial backers</i></b></p> |



|  |  |
|--|--|
|  | <ol style="list-style-type: none"> <li>1.4. Develop and maintain strategies to enable adequate financial provision for taxation in accordance with legal requirements</li> <li>1.5. Develop, monitor and maintain client <b>credit policies</b>, including contingencies for debtors in default, to maximise cash flow</li> <li>1.6. Select key performance indicators to enable ongoing monitoring of financial performance</li> <li>1.7. Record and communicate financial procedures to relevant people to facilitate implementation of the business plan</li> </ol> |
| <b>2 Monitor financial performance</b> | <ol style="list-style-type: none"> <li>2.1. Regularly monitor and report on financial performance targets and analyse data to establish the extent to which the <b>financial plan</b> has been met</li> <li>2.2. Monitor marketing and operational strategies for their effects on the financial plan</li> <li>2.3. Calculate and evaluate <b>financial ratios</b> according to own/industry benchmarks</li> <li>2.4. Assess financial plan to determine whether variations or alternative plans are needed, and change as required</li> </ol>                         |

### 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.

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

**BSBSMB406A Manage small business finances**

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>■ portfolio of evidence including financial reports</li> <li>■ preparation and review of financial ratios</li> <li>■ review of cash flow projections</li> <li>■ analysis of development, monitoring and maintenance of client credit policies</li> <li>■ oral or written questioning to assess knowledge of principles for preparation of balance sheets and their interpretation.</li> </ul> |
| <b>Guidance information for assessment</b> | <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"> <li>■ BSBSMB402A Plan small business finances</li> <li>■ BSBSMB405A Monitor and manage small business operations.</li> </ul>   |

**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"> <li>■ profit, turnover, capital and equity targets</li> <li>■ projected profit targets, pricing strategies, margins</li> <li>■ projections of likely financial results (budgeting)</li> <li>■ projections, which may vary depending on the importance of such information and the stage in the life of the business</li> <li>■ resources required to implement the proposed marketing and production strategies (staff, materials, plant and equipment)</li> <li>■ review of financial inputs required (sources and forms of finance)</li> <li>■ risks and measures to manage or minimise risks</li> <li>■ working, fixed, debt and equity capital</li> <li>■ working in conjunction with external consultants e.g. investment analysts, accountants, financiers</li> </ul> |
| <p><b>Financial information</b> may include:</p> | <ul style="list-style-type: none"> <li>■ accrual of staff leave/entitlements</li> <li>■ asset management strategies which may include:               <ul style="list-style-type: none"> <li>● owning, leasing, sharing, syndicating</li> <li>● maintaining and deploying assets</li> </ul> </li> <li>■ asset registers</li> <li>■ balance sheets</li> <li>■ bookkeeping/accounting/stock/job costing records</li> <li>■ business activity statements</li> <li>■ business capital</li> <li>■ cash book</li> <li>■ cash flow forecasts</li> <li>■ financial budgets</li> <li>■ financial indicators, which may be short-, medium- and/or long-term</li> <li>■ payroll records, superannuation entitlements</li> </ul>  |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ profit and loss statements</li> <li>■ ratios for profitability, liquidity/efficiency/financial structure</li> <li>■ risk management</li> <li>■ statements/forecasts</li> <li>■ taxation returns including goods and services tax</li> </ul>  |
| <b>Specialist services</b> may include: | <ul style="list-style-type: none"> <li>■ accountants</li> <li>■ business brokers/business consultants</li> <li>■ government agencies</li> <li>■ industry/trade associations</li> <li>■ lawyers and providers of legal advice</li> <li>■ mentors</li> <li>■ online gateways</li> <li>■ providers of training in accounting software</li> </ul> |
| <b>Cash flow</b> may include:           | <ul style="list-style-type: none"> <li>■ anticipated payments</li> <li>■ anticipated receipts</li> <li>■ customer credit policy/debt recovery</li> <li>■ taxation provisions</li> </ul>   |
| <b>Relevant people</b> may include:     | <ul style="list-style-type: none"> <li>■ family members</li> <li>■ financial backers</li> <li>■ franchise agency</li> <li>■ owner/operator</li> <li>■ partners</li> <li>■ regulatory bodies</li> <li>■ trade or industry associations</li> </ul>  |
| <b>Financial backers</b> may include:   | <ul style="list-style-type: none"> <li>■ financiers/banks/lending institutions</li> <li>■ leasing and hire purchase financiers</li> <li>■ providers of venture capital</li> <li>■ shareholders/ partners/ owners/ family/ friends</li> </ul>  |
| <b>Credit policies</b> may include:     | <ul style="list-style-type: none"> <li>■ collateral</li> <li>■ credit limits</li> <li>■ credit references</li> </ul>  |

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|   | <ul style="list-style-type: none"> <li>■ debt collection</li> <li>■ payment options</li> <li>■ proof of Indigenous identity</li> <li>■ trading terms</li> </ul>  |
| <b>Financial ratios</b><br>may include: | <ul style="list-style-type: none"> <li>■ current ratio</li> <li>■ days debtors outstanding</li> <li>■ days stock on hand</li> <li>■ expense percentages</li> <li>■ gross profit percentage</li> <li>■ liquid ratio</li> <li>■ net profit percentage</li> <li>■ proprietary/debt ratio</li> <li>■ return on investment/return on total assets</li> <li>■ staff productivity measures</li> <li>■ stock turn rates</li> </ul> |

## Unit sector(s)

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## Competency field

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## Co-requisite units

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## UNIT

## CPPDSM4006A

## Establish and manage agency trust accounts

Elective unit – Group B Specialist

## Summary

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

Usage recommendation: Current

## Training packages that include this unit

| Code                  | Title                              | Release  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

## Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP50409</a> | Diploma of Property Services (Business Broking)                | 1       |
| <a href="#">CPP50307</a> | Diploma of Property Services (Agency Management)               | 1       |
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations)               | 1-2     |
| <a href="#">CPP40507</a> | Certificate IV in Property Services (Stock and Station Agency) | 1       |
| <a href="#">CPP40307</a> | Certificate IV in Property Services (Real Estate)              | 1       |

## Classifications

| Scheme   | Code   | Classification value      |
|--|--------|---------------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 081105 | Investment and Securities |

## Content

Download:

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

■ [Unit of competency in PDF format \(193.1 KB\)](#)

## 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



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| ELEMENT  | PERFORMANCE CRITERIA  |
|--|---|
| <b>1 Review agency trust accounts for compliance with trust account requirements</b> | 1.1 <b>Agency trust account requirements</b> are clearly identified, accurately recorded and continuously updated in line with relevant legislation and regulations.  |
|  | 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. |
|  | 1.3 <b>Criteria for evaluating electronic and manual trust accounting systems</b> are identified and applied to ensure compliance with all trust account requirements.  |
| <b>2 Establish and maintain trust accounts</b>                                       | 2.1 <b>Source documents</b> for trust transactions are identified and accessed in line with legislative requirements.   |
|  | 2.2 Documentation of <b>trust records</b> and transactions are produced to give an accurate record of agency transactions on behalf of clients.   |
|  | 2.3 Transactions are supported by appropriate authorisation and documentation and are in line with agency practice and legislative requirements.  |
|  | 2.4 Entries and <b>transactions</b> are promptly and accurately recorded in line with relevant trust account requirements and agency requirements, and can be provided on demand.   |
|  | 2.5 <b>Discrepancies</b> in entries or documentation are promptly followed up to ensure clarification or resolution and are reported to <b>relevant</b>   |

## UNITS

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|  | <p><b>authorities</b> where necessary.</p> <p>2.6 Audit and <b>security arrangements</b> are checked to ensure they provide adequate protection for client confidentiality and client funds held in trust.</p>  |
| <b>3 Manage and control trust accounts</b> | <p>3.1 <b>Disbursements</b> 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 <b>third parties and other professionals</b> 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> |
| <b>4 Monitor and review trust accounts</b> | <p>4.1 Documentation and other reporting requirements are regularly reviewed for compliance with legislative requirements.</p> <p>4.2 Trust account entries and transactions are regularly checked and monitored to ensure compliance with agency practice and legislative requirements.</p> <p>4.3 Trust account transactions are monitored to ensure appropriate authorisation is obtained prior to any disbursements.</p>  |
| <b>5 Authorise and</b>                     | <p>5.1 <b>Periodic reconciliation</b> is verified by licensee in</p>  |

## 149 CPDSM4006A Establish and manage agency trust accounts

### verify trust accounts

charge, in compliance with legislative requirements.

- 5.2 Periodic financial reports are prepared and discussed with clients to ensure their continued accuracy.
- 5.3 Records are maintained to enable them to be conveniently and properly audited.
- 5.4 Legislative audit requirements are met.

## Required skills and knowledge

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

### Required skills

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

- research skills to identify and locate documents and information relating to agency trust accounting requirements.

## Required knowledge and understanding

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

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- staff development and training
- systems design, including fraud control, risk management and supervision of trust account entries and disbursements
- use of third parties and other professionals to ensure compliance with legislative requirements.

### Evidence guide

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

#### Overview of assessment

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

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

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

- application and knowledge of agency policies and procedures associated with trust accounts
- application of financial management and accounting principles and knowledge
- commitment to client service and maintenance of client confidentiality
- establishing and managing agency trust accounts
- knowledge of agency practice, ethical

|   |  |
|---|--|
|   | <p>standards and legislative requirements for the operation of agency trust accounts</p> <ul style="list-style-type: none"> <li>■ complying with legislative requirements for the operation and auditing of agency trust accounts</li> <li>■ maintaining records of trust transactions</li> <li>■ monitoring and reviewing agency trust accounts</li> <li>■ reviewing agency trust accounts for compliance with legislative requirements.</li> </ul>   |
| <b>Context of and specific resources for assessment</b> | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul> <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.</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"> <li>■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace</li> <li>■ where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances</li> </ul> |

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
- legal documentation - cooling off notification,



|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>early deposit release notification and settlement documentation</li> <li>■ listing authorities</li> <li>■ receipt duplicates</li> <li>■ receipt registers</li> <li>■ securities register</li> <li>■ unclaimed moneys register.</li> </ul>   |
| <b>Trust records</b><br>may include:     | <ul style="list-style-type: none"> <li>■ account balance statements</li> <li>■ account sales</li> <li>■ bank reconciliation statements</li> <li>■ rental statements</li> <li>■ rescission statements</li> <li>■ transfer journal</li> <li>■ trust cash payments journal</li> <li>■ trust cash receipts journal</li> <li>■ trust ledger.</li> </ul>   |
| <b>Transactions</b><br>may include:      | <ul style="list-style-type: none"> <li>■ electronic, computerised or manual entries or processes</li> <li>■ property management or property sales.</li> </ul>  |
| <b>Discrepancies</b><br>may include:     | <ul style="list-style-type: none"> <li>■ details of transactions, including insufficient or incorrect data on source documents</li> <li>■ monetary, including:               <ul style="list-style-type: none"> <li>● claiming of entitlements</li> <li>● fraud</li> <li>● inadvertent bank charges</li> <li>● unclaimed moneys</li> </ul> </li> <li>■ timing, including:               <ul style="list-style-type: none"> <li>● audit reports</li> <li>● banking</li> <li>● claiming of entitlements</li> <li>● reconciling.</li> </ul> </li> </ul> |
| <b>Relevant authorities</b> may include: | <ul style="list-style-type: none"> <li>■ agency principal</li> <li>■ licensed real estate agent</li> <li>■ office manager</li> </ul>   |

## UNITS

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|  | <ul style="list-style-type: none"> <li>regulatory authorities.</li> </ul>  |
| <b>Security arrangements</b><br>may include:                 | <ul style="list-style-type: none"> <li>backup</li> <li>physical and electronic storage of trust account records.</li> </ul>  |
| <b>Disbursements</b><br>may include:                         | <ul style="list-style-type: none"> <li>account sales statements</li> <li>agency entitlements, including:                             <ul style="list-style-type: none"> <li>advertising reimbursements</li> <li>commission</li> <li>contractor payments</li> <li>letting fees</li> <li>statement fees</li> <li>fund remittances</li> <li>rental or landlord statements.</li> </ul> </li> </ul> |
| <b>Third parties and other professionals</b><br>may include: | <ul style="list-style-type: none"> <li>auditors                             <ul style="list-style-type: none"> <li>bookkeepers and accountants</li> <li>industry associations</li> <li>IT professionals</li> <li>solicitors.</li> </ul> </li> </ul>  |
| <b>Periodic reconciliations</b><br>may include:              | <ul style="list-style-type: none"> <li>as required by legislation</li> <li>daily or monthly</li> <li>quarterly.</li> </ul>   |

### Unit sector(s)

Property development, sales and management

### Competency field

Real estate

## UNIT

CPPDSM4034A Assess and implement  
strata/community management agreement

## Elective unit – Group B Specialist

## Summary

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

Usage recommendation **Current**

## Training packages that include this unit

| Code                  | Title                              | Release  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

## Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations) | 1-2     |
| <a href="#">BSB41513</a> | Certificate IV in Project Management Practice    | 1       |

## Classifications

| Scheme   | Code   | Classification value                           |
|--|--------|--|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 089901 | Purchasing,<br>Warehousing and<br>Distribution |

## Content

Download:

- [Unit of competency in Word format \(442.85 KB\)](#)
- [Unit of competency in PDF format \(192.89 KB\)](#)

## Modification history

Not applicable

## Unit descriptor

This unit of competency specifies the outcomes required to effectively assess and implement a strata/community management agreement. It requires the ability to negotiate the implementation of the agreement, and monitor and review the implementation process.

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 assessing and implementing strata/community management agreements.

## Licensing/regulatory information

Refer to unit descriptor

## Pre-requisites

**Prerequisite units:** Nil

## Employability skills information

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

## Elements and performance criteria

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

| ELEMENT  | PERFORMANCE CRITERIA  |
|--|---|
| 1 Determine client and agreement requirements. | <p>1.1 Management agreement and <b>client needs</b> are reviewed to establish implementation requirements according to <b>organisational requirements</b>.</p> <p>1.2 <b>Owner responsibilities</b>, management fees and implementation requirements are negotiated and confirmed with <b>relevant people</b> according to organisational requirements.</p> <p>1.3 <b>Legislative, ethical and procedural requirements</b> relevant to strata/community management <b>services</b> are identified and accessed according to client needs and organisational requirements.</p> <p>1.4 Registered plans are reviewed to ensure accuracy and relevance of information and are disseminated to relevant people for <b>feedback</b>.</p> <p>1.5 Specific insurance requirements are identified and appropriate arrangements made as required according to client, organisational and legislative requirements.</p> <p>1.6 Appropriate security arrangements for the management of property and facilities are identified and applied according to organisational and legislative requirements.</p> <p>1.7 Additional <b>resource</b> requirements are determined according to management agreement and budget allocations.</p> |
| 2 Implement and monitor agreement.             | <p>2.1 Implementation progress is systematically monitored and variations to work schedules are agreed with relevant people according to organisational requirements.</p> <p>2.2 Expenditure and resource usage are monitored and recorded to ensure implementation objectives are achieved within budget</p>   |

|   |   |
|---|---|
|   | <p>parameters.</p> <p>2.3 Common property and facilities are maintained and protected according to management agreement.</p> <p>2.4 Insurance claims and payments are managed according to management agreement and statutory requirements.</p> <p>2.5 Meetings are scheduled and managed according to management agreement and statutory requirements.</p> <p>2.6 Appropriate practices for receiving and handling monies are identified and applied according to organisational and legislative requirements.</p> <p>2.7 Repair and maintenance of buildings and facilities are arranged according to management and statutory agreement.</p> |
| <b>3 Maintain records.</b>  | <p>3.1 <b>Record management systems</b> are maintained according to organisational and legislative requirements.</p> <p>3.2 Books of accounts are maintained to accurately reflect relevant transactions and collections of contributions.</p> <p>3.3 Accurate and timely <b>records and reports</b> of transactions and services provided are maintained.</p> <p>3.4 Service contracts are produced that provide an accurate record of facilities management and agency trust account disbursements.</p>   |
| <b>4 Review and report on implementation of management agreement.</b> | <p>4.1 Implementation processes and outcomes are reviewed and reported in consultation with relevant people using appropriate communication techniques.</p> <p>4.2 Suitability of insurance arrangements is reviewed to ensure compliance with agreement</p>  |

- requirements according to legislative and organisational requirements.
- 4.3 Recommendations for improving processes are presented to relevant people according to organisational procedures.
- 4.4 **Business equipment and technology** are used to maintain **relevant documentation** according to applicable OHS and organisational procedures.
- 4.5 Report on management agreement is distributed to relevant people according to client and organisational requirements.

### Required skills and knowledge

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

#### Required skills

- analytical skills to prepare costings and budgets, interpret management agreement and evaluate processes
- communication skills to make public presentations, interpret written and oral information, and negotiate and confirm work schedules
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities and to respect individual differences
- organisational skills to undertake trust accounting and bookkeeping functions, arrange property inspections, monitor implementation processes, organise work schedules and prepare reports.

## Required knowledge and understanding

- administration of property usage plans
- business law relating to contracts and property management
- financial management in relation to budgeting and bookkeeping
- lease rights and responsibilities
- limitations of work role, responsibility and professional abilities
- management of administration and sinking funds
- OHS issues and requirements
- organisational and professional procedures
- social and ethical practices and business standards
- property trust accounting and bookkeeping
- 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
- risk management, including insurances
- use and application of statutory forms in property 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 practical demonstration of implementing a strata/community management agreement.  
Targeted written (including alternative formats)



|   |   |
|---|---|
|   | <p>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>  |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> <li>■ establishing and negotiating agreement requirements through consultation and research, including:             <ul style="list-style-type: none"> <li>● factors likely to affect the management of property</li> <li>● management fees and services offered</li> <li>● necessary record keeping practices</li> <li>● omissions or errors within agreements</li> <li>● owners responsibilities and expectations</li> <li>● security arrangements for management of property and facilities</li> </ul> </li> <li>■ implementing and monitoring agreement, including:             <ul style="list-style-type: none"> <li>● arranging, managing and recording meetings</li> <li>● depositing monies held on behalf of owner corporations</li> <li>● liaising with owners or tenants about repairs and maintenance</li> <li>● maintaining and protecting condition of common property</li> <li>● maintaining relevant statutory records and books</li> </ul> </li> </ul> |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>● managing insurance claims and payments</li> <li>● responding appropriately to requests for repairs and maintenance</li> <li>■ knowledge of organisation's practices, ethical standards and legislative requirements associated with implementing strata/community management agreements</li> <li>■ maintaining relevant statutory records and books, including administrative and sinking funds, by-laws, investments, repairs and maintenance, strata levies and trust accounting</li> <li>■ conducting meetings</li> <li>■ reviewing and reporting on agreement outcomes, including consultation with owners or tenants.</li> </ul>  |
| <b>Context of and specific resources for assessment</b> | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul> <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> |

- 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:

- agents or third parties for owners
- in-house staff and office contractors
- owner corporations, and body corporate and community title groups
- potential and existing owners
- prospective and existing tenants
- strata companies.

***Client needs*** may relate to:

- beliefs and values
- conventions of gender and sexuality
- cultural practices and observations
- cultural stereotypes
- disposable income and financial constraints
- environmental considerations
- language
- physical and mental disabilities
- religious and spiritual observances
- social conventions
- verbal and non-verbal communication.

***Organisational requirements*** may be outlined and reflected in:

- access and equity principles and practice guidelines
- acting in principal's best interests
- agency policies and guidelines
- business and performance plans
- clear communication of services offered and fee for services

|   |  |
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|   | <ul style="list-style-type: none"> <li>■ clear negotiation of fees</li> <li>■ complaint and dispute resolution procedures</li> <li>■ declaration of beneficial interest</li> <li>■ goals, objectives, plans, systems and processes</li> <li>■ legal and ethical requirements and codes of practice</li> <li>■ misrepresentation</li> <li>■ mission statements and strategic plans</li> <li>■ OHS policies, procedures and programs</li> <li>■ over-servicing, fixed charges rather than fee for service</li> <li>■ policies and procedures in relation to client service</li> <li>■ quality and continuous improvement processes and standards</li> <li>■ quality assurance and procedure manuals</li> <li>■ sales, marketing and leasing management procedure manuals.</li> </ul> |
| <b>Owner responsibilities</b><br>may include: | <ul style="list-style-type: none"> <li>■ administrative and sinking funds</li> <li>■ appropriate levies</li> <li>■ budgeting</li> <li>■ building maintenance requirements</li> <li>■ maintenance of cash flow.</li> </ul>  |
| <b>Relevant people</b><br>may include:        | <ul style="list-style-type: none"> <li>■ clients</li> <li>■ colleagues</li> <li>■ consumers</li> <li>■ government personnel</li> <li>■ legal representatives</li> <li>■ members of industry associations</li> <li>■ supervisors.</li> </ul>  |
| <b>Legislative, ethical and procedural</b>    | <ul style="list-style-type: none"> <li>■ Australian Securities and Investments Commission, Australian Competition and Consumer Commission, and Foreign</li> </ul>  |

## **requirements**

may be outlined  
and reflected in:

- 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 legislation and regulations affecting organisational operation, including:
  - anti-discrimination and diversity
  - environmental issues
  - EEO
  - industrial relations
  - OHS
- relevant industry codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law
- relevant local government policies and regulations
- strata, community and company titles

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines.</li> </ul>   |
| <b>Services</b> may relate to:                  | <ul style="list-style-type: none"> <li>■ property and facilities management for a range of property types</li> <li>■ residential, commercial and industrial property.</li> </ul>   |
| <b>Feedback</b> may include:                    | <ul style="list-style-type: none"> <li>■ formal and informal discussions, reviews and evaluations with:               <ul style="list-style-type: none"> <li>● existing and previous clients</li> <li>● peers, colleagues and managers</li> </ul> </li> <li>■ information provided by others involved in a professional capacity, both internal and external to the organisation.</li> </ul> |
| <b>Resources</b> may relate to:                 | <ul style="list-style-type: none"> <li>■ materials</li> <li>■ personnel</li> <li>■ tools and equipment</li> <li>■ training</li> <li>■ transport.</li> </ul>  |
| <b>Record management systems</b> may relate to: | <ul style="list-style-type: none"> <li>■ administrative and sinking funds</li> <li>■ by-laws</li> <li>■ investments</li> <li>■ repairs</li> <li>■ strata levies</li> <li>■ trust accounting.</li> </ul>  |
| <b>Records and reports</b> may include:         | <ul style="list-style-type: none"> <li>■ completed repairs and maintenance</li> <li>■ electronic or paper-based information</li> <li>■ logs and journals</li> <li>■ organisational forms</li> <li>■ radio and telephone records</li> <li>■ records of meetings</li> <li>■ running sheets</li> <li>■ task allocation sheets.</li> </ul>   |
| <b>Business equipment and</b>                   | <ul style="list-style-type: none"> <li>■ computers</li> <li>■ data storage devices</li> </ul>  |

|  |  |
|--|--|
| <b>technology</b> may include:               | <ul style="list-style-type: none"> <li>■ email</li> <li>■ facsimile machines</li> <li>■ internet, extranet and intranet</li> <li>■ photocopiers</li> <li>■ printers</li> <li>■ scanners</li> <li>■ software applications, such as databases and word applications.</li> </ul>  |
| <b>Relevant documentation</b> may relate to: | <ul style="list-style-type: none"> <li>■ building codes</li> <li>■ licences</li> <li>■ maps</li> <li>■ organisational, industry and other contracts</li> <li>■ permits and plans</li> <li>■ property marketing, sale and lease agreements or contracts</li> <li>■ specifications</li> <li>■ tenancy agreements</li> <li>■ titles.</li> </ul> |

## Unit sector(s)

Property development, sales and management

## Competency field

Property operations and development



## UNIT

## CPPDSM4045A

## Facilitate meetings in the property industry

Elective unit – Group B Specialist

## Summary

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

## Training packages that include this unit

| Code                  | Title                              | Release  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

## Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40811</a> | Certificate IV in Access Consulting                            | 1-2     |
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations)               | 1-2     |
| <a href="#">CPP40407</a> | Certificate IV in Property Services (Stock and Station Agency) | 1       |
| <a href="#">CPP40307</a> | Certificate IV in Property Services (Real Estate)              | 1       |

## Classifications

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

## Content

Download:

- [Unit of competency in Word format \(442.76 KB\)](#)
- [Unit of competency in PDF format \(186.24 KB\)](#)

## Modification history

Not applicable

### Unit descriptor

This unit of competency specifies the outcomes required to prepare for meetings and facilitate groups to discuss common issues in the property industry. It requires the ability to coordinate meeting arrangements, communicate effectively with a range of audiences, and accurately record meeting outcomes.

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 preparing for meetings and facilitating groups in the property industry to discuss common issues.

### 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

**173** CPPDSM4045A Facilitate meetings in the property industry and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

| ELEMENT                      | PERFORMANCE CRITERIA   |
|------------------------------|--|
| <b>1 Arrange meetings</b>    | <p>1.1 <b>Type of meeting</b> and its purpose are identified and meeting arrangements are made according to statutory and <b>organisational requirements</b>.</p> <p>1.2 <b>Meeting participants</b> are identified and meeting is scheduled to provide maximum opportunities for attendance.</p> <p>1.3 Participants are notified of <b>meeting agenda</b> and <b>specific requests</b> are actioned according to organisational requirements.</p> <p>1.4 Participants are advised of changes to original meeting details according to organisational requirements.</p>   |
| <b>2 Facilitate meetings</b> | <p>2.1 Open and participative environment is provided for participants to discuss common issues according to ethical and <b>legislative requirements</b>.</p> <p>2.2 Arrangements for taking meeting notes are made to ensure accurate record of meeting according to organisational and statutory requirements.</p> <p>2.3 Meeting is facilitated in a manner that enables participation, discussion, problem solving and <b>resolution of issues</b>.</p> <p>2.4 <b>Meeting style and structure</b> is selected appropriate to meeting purpose.</p> <p>2.5 <b>Leadership styles and strategies</b> are used that provide clear information at appropriate stages during meeting to assist in mutual understanding and agreement.</p> |
| <b>3 Record meeting</b>      | <p>3.1 <b>Meeting notes</b> are checked to ensure accuracy of information and are formatted according to</p>   |

## outcomes

organisational and statutory requirements.

- 3.2 Meeting issues requiring urgent action are identified and addressed with relevant people according to organisational procedures.
- 3.3 Meeting records are distributed to relevant people within agreed timeframes and are securely maintained according to organisational requirements.

## Required skills and knowledge

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

### Required skills

- communication skills to encourage, listen to and incorporate feedback; conduct oral presentations to a group; and answer questions
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- conflict management skills to manage and work with a group to resolve problems and develop action plans
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- planning skills to manage time effectively and prepare for meetings
- report writing skills to organise and assess information and source additional information
- written communication skills to prepare agendas, take supporting notes, summarise meetings and prepare minutes.

### Required knowledge and understanding

- different types and formats of meetings, including general awareness of procedures for formal meetings
- group dynamic principles and theory

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- meeting terminology
- organisation's record and reporting system
- 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
- standard meeting procedures, including:
  - agenda format and order
  - types of seating arrangements
  - role of chairperson
- types of minutes and their purpose.

### 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 meetings and facilitating groups to discuss common issues. 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.   |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> <li>■ accurately recording and securely maintaining notes of meeting discussions</li> <li>■ effectively planning and administering meetings using appropriate procedures and protocols</li> <li>■ knowledge of organisation's practices, ethical standards and legislative requirements associated with preparing for meetings and facilitating groups to discuss issues</li> <li>■ using effective communication and presentation skills to manage and conduct meetings</li> <li>■ using technology to prepare documentation relating to meeting outcomes and distribute to relevant people in a timely manner.</li> </ul> |
| <b>Context of and specific resources for assessment</b>   | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul> <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.

***Meetings*** may be:

- committees, such as consultative planning and purchasing committees
- formal and informal health and safety meetings
- meetings called by tenant representatives
- suggestions, requests, reports and concerns put forward to committees or management.

***Type of meeting*** may be:

- board meetings
- committee meetings
- formal and informal
- one-off or regular
- semi-formal
- staff meetings
- teleconferences
- videoconferences.

***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



|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>service</li> <li>quality and continuous improvement processes and standards</li> <li>quality assurance and procedure manuals.</li> </ul>   |
| <b>Meeting participants</b> may be:                               | <ul style="list-style-type: none"> <li>agents</li> <li>clients</li> <li>colleagues</li> <li>contractors</li> <li>external clients, including customers, business contacts and persons working in a similar field</li> <li>internal clients, including individuals, teams, consultants and committees</li> <li>legal representatives</li> <li>OHS safety committees</li> <li>owners</li> <li>tenants.</li> </ul> |
| <b>Meeting agenda</b> may include:                                | <ul style="list-style-type: none"> <li>correspondence</li> <li>date, time and location of meeting</li> <li>matters or business arising from previous minutes</li> <li>reports</li> <li>statement of meeting's purpose.</li> </ul>   |
| <b>Specific requests</b> may include:                             | <ul style="list-style-type: none"> <li>inclusion of agenda items</li> <li>inviting additional representatives</li> <li>minutes of previous meetings</li> <li>new timing and location of meeting</li> <li>specific supporting documentation.</li> </ul>  |
| <b>Legislative requirements</b> may be outlined and reflected in: | <ul style="list-style-type: none"> <li>Australian standards</li> <li>general duty of care to clients</li> <li>home building requirements</li> <li>privacy requirements</li> <li>relevant federal, and state or territory legislation that affects organisational operation, including:</li> </ul>   |

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>● anti-discrimination and diversity</li> <li>● environmental issues</li> <li>● EEO</li> <li>● industrial relations</li> <li>● OHS</li> </ul> <ul style="list-style-type: none"> <li>■ 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</li> <li>■ strata, community and company titles</li> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines.</li> </ul> |
| <b>Resolution of issues</b> may be negotiated using techniques such as:   | <ul style="list-style-type: none"> <li>■ active listening</li> <li>■ clear presentation of options</li> <li>■ culturally inclusive and sensitive engagement techniques</li> <li>■ interpreting non-verbal and verbal messages</li> <li>■ questioning to clarify and confirm understanding</li> <li>■ seeking feedback</li> <li>■ two-way interaction</li> <li>■ using language and concepts appropriate to target audience.</li> </ul>   |
| <b>Meeting style and structure</b> may be formal or informal and include: | <ul style="list-style-type: none"> <li>■ guest speakers</li> <li>■ meeting chair</li> <li>■ structured agenda and timeframes</li> <li>■ use of visuals.</li> </ul>   |
| <b>Leadership styles and strategies</b> may include:                      | <ul style="list-style-type: none"> <li>■ maintaining ethical practice and beliefs in the face of opposition</li> <li>■ modelling behavioural and personal presentation standards</li> <li>■ strategies for acknowledging and respecting</li> </ul>   |

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**CPPDSM4045A Facilitate meetings in the property industry**

|                                      |   |
|--------------------------------------|---|
|                                      | <ul style="list-style-type: none"><li>■ attitudes and beliefs of others</li><li>■ strategies for not accepting unreasonable expectations</li><li>■ strategies for presenting a confident, assured and unhesitant manner in challenging situations</li><li>■ techniques for initiating action and directing decision making</li><li>■ techniques for promoting active and genuine participation</li><li>■ time management.</li></ul> |
| <b>Meeting notes</b><br>may include: | <ul style="list-style-type: none"><li>■ participants and apologies</li><li>■ decisions made</li><li>■ future action to be taken</li><li>■ points discussed</li><li>■ suggestions made.</li></ul>  |

**Unit sector(s)**

Property development, sales and management

**Competency field**

Property operations and development

## UNIT

### CPPDSM4056A

### Manage conflict and disputes in the property industry

Elective unit – Group B Specialist

#### Summary

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

Usage recommendation: Current

#### Training packages that include this unit

| Code                  | Title                              | Release  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

#### Qualifications that include this unit

| Code                     | Title  | Release |
|--------------------------|--|---------|
| <a href="#">CPP40811</a> | Certificate IV in Access Consulting                            | 1.2     |
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations)               | 1.2     |
| <a href="#">CPP40407</a> | Certificate IV in Property Services (Stock and Station Agency) | 1       |
| <a href="#">CPP40307</a> | 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   |
|-------------------------------------|--|
| <b>1 Assess conflict or dispute</b> | <p>1.1 <b><i>Conflict or dispute</i></b> is identified and responses are evaluated according to <b><i>organisational and legislative requirements</i></b>.</p> <p>1.2 Causes of conflict or dispute are recognised and appropriate responses to prevent escalation are identified according to organisational procedures.</p> <p>1.3 Effective observation and active listening skills are used to elicit and interpret verbal and non-verbal information.</p> <p>1.4 Effective <b><i>communication techniques</i></b> are used to ensure an accurate exchange of information.</p> <p>1.5 Situations requiring <b><i>specialist advice</i></b> are identified and assistance is sought as required according to organisational requirements.</p> |
| <b>2 Negotiate resolution</b>       | <p>2.1 Conflict or dispute is negotiated and resolved constructively using strategies that comply with established organisational procedures.</p> <p>2.2 <b><i>Negotiation techniques</i></b> are used to maintain positive interaction, and divert and minimise aggressive behaviour.</p> <p>2.3 Communication with others is conducted in a courteous manner that reflects sensitivity to individual, <b><i>social and cultural differences</i></b> according to organisational requirements.</p> <p>2.4 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified</p>  |

|                            |   |
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|                            | <p>according to organisational procedures.</p> <p>2.5 Factors that might impact on the safety or security of <b>clients</b> and colleagues are identified and appropriate responses or <b>contingency measures</b> are formulated and implemented.</p>  |
| <b>3 Evaluate response</b> | <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 <b>Business equipment and technology</b> 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.



|   |  |
|---|--|
| <b>Overview of assessment</b>   | 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. |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> <li>■ evaluating resolution process and accurately recording and reporting facts and outcomes</li> <li>■ knowledge of organisation's practices, ethical standards and legislative requirements associated with managing and resolving conflict and disputes</li> <li>■ negotiating conflict or dispute situations to an effective resolution where possible</li> <li>■ using communication techniques to accurately identify causes and incidences of conflict or dispute.</li> </ul>                                   |
| <b>Context of and specific resources for assessment</b>   | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment</li> </ul>  |

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

## CPDSM4056A Manage conflict and disputes in the property industry

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|--|---|
|  | <ul style="list-style-type: none"> <li>■ relevant common law</li> <li>■ relevant federal, and state or territory legislation and regulations affecting organisational operation, including:               <ul style="list-style-type: none"> <li>● anti-discrimination and diversity</li> <li>● environmental issues</li> <li>● EEO</li> <li>● industrial relations</li> <li>● OHS</li> </ul> </li> <li>■ 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</li> <li>■ relevant local government policies and regulations</li> <li>■ strata, community and company titles</li> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines.</li> </ul> |
| <b>Communication techniques</b> may include: | <ul style="list-style-type: none"> <li>■ active listening</li> <li>■ clear, legible writing</li> <li>■ giving customers full attention</li> <li>■ maintaining eye contact</li> <li>■ non-verbal communication, including body language and personal presentation</li> <li>■ speaking clearly and concisely</li> <li>■ using appropriate language and tone of voice</li> <li>■ using open and closed questions.</li> </ul>   |
| <b>Specialist advice</b> may be sought from: | <ul style="list-style-type: none"> <li>■ clients</li> <li>■ colleagues</li> <li>■ counsellors</li> <li>■ emergency personnel</li> <li>■ health and safety personnel</li> </ul>  |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ legal representatives</li> <li>■ members of industry associations</li> <li>■ supervisors.</li> </ul>   |
| <b>Negotiation techniques</b> should include:               | <ul style="list-style-type: none"> <li>■ control of tone of voice and body language</li> <li>■ demonstrating flexibility and willingness to negotiate</li> <li>■ using positive, confident and cooperative language</li> <li>■ using clear presentation of options and consequences</li> <li>■ using language and concepts appropriate to the people involved</li> <li>■ using strategic questioning and listening to gather information and direct the focus of people involved</li> <li>■ using summarising of positions and agreements to move understanding.</li> </ul> |
| <b>Social and cultural differences</b> may be expressed in: | <ul style="list-style-type: none"> <li>■ beliefs, values and practices</li> <li>■ conventions of gender and sexuality</li> <li>■ cultural stereotypes</li> <li>■ dress</li> <li>■ food and diet</li> <li>■ religious and spiritual observances</li> <li>■ social conventions</li> <li>■ traditional practices and observations</li> <li>■ verbal and non-verbal language.</li> </ul>  |
| <b>Clients</b> may include:                                 | <ul style="list-style-type: none"> <li>■ building supervisors</li> <li>■ company management</li> <li>■ fund managers</li> <li>■ fund providers</li> <li>■ government and legal instruments or agencies</li> <li>■ institutions</li> <li>■ insurers</li> </ul>   |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ internal and external property groups</li> <li>■ owner-occupiers</li> <li>■ private investors</li> <li>■ property agents</li> <li>■ property owners</li> <li>■ strata companies</li> <li>■ tenants.</li> </ul>   |
| <b>Contingency measures</b> may include:              | <ul style="list-style-type: none"> <li>■ counselling</li> <li>■ cultural support</li> <li>■ defusing strategies</li> <li>■ first aid</li> <li>■ intervention</li> <li>■ mediation</li> <li>■ selecting alternative actions that may require use of force within legal requirements</li> <li>■ separation or isolation of source of conflict</li> <li>■ special watch</li> <li>■ specialists and experts.</li> </ul> |
| <b>Business equipment and technology</b> may include: | <ul style="list-style-type: none"> <li>■ computers</li> <li>■ data storage devices</li> <li>■ email</li> <li>■ facsimile machines</li> <li>■ internet, extranet and intranet</li> <li>■ photocopiers</li> <li>■ printers</li> <li>■ scanners</li> <li>■ software applications, such as databases and word applications.</li> </ul>  |

### Unit sector(s)

Property development, sales and management

### Competency field

Property operations and development

## UNIT

### CPPDSM4074A Select and appoint contractors in the property industry

Elective unit – Group B Specialist

#### Summary

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

#### Training packages that include this unit

| Code                  | Title                               | Release  |
|-----------------------|-------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package  | 7.0-14.1 |
| <a href="#">CHC08</a> | Community Services Training Package | 3.0-4.2  |

#### Qualifications that include this unit

| Code                     | Title   | Release |
|--------------------------|---|---------|
| <a href="#">CPP40611</a> | Certificate IV in Property Services (Operations)  | 1-2     |
| <a href="#">CPP40307</a> | Certificate IV in Property Services (Real Estate) | 1       |
| <a href="#">CHC50812</a> | Diploma of Social Housing                         | 1       |
| <a href="#">CHC50808</a> | Diploma of Social Housing                         | 1       |
| <a href="#">CHC40912</a> | Certificate IV in Social Housing                  | 1       |
| <a href="#">CHC40908</a> | Certificate IV in Social Housing                  | 1       |

#### Classifications

| Scheme   | Code   | Classification value |
|--|--------|----------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080503 | Real Estate          |



**Content**

Download:

- [Unit of competency in Word format \(442.88 KB\)](#)
- [Unit of competency PDF format \(192.44 KB\)](#)

**Modification history**

Not applicable

**Unit descriptor**

This unit of competency specifies the outcomes required to coordinate contractor requirements for a variety of projects in the property industry. It requires the ability to administer contracts and coordinate the selection and monitoring of contractor arrangements.

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 coordinating contractor requirements for a variety of projects in the property industry.

**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 Determine selection requirements | <p>1.1 Selection purpose and context are discussed with <b><i>relevant people</i></b> to determine selection requirements.</p> <p>1.2 Selection <b><i>information</i></b> is gathered to assist in understanding the <b><i>selection process</i></b> and <b><i>types of contractors</i></b> required.</p> <p>1.3 Draft selection documentation is prepared and presented to relevant people to check that information is accurate and clearly addresses contract requirements.</p> <p>1.4 Selection processes and time lines are negotiated and agreed with relevant people according to <b><i>organisational requirements</i></b>.</p> |
| 2 Arrange selection process        | <p>2.1 Selection process and criteria comply with organisational and <b><i>legislative requirements</i></b>.</p> <p>2.2 Relevant people involved in the selection process are nominated and organised according to organisational requirements.</p> <p>2.3 <b><i>Selection criteria</i></b> are written in a clear, concise manner and comply with relevant legislative and organisational format requirements.</p> <p>2.4 Reliable selection processes are used according to organisational requirements, making efficient use of time and resources.</p>  |

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|                                 | 2.5 <b>Business equipment and technology</b> are used to gather and organise evidence in a format suitable for analysis and interpretation.   |
| 3 Assess and select contractors | <p>3.1 Assessment and selection process is conducted according to organisational procedures.</p> <p>3.2 Information obtained from each contractor is judged against specified selection criteria according to organisational requirements.</p> <p>3.3 Appropriate <b>interpersonal techniques</b> are used to develop a professional relationship that reflects sensitivity to individual differences.</p> <p>3.4 Contractor preferences, needs and expectations are clarified and addressed using appropriate <b>consultative processes</b>.</p> <p>3.5 Selection decision is based on selection criteria and evaluation of sufficient evidence to enable a judgement to be made on the best candidate.</p> <p>3.6 Personal limitations in interpreting selection criteria or making selection decision are identified and <b>appropriate support</b> is sought as required.</p> |
| 4 Record and report results     | <p>4.1 Selection decisions are recorded and reported accurately according to legislative and organisational requirements.</p> <p>4.2 Clear and constructive <b>feedback</b> is provided to candidates regarding the outcomes of the selection process and guidance on future options.</p> <p>4.3 Relevant documentation is completed and processed according to legislative and organisational procedures.</p>  |

- 4.4 Selection process is reviewed against established criteria in consultation with relevant people to improve and modify future assessment practices.

### Required skills and knowledge

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

#### Required skills

- communication skills to conduct assessment and selection process, interpret written and oral information, and complete documentation
- computing skills to access the internet and web pages, and prepare and complete online forms
- decision making skills to make recommendations on selection of contractor
- interpersonal skills to negotiate selection process, resolve conflict and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to interpret written and oral information and complete documentation
- organisational skills to plan and arrange selection process, and schedule and meet time lines
- research skills to source selection information and resource requirements.

#### Required knowledge and understanding

- building construction practices, principles and processes
- building control legislation, codes and relevant Australian standards
- contract law applied to property contracts
- contractor roles and capabilities
- limitations of work role, responsibility and professional abilities
- OHS issues and requirements

- 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
  - industrial relations
  - OHS
  - privacy
  - property sales, leasing 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 practical demonstration of coordinating contractor requirements for a variety of projects. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

#### Critical aspects for assessment and evidence required to demonstrate

- A person who demonstrates competency in this unit must be able to provide evidence of:
- completing selection of contractors, including reviewing criteria and reporting recommendations

|   |  |
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| <b>competency in this unit</b>                          | <ul style="list-style-type: none"> <li>■ evaluating and selecting contractors using appropriate selection criteria and communication techniques</li> <li>■ determining contractor requirements through research and consultation</li> <li>■ knowledge of organisation's practices, ethical standards and legislative requirements associated with coordinating contractor requirements for a variety of projects</li> <li>■ preparing selection schedule and criteria, and arranging people to be involved in the selection process.</li> </ul>  |
| <b>Context of and specific resources for assessment</b> | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul> <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"> <li>■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace</li> <li>■ where the assessment is part of a structured</li> </ul> |

## CPPDSM5074A Select and appoint contractors in the property industry

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.

**Relevant people**

may include:

- agents
- architects
- builders
- clients
- colleagues
- engineers and technicians
- financial institutions
- government personnel
- investors
- legal representatives
- members of industry associations
- specialist consultants
- supervisors
- surveyors.

**Information**

may relate to:

- budgets and operating costs
- company services
- current and planned property or site developments
- deposited, survey and other plans
- land title documentation
- legal documentation
- management policy and procedures
- project terms and conditions
- property drawings
- relevant project contracts
- selection criteria
- tenancy and other contracts.

**Selection**

**process** may include:

- advertisement
- complying and non-complying tendering
- direct appointment
- open quotations



|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>■ register of consultants.</li> </ul>   |
| <b>Types of contractors</b> may include:                             | <ul style="list-style-type: none"> <li>■ one or multiple builders</li> <li>■ one or multiple service providers.</li> </ul>   |
| <b>Organisational requirements</b> may be outlined and reflected in: | <ul style="list-style-type: none"> <li>■ access and equity principles and practice guidelines</li> <li>■ business and performance plans</li> <li>■ complaint and dispute resolution procedures</li> <li>■ goals, objectives, plans, systems and processes</li> <li>■ legal and ethical requirements and codes of practice</li> <li>■ mission statements and strategic plans</li> <li>■ OHS policies, procedures and programs</li> <li>■ policies and procedures in relation to client service</li> <li>■ quality and continuous improvement processes and standards</li> <li>■ quality assurance and procedure manuals.</li> </ul> |
| <b>Legislative requirements</b> may be outlined and reflected in:    | <ul style="list-style-type: none"> <li>■ Australian standards</li> <li>■ general duty of care to clients</li> <li>■ home building requirements</li> <li>■ privacy requirements</li> <li>■ relevant federal, and state or territory legislation that affects organisational operation, including:               <ul style="list-style-type: none"> <li>● anti-discrimination and diversity</li> <li>● environmental issues</li> <li>● EEO</li> <li>● industrial relations</li> <li>● OHS</li> </ul> </li> <li>■ relevant industry codes of practice covering the market sector and industry, financial</li> </ul>                   |

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law</li> <li>■ strata, community and company titles</li> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines.</li> </ul>  |
| <b>Selection criteria</b> may relate to:              | <ul style="list-style-type: none"> <li>■ contractor philosophy</li> <li>■ current workload</li> <li>■ demonstrated capacity to perform</li> <li>■ financial security</li> <li>■ performance record</li> <li>■ quality of subcontractors</li> <li>■ technical capability.</li> </ul>  |
| <b>Business equipment and technology</b> may include: | <ul style="list-style-type: none"> <li>■ computers</li> <li>■ data storage devices</li> <li>■ email</li> <li>■ facsimile machines</li> <li>■ internet, extranet and intranet</li> <li>■ photocopiers</li> <li>■ printers</li> <li>■ scanners</li> <li>■ software applications, such as databases and word applications.</li> </ul>   |
| <b>Interpersonal techniques</b> may include:          | <ul style="list-style-type: none"> <li>■ active listening</li> <li>■ clear presentation of options</li> <li>■ consultation methods</li> <li>■ culturally inclusive and sensitive engagement techniques</li> <li>■ questioning to clarify and confirm understanding</li> <li>■ seeking feedback</li> <li>■ two-way interaction</li> <li>■ using language and concepts appropriate to</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>■ cultural differences</li> <li>■ verbal or non-verbal language.</li> </ul>   |
| <b>Consultative processes</b> may include:     | <ul style="list-style-type: none"> <li>■ face-to-face meetings</li> <li>■ telephone, facsimile and written communication.</li> </ul>   |
| <b>Appropriate support</b> may be sought from: | <ul style="list-style-type: none"> <li>■ colleagues</li> <li>■ legal representatives</li> <li>■ property specialists, including architects, surveyors, engineers, property managers, real estate agents, lawyers, local government personnel and industry consultants</li> <li>■ supervisors.</li> </ul> |
| <b>Feedback</b> may be sought from:            | <ul style="list-style-type: none"> <li>■ clients and legal representatives</li> <li>■ industry specialists</li> <li>■ supervisors and colleagues</li> <li>■ workplace assessment.</li> </ul>   |

### Unit sector(s)

Property development, sales and management

### Competency field

Property operations and development

## UNIT

### CPPDSM3019B Communicate with clients as part of agency operations

One of three units required for the NSW Certificate of Registration as a registered strata manager or registered community manager  
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  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

#### Qualifications that include this unit

| Code                     | Title   | Release |
|--------------------------|---|---------|
| <a href="#">CPP30311</a> | Certificate III in Property Services (Operations) | 1       |

#### Classifications

| Scheme   | Code   | Classification value |
|--|--------|----------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080503 | Real Estate          |

#### Content

Download:

- [Unit of competency in Word format \(442.14 KB\)](#)
- [Unit of competency in PDF format \(150.82 KB\)](#)

#### Modification history

Not applicable

### Unit descriptor

This unit of competency specifies the outcomes required to interact and build relationships with clients as part of agency operations. It includes developing rapport with clients, handling initial client enquiries, establishing and maintaining a client database and dealing with client complaints and problems.

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

### Application of the unit

This unit of competency supports the work of licensed real estate agents, real estate representatives and support staff in interacting and building effective relationships with clients as part of agency operations

### Licensing/regulatory information

Refer to unit descriptor

### Pre-requisites

**Prerequisite units:** Nil

### Employability skills information

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

### Elements and performance criteria

Elements describe the essential outcomes of a unit of competency.

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

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

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|  | 3.3 Regular clients are accurately identified and followed up according to agency practice.   |
|  | 3.4 <b>Client records</b> are accurately used to advise clients on agency services of possible interest.  |
| 4 Deal with client complaints and problems | <p>4.1 <b>Client complaints and problems</b> 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 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

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|   | 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.   |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"> <li>■ applying agency policies and procedures, and relevant legislative requirements in regard to dealing with clients</li> <li>■ applying knowledge of agency services to enhance client support</li> <li>■ 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</li> <li>■ 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</li> <li>■ resolving client complaints by acknowledging problems and supporting client in arriving at positive outcomes and obtaining mutually acceptable complaint resolution</li> <li>■ using effective questioning, listening and observation skills to determine client requirements accurately.</li> </ul> |
| <b>Context of and specific resources for assessment</b>   | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate</li> </ul>  |

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.

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| <b><i>Client needs, preferences and requirements</i></b><br>may include:                            | <ul style="list-style-type: none"> <li>■ contract administration</li> <li>■ current and planned real estate developments</li> <li>■ information about agency services in relation to specific property</li> <li>■ lease enquiries</li> <li>■ physical needs</li> <li>■ property characteristics, including:               <ul style="list-style-type: none"> <li>● availability of alternative energy sources</li> <li>● accessibility for people with disabilities</li> <li>● energy efficiency</li> <li>● energy ratings</li> <li>● water saving devices</li> </ul> </li> <li>■ property management</li> <li>■ property sales.</li> </ul> |
| <b><i>Professional ethics maintained with the client</i></b><br>may include:                        | <ul style="list-style-type: none"> <li>■ confidentiality</li> <li>■ honesty</li> <li>■ positive statements</li> <li>■ privacy</li> </ul>  |
| <b><i>Client needs, preferences and requirements are accurately clarified</i></b><br>through using: | <ul style="list-style-type: none"> <li>■ active listening</li> <li>■ clear, concise and legible writing</li> <li>■ active listening</li> <li>■ appropriate questioning</li> <li>■ empathy</li> <li>■ observation</li> <li>■ reassurance and confirmation</li> </ul>   |
| <b><i>Agency services</i></b><br>may include:   | <ul style="list-style-type: none"> <li>■ property management</li> <li>■ property sales.</li> </ul>  |
| <b><i>Client database</i></b><br>may be:  | <ul style="list-style-type: none"> <li>■ computer-based</li> <li>■ manual.</li> </ul>   |
| <b><i>Client records</i></b><br>may be:   | <ul style="list-style-type: none"> <li>■ contact details</li> <li>■ name</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>■ nature of enquiry or requirement</li> <li>■ request for follow-up and promotional information</li> </ul>   |
| <b><i>Client complaints and problems</i></b> may relate to: | <ul style="list-style-type: none"> <li>■ agency service</li> <li>■ client behaviour, including:                             <ul style="list-style-type: none"> <li>● aggressive behaviour</li> <li>● arrogant behaviour</li> <li>● assertive behaviour</li> <li>● demanding behaviour</li> <li>● exasperated behaviour</li> <li>● fussy behaviour</li> <li>● passive behaviour</li> <li>● rude behaviour</li> </ul> </li> <li>■ property sales</li> <li>■ property management.</li> </ul> |

## Unit sector(s)

Property development, sales and management

## Competency field

Real estate

## UNIT

## CPPDSM3016A Work in the property industry

One of three units required for the NSW Certificate of Registration as a registered strata manager or registered community manager  
Refer to Learning program

## Summary

| Release              | Status  | Release date |
|----------------------|---------|--------------|
| 1 (this release)     | Current | 07/Apr/2011  |
| Usage recommendation | Current |              |

## Training packages that include this unit

| Code                  | Title                              | Release  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

## Qualifications that include this unit

| Code                     | Title   | Release |
|--------------------------|---|---------|
| <a href="#">CPP30311</a> | Certificate III in Property Services (Operations) | 1       |

## Classifications

| Scheme   | Code   | Classification value |
|--|--------|----------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080503 | Real Estate          |

## Content

Download:

- [Unit of competency in Word format \(445.86 KB\)](#)
- [Unit of competency in PDF format \(218.98 KB\)](#)

## Modification history

Not applicable.

## Unit descriptor

This unit of competency specifies the outcomes required to apply foundation knowledge to work effectively and efficiently in the property industry. It covers the basic entry-level functions to enable compliance with legislative, financial and procedural requirements. It requires the ability to identify potential risks associated with a range of activities within the property industry, and opportunities for improving own professional development.

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 applying foundation knowledge to work effectively and efficiently in the property industry.

## 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 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 Interpret and comply with legislative, financial and procedural requirements | <p>1.1 <b>Legislative, financial and procedural requirements</b> relevant to agency <b>services</b> are identified and interpreted according to <b>client needs</b> and <b>organisational requirements</b></p> <p>1.2 Key principles relating to consumer protection and trade practices are identified and interpreted according to legislative and industry requirements.</p> <p>1.3 Own interpretation and application of legislative, financial and procedural requirements are confirmed with <b>relevant people</b> to ensure consistent and accurate understanding.</p> <p>1.4 Situations requiring <b>specialist advice</b> are identified and assistance is sought as required according to organisational procedures</p> |
| 2. Interpret and comply with ethical practices and rules of conduct            | <p>2.1 <b>Regulatory and industry standards, codes of ethics and conduct</b> are identified and interpreted according to organisational requirements.</p> <p>2.2 Key principles relating to agency ethical values are identified and interpreted according to legislative and industry requirements.</p> <p>2.3 Own interpretation and application of ethical and conduct requirements are confirmed with relevant people to ensure consistent and accurate understanding.</p> <p>2.4 Situations requiring specialist advice are identified and assistance is sought as required according to organisational procedures.</p>   |
| 3. Interpret work role and responsibilities                                    | <p>3.1 Own role and responsibilities are identified and confirmed with relevant people according to organisational requirements.</p> <p>3.2 Work tasks are identified, scheduled and</p>   |

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|  | <p>completed within designated timeframes according to client and organisational requirements.</p> <p>3.3 Work reflects an understanding and respect of individual differences, and <b>work practices</b> are adapted as appropriate to meet the <b>specific needs</b> of relevant people.</p> <p>3.4 <b>Feedback</b> from clients and colleagues is sought and used to determine professional competency and quality of performance, and to identify key areas for improvement.</p> <p>3.5 Information regarding learning and professional development is recorded and maintained according to organisational requirements.</p> |
| <b>4 Identify risks</b>                              | <p>4.1 Potential and existing <b>risks</b> are identified and reported to relevant people according to organisational procedures.</p> <p>4.2 Recommendations on appropriate strategies to minimise risks and complaints are discussed with relevant people.</p> <p>4.3 <b>Limitations</b> in identifying risks are identified and assistance is sought from relevant people according to organisational requirements.</p> <p>4.4 Appropriate <b>information collection techniques</b> are used to access information on potential and existing risks from individuals and groups.</p>  |
| <b>5 Complete standard contractual documentation</b> | <p>5.1 <b>Standard documentation</b> for property operations is completed according to legislative and procedural requirements.</p> <p>5.2 <b>Business equipment and technology</b> are used as required to complete documentation according to applicable OHS, organisational and industry requirements.</p>  |

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|  | <p>5.3 Written information meets organisational standards of language, accuracy and relevance and is used in an ethically and legally appropriate manner.</p> <p>5.4 Property documentation and information systems are securely maintained according to confidentiality, legislative and organisational requirements</p>   |
| <p>6 Develop understanding of industry employment requirements</p> | <p>6.1 Industry employment and <b>professional development</b> requirements are accessed and interpreted to ensure own continuous professional development.</p> <p>6.2 Employee and employer rights and responsibilities, including remuneration and awards, are accessed and interpreted.</p> <p>6.3 Key industry and statutory organisations able to assist own professional development are identified and assistance is sought as required.</p> <p>6.4 Industry <b>competency standards and other relevant benchmarks</b> are identified and reviewed to establish future professional development needs and priorities</p> |

## Required skills and knowledge

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

### Required skills

- communication skills to follow financial requirements, such as trust account procedures; identify and complete appropriate documentation; interpret and understand legal, financial and procedural requirements; and access and understand a variety of information

- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities and to respect individual differences
- organisational skills to create a personal professional development plan and prioritise personal professional development needs
- reflection skills to differentiate between professional and personal values
- self-evaluation skills to evaluate own work practices in order to identify ways to improve performance or understanding.

### Required knowledge

- foundation knowledge of handling trust monies and office processes
- limitations of work role, responsibility and professional abilities
- OHS issues and requirements
- organisational and professional procedures
- social and ethical practices and business standards
- 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
  - property sales, leasing and management
- risk factors relating to a variety of transactions.

## 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

This unit of competency could be assessed through demonstrating the completion of daily work activities associated with the property industry in line with legal and procedural requirements. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide 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:

- interpreting and complying with relevant legislative, financial and procedural requirements and confirming own understanding and application with relevant people
- interpreting and complying with ethical practices and codes of conduct and checking own understanding and application with relevant people
- identifying a range of potential and existing risks using appropriate information collection techniques, and discussing recommendations on strategies to minimise risks with relevant people

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|   | <ul style="list-style-type: none"> <li>■ completing standard contractual documentation ensuring adherence to legislative and procedural requirements, and securely maintaining property information</li> <li>■ interpreting and using industry employment and professional development guidelines and benchmarks, and seeking assistance from key industry and statutory organisations to ensure own continuous professional development</li> <li>■ interpreting and verifying own role and responsibilities and demonstrating an understanding and respect of individual differences in carrying out work tasks.</li> </ul>  |
| <b>Context of and specific resources for assessment</b> | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ a registered provider of assessment services</li> <li>■ competency standards</li> <li>■ assessment materials and tools</li> <li>■ suitable assessment venue and equipment</li> <li>■ workplace documentation</li> <li>■ candidate special requirements</li> <li>■ cost and time considerations.</li> </ul> <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"> <li>■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace</li> </ul> |

### CPPDSM3016A Work in the property industry

- 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,  
financial and  
procedural  
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 legislation and regulations affecting organisational operation, including:
  - anti-discrimination and diversity
  - environmental issues
  - EEO
  - industrial relations
  - OHS
- relevant industry codes of practice, which may cover areas including market sector, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and



|                                    |   |
|------------------------------------|---|
|                                    | <ul style="list-style-type: none"> <li>contract or common law</li> <li>■ relevant local government policies and regulations</li> <li>■ strata, community and company titles</li> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines.</li> </ul>  |
| <b>Services</b> may relate to:     | <ul style="list-style-type: none"> <li>■ business broking</li> <li>■ buyer's advocacy or agent</li> <li>■ marketing, sale and leasing of a range of property types</li> <li>■ on-site residential property management</li> <li>■ property management for a range of property types</li> <li>■ residential and commercial real estate</li> <li>■ rural agency practice</li> <li>■ strata and community title management.</li> </ul>                |
| <b>Clients</b> may include:        | <ul style="list-style-type: none"> <li>■ agents or third parties for purchasers and vendors</li> <li>■ in-house staff and office contractors</li> <li>■ other agency staff</li> <li>■ owner corporations and community title groups</li> <li>■ potential vendors</li> <li>■ prospective and existing landlords</li> <li>■ prospective and existing tenants</li> <li>■ prospective purchasers</li> <li>■ purchasers</li> <li>■ vendors.</li> </ul> |
| <b>Client needs</b> may relate to: | <ul style="list-style-type: none"> <li>■ beliefs and values</li> <li>■ conventions of gender and sexuality</li> <li>■ cultural practices and observations</li> <li>■ cultural stereotypes</li> <li>■ disposable income and financial constraints</li> <li>■ environmental considerations</li> <li>■ language</li> <li>■ physical and mental disabilities</li> </ul>   |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>■ religious and spiritual observances</li> <li>■ social conventions</li> <li>■ verbal and non-verbal communication.</li> </ul>   |
| <b>Organisational requirements</b><br>may be outlined and reflected in: | <ul style="list-style-type: none"> <li>■ access and equity principles and practice guidelines</li> <li>■ agency policies and guidelines</li> <li>■ business and performance plans</li> <li>■ complaint and dispute resolution procedures</li> <li>■ ethical standards and codes of practice, such as:               <ul style="list-style-type: none"> <li>● acting in principal's best interests</li> <li>● misrepresentation</li> <li>● over-servicing</li> <li>● fixed charges rather than fee for service</li> <li>● declaration of beneficial interest</li> <li>● clear communication of services offered and fee for services</li> <li>● clear negotiation of fees</li> </ul> </li> <li>■ goals, objectives, plans, systems and processes</li> <li>■ legal policies and guidelines</li> <li>■ mission statements and strategic plans</li> <li>■ OHS policies, procedures and programs</li> <li>■ policies and procedures in relation to client service</li> <li>■ quality and continuous improvement processes and standards</li> <li>■ quality assurance and procedure manuals</li> <li>■ sales, marketing and leasing or management procedure manuals.</li> </ul> |
| <b>Relevant people</b><br>may include:                                  | <ul style="list-style-type: none"> <li>■ clients</li> <li>■ colleagues</li> <li>■ consumers</li> <li>■ legal representatives</li> <li>■ members of industry associations</li> <li>■ supervisors</li> </ul>  |

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**Specialist advice**

may be sought from:

**CPPDSM3016A Work in the property industry**

- architects
- bankers and financiers
- builders
- emergency personnel
- government officials
- industry professionals and members of industry associations
- investment consultants
- OHS representatives
- planners
- real estate agents
- solicitors
- subcontractors
- supervisors and colleagues
- technical experts
- valuers.

**Regulatory and industry standards**

may include:

- industry standards
- legislative and statutory requirements outlined in relevant legislation, such as licensing, property, tenancy, tribunal and court
- OHS
- rules of conduct and ethical practices.

**Codes of ethics and conduct**

may relate to

- acting in principal's best interests
- clear communication of services offered and fee for services
- clear negotiation of fees
- declaration of beneficial interest
- declaration of conflict of interest
- duty of care
- individual behaviour
- maintaining confidentiality
- misrepresentation
- non-discriminatory practices
- over-servicing
- fixed charges rather than fee for service

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| <b>Work practices</b><br>may relate to: | <ul style="list-style-type: none"> <li>■ use of organisational property.</li> <li>■ appraising for sale or lease</li> <li>■ canvassing for relevant business</li> <li>■ listing for sale or lease</li> <li>■ managing property</li> <li>■ negotiating and executing lease arrangements</li> <li>■ negotiating and executing sales</li> <li>■ preparing for sale by auction</li> <li>■ promoting and marketing property</li> <li>■ promoting, advertising and undertaking administrative duties</li> <li>■ providing support within an agency</li> <li>■ receiving and handling monies</li> <li>■ undertaking routine functions within the organisation.</li> </ul> |
| <b>Specific needs</b><br>may relate to: | <ul style="list-style-type: none"> <li>■ beliefs and values</li> <li>■ conventions of gender and sexuality</li> <li>■ cultural stereotypes</li> <li>■ dress</li> <li>■ food and diet</li> <li>■ religious and spiritual observances</li> <li>■ social conventions</li> <li>■ traditional practices and observations</li> <li>■ verbal and non-verbal language.</li> </ul>  |
| <b>Feedback</b> may include:            | <ul style="list-style-type: none"> <li>■ formal and informal discussions, reviews and evaluations with:               <ul style="list-style-type: none"> <li>● existing and previous clients</li> <li>● peers, colleagues and managers</li> </ul> </li> <li>■ information provided by others involved in a professional capacity, both internal and external to the organisation.</li> </ul>   |
| <b>Risks:</b>                           | <ul style="list-style-type: none"> <li>■ may relate to:               <ul style="list-style-type: none"> <li>● changes to regulations and legislation</li> <li>● client and staff satisfaction</li> </ul> </li> </ul>  |

## CPPDSM3016A Work in the property industry

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|  | <ul style="list-style-type: none"> <li>● competition</li> <li>● emergencies and disasters</li> <li>● fire and security</li> <li>● health and safety</li> <li>● market influences</li> <li>● physical, financial or human resources</li> <li>● project control and cash flow</li> <li>● suppliers and contractors</li> <li>● time constraints</li> </ul> <p>■ may be identified through:</p> <ul style="list-style-type: none"> <li>● audits and review of audit reports</li> <li>● checking work area and equipment before and during work</li> <li>● ongoing training</li> <li>● regular housekeeping activities</li> <li>● regular formal and informal consultation and meetings with colleagues</li> <li>● review of OHS records, including registers of hazardous substances and dangerous goods</li> <li>● workplace inspections in area of responsibility.</li> </ul> |
| <b>Limitations</b> may relate to:            | <ul style="list-style-type: none"> <li>■ industry requirements</li> <li>■ job role and responsibilities</li> <li>■ legal responsibilities</li> <li>■ own competency level</li> <li>■ own interpretation of legislation, regulations and procedures</li> <li>■ own understanding of risk identification processes</li> <li>■ quality processes.</li> </ul>   |
| <b>Information collection techniques</b> may | <ul style="list-style-type: none"> <li>■ discussions with colleagues and clients</li> <li>■ documentation, reports and risk management plans</li> <li>■ group workshops and brainstorming</li> </ul>  |

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| include:  | <ul style="list-style-type: none"> <li>■ incident reporting systems</li> <li>■ interviews and questionnaires</li> <li>■ media, including newspaper, radio, television and industry magazines</li> <li>■ observation checklists</li> <li>■ organisational or industry-based surveys.</li> </ul>   |
| <b>Standard documentation</b> may include:              | <ul style="list-style-type: none"> <li>■ building codes</li> <li>■ licences</li> <li>■ maps</li> <li>■ organisational, industry and other contracts</li> <li>■ permits</li> <li>■ plans</li> <li>■ property marketing, sale and lease agreements or contracts</li> <li>■ specifications</li> <li>■ tenancy agreements</li> </ul>   |
| <b>Business equipment and technology</b> may include:   | <ul style="list-style-type: none"> <li>■ computers</li> <li>■ data storage devices</li> <li>■ email</li> <li>■ facsimile machines</li> <li>■ internet, extranet and intranet</li> <li>■ photocopiers</li> <li>■ printers</li> <li>■ scanners</li> <li>■ software applications, such as databases and word applications.</li> </ul>   |
| <b>Professional development strategies</b> may include: | <ul style="list-style-type: none"> <li>■ coaching, mentoring and supervision</li> <li>■ formal and informal learning programs</li> <li>■ identifying and establishing new career paths</li> <li>■ involvement in community and industry activities</li> <li>■ updating and maintaining knowledge base on current issues for work and professional practice</li> <li>■ using existing strengths to focus future career development</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>■ work rotation to facilitate changing work priorities.</li> </ul>  |
| <b>Competency standards and other relevant benchmarks</b> may relate to: | <ul style="list-style-type: none"> <li>■ benchmarks such as:             <ul style="list-style-type: none"> <li>● industry code of conduct and code of ethics</li> <li>● statutory and legislative requirements related to working in the property sector</li> </ul> </li> <li>■ personal and technical knowledge, skills and attitudinal aspects required to undertake day-to-day tasks and duties of the work function effectively and efficiently; specifically:             <ul style="list-style-type: none"> <li>● competency standards for the property industry</li> <li>● other relevant industry, cross-industry and enterprise competency standards.</li> </ul> </li> </ul> |

### Unit sector(s)

Property development, sales and management

### Competency field

Property operations and development

## UNIT

### CPPDSM3017A Work in the strata/community management sector

One of three units required for the NSW Certificate of Registration as a registered strata manager or registered community manager  
Refer to Learning program

#### Summary

| Release          | Status  | Release date |
|------------------|---------|--------------|
| 1 (this release) | Current | 07/Apr/2011  |

Usage recommendation    Current

#### Training packages that include this unit

| Code                  | Title                              | Release  |
|-----------------------|------------------------------------|----------|
| <a href="#">CPP07</a> | Property Services Training Package | 7.0-14.1 |

#### Qualifications that include this unit

| Code                     | Title   | Release |
|--------------------------|---|---------|
| <a href="#">CPP40307</a> | Certificate IV in Property Services (Real Estate) | 1       |
| <a href="#">CPP30311</a> | Certificate III in Property Services (Operations) | 1       |

#### Classifications

| Scheme   | Code   | Classification value |
|--|--------|----------------------|
| ASCED Module/Unit of Competency<br>Field of Education Identifier | 080503 | Real Estate          |

#### Content

Download:

- [Unit of competency in Word format \(445.88 KB\)](#)
- [Unit of competency in Word format \(216.69 KB\)](#)

#### Modification history

Not applicable.

**234**CPPDSM3017A Work in the strata/community management sector



## 235CPPDSM3017A Work in the strata/community management sector

### Unit descriptor

This unit of competency specifies the outcomes required to apply foundation knowledge to work effectively and efficiently in the strata/community management sector. It covers the basic entry-level functions to enable compliance with legislative, ethical and procedural requirements. It requires the ability to identify potential risks associated with a range of activities within the sector and opportunities for improving own professional development.

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 applying foundation knowledge to work effectively and efficiently in the strata/community management industry.

### 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 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 Interpret and comply with legislative, financial and procedural requirements | <p>1.1 <b>Legislative, ethical and procedural requirements</b> relevant to strata/community management <b>services</b> are identified and accessed according to <b>client needs</b> and <b>organisational requirements</b>.</p> <p>1.2 Key principles relating to agency legislative, ethical and procedural values are identified and interpreted.</p> <p>1.3 Own interpretation and application of legislative, ethical and procedural requirements are confirmed with <b>relevant people to</b> ensure consistency.</p> <p>1.4 Breaches of organisational <b>codes of ethics and conduct</b> are recognised and reported according to organisational requirements.</p> <p>1.5 Situations requiring <b>specialist advice</b> are identified and assistance is sought as required according to organisational procedures.</p> |
| 2. Implement effective work practices  | <p>2.1 Strata/community management <b>work practices</b> are implemented according to client instructions and organisational requirements.</p> <p>2.2 Work tasks are identified, scheduled and completed within designated timeframes according to industry, legislative and organisational requirements.</p> <p>2.3 <b>Factors</b> affecting achievement of work tasks are identified and reported to relevant people according to organisational procedures.</p> <p>2.4 Commitment to compliance with applicable legislative, ethical and procedural requirements</p>  |

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|  | is demonstrated in own work practices.   |
| 3. Complete standard contractual documentation | <p>3.1 <b>Standard documentation</b> for strata/community management operations is completed according to legislative and procedural requirements.</p> <p>3.2 <b>Business equipment and technology</b> are used as required to complete documentation according to applicable OHS and organisational requirements.</p> <p>3.3 Text used in contractual documentation complies with organisational requirements and is used in a legally appropriate manner.</p> <p>3.4 Own professional obligations and responsibilities in completing industry documentation are recognised and applied.</p> <p>3.5 Documentation is securely maintained with due regard to confidentiality, legislative and organisational requirements.</p> |
| 4 Identify risks                               | <p>4.1 Potential <b>risks</b> are identified and reported to relevant people according to organisational procedures.</p> <p>4.2 Recommendations on appropriate strategies to minimise risks and complaints are discussed with relevant people.</p> <p>4.3 Appropriate practices for receiving and handling monies are identified and applied according to organisational and legislative requirements.</p> <p>4.4 Appropriate security arrangements for the management of property and facilities are identified and applied according to organisational and legislative requirements.</p> <p>4.5 <b>Limitations</b> in identifying risk are identified and assistance is sought from relevant people</p>                      |

|   |   |
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|   | according to organisational requirements.   |
| <b>5 Develop and maintain professional competence</b> | <p>5.1 <b><i>Own professional development</i></b> is maintained in consultation with relevant people according to organisational requirements.</p> <p>5.2 <b><i>Feedback</i></b> from clients and colleagues is used to determine professional competency and quality of performance, and to identify key areas for improvement.</p> <p>5.3 Personal knowledge and skills in providing strata/community management services are reviewed against <b><i>competency standards and other relevant benchmarks</i></b> to establish professional development needs and priorities.</p> <p>5.4 Strategies to maintain currency of professional competency in providing effective strata/community management services are identified, scheduled and implemented.</p> <p>5.5 Information regarding learning and professional development is recorded and securely maintained according to organisational requirements.</p> |

## Required skills and knowledge

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

### Required skills

- communication skills to follow financial requirements, such as trust account procedures; identify and complete appropriate documentation; interpret and understand client needs; interpret and understand legal, ethical and procedural requirements; and access and understand a variety of information relating to strata/community management services

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- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities and to respect individual differences
- organisational skills to create a personal professional development plan, prioritise personal professional development needs, and schedule and manage meetings
- reflection skills to differentiate between professional and personal values
- self-evaluation skills to evaluate own work practices systematically in order to identify ways to improve performance or understanding.

### Required knowledge

- foundation knowledge of office processes and handling trust monies
- limitations of work role, responsibility and professional abilities
- OHS issues and requirements
- organisational and professional procedures
- 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
  - strata/community management title
- risk factors relating to workplace practices
- social and ethical practices and business standards.

## 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

This unit of competency could be assessed through demonstrating the completion of daily work activities associated with the property industry in line with legal and procedural requirements. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide 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.

This unit of competency could be assessed through practical demonstration of applying foundation knowledge to perform work tasks in the strata/community management sector. 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.

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### 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:

- knowing, interpreting and complying with relevant legislative, ethical and procedural requirements and confirming own understanding and application with relevant people, including:
  - determining and clarifying expectations of owner corporations
  - acting in principal's best interests
  - adequate disclosure of relevant information, including management fees and declaration of beneficial interests
  - ethical representation of organisation and clients
  - fair and honest provision of property services
  - identifying and disclosing conflicts of interest
  - maintaining confidentiality
  - non-discriminatory practices
  - over-servicing
  - fixed charges rather than fee for service
- completing standard documentation using business equipment and technology and ensuring adherence to legislative and procedural requirements, and securely storing the documentation
- identifying, scheduling and carrying out work tasks in a way that demonstrates compliance with legislative, ethical and procedural requirements, and identifying and reporting factors that impede the achievement of scheduled tasks

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|   | <ul style="list-style-type: none"> <li>■ identifying a range of potential risks through consultation with relevant people, and demonstrating appropriate practices for handling monies and securing property and facilities</li> <li>■ using feedback and industry competency standards and benchmarks to identify accurately and implement opportunities for developing and maintaining own professional development</li> </ul>  |
| <b>Context of and specific resources for assessment</b> | <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>■ access to suitable simulated or real opportunities and resources to demonstrate competence</li> <li>■ assessment instruments that may include personal planner and assessment record book</li> <li>■ access to a registered provider of assessment services.</li> </ul> <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"> <li>■ competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace</li> <li>■ where the assessment is part of a structured learning experience the evidence collected</li> </ul> |



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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,  
financial and  
procedural  
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 legislation and regulations affecting organisational operation, including:
  - anti-discrimination and diversity
  - environmental issues
  - EEO
  - industrial relations
  - OHS
- relevant industry codes of practice, which may cover areas including market sector, 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

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|  | <ul style="list-style-type: none"> <li>■ regulations</li> <li>■ strata, community and company titles</li> <li>■ tenancy agreements</li> <li>■ trade practices laws and guidelines</li> </ul>   |
| <b>Services</b> may relate to:                                       | <ul style="list-style-type: none"> <li>■ property and facilities management for a range of property types</li> <li>■ residential, commercial and industrial property.</li> </ul>   |
| <b>Clients</b> may include:  | <ul style="list-style-type: none"> <li>■ agents or third parties for owners</li> <li>■ in-house staff and office contractors</li> <li>■ owner corporations, body corporate and community title groups</li> <li>■ potential and existing owners</li> <li>■ prospective and existing tenants</li> <li>■ strata companies</li> </ul>  |
| <b>Client needs</b> may relate to:                                   | <ul style="list-style-type: none"> <li>■ beliefs and values</li> <li>■ conventions of gender and sexuality</li> <li>■ cultural practices and observations</li> <li>■ cultural stereotypes</li> <li>■ disposable income and financial constraints</li> <li>■ environmental considerations</li> <li>■ language</li> <li>■ physical and mental disabilities</li> <li>■ religious and spiritual observances</li> <li>■ social conventions</li> <li>■ verbal and non-verbal communication.</li> </ul> |
| <b>Organisational requirements</b> may be outlined and reflected in: | <ul style="list-style-type: none"> <li>■ access and equity principles and practice guidelines</li> <li>■ agency policies and guidelines</li> <li>■ business and performance plans</li> <li>■ complaint and dispute resolution procedures</li> <li>■ ethical standards and codes of practice, such as: <ul style="list-style-type: none"> <li>● acting in principal's best interests</li> <li>● clear communication of services offered and fee for services</li> </ul> </li> </ul>               |

## UNITS

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|  | <ul style="list-style-type: none"> <li>● clear negotiation of fees</li> <li>● declaration of beneficial interest</li> <li>● misrepresentation</li> <li>● over-servicing</li> <li>● fixed charges rather than fee for service</li> <li>■ goals, objectives, plans, systems and processes</li> <li>■ legal policies and guidelines</li> <li>■ mission statements and strategic plans</li> <li>■ OHS policies, procedures and programs</li> <li>■ policies and procedures in relation to client service</li> <li>■ quality and continuous improvement processes and standards</li> <li>■ quality assurance and procedure manuals</li> <li>■ sales, marketing and leasing or management procedure manuals.</li> </ul> |
| <b>Relevant people</b><br>may include:           | <ul style="list-style-type: none"> <li>■ clients</li> <li>■ colleagues</li> <li>■ consumers</li> <li>■ legal representatives</li> <li>■ members of industry associations</li> <li>■ supervisors</li> </ul>  |
| <b>Codes of ethics and conduct</b> may relate to | <ul style="list-style-type: none"> <li>■ accurate determination and clarification of owner corporation's expectations</li> <li>■ acting in principal's best interests</li> <li>■ clear communication of services offered and fee for services</li> <li>■ clear negotiation of fees</li> <li>■ declaration of beneficial interest</li> <li>■ declaration of conflict of interest</li> <li>■ disclosure of relevant information, including management fees</li> <li>■ fair and honest provision of property services</li> <li>■ individual behaviour</li> <li>■ maintaining confidentiality</li> </ul>  |

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|  | <ul style="list-style-type: none"><li>■ misrepresentation</li><li>■ non-discriminatory practices</li><li>■ over-servicing</li><li>■ fixed charges rather than fee for service</li><li>■ representation of organisation and clients</li><li>■ use of organisational property.</li></ul>  |
| <b>Specialist advice</b><br>may be sought<br>from: | <ul style="list-style-type: none"><li>■ architects</li><li>■ bankers and financiers</li><li>■ builders</li><li>■ government officials</li><li>■ investment consultants</li><li>■ members of industry associations</li><li>■ planners</li><li>■ real estate agents</li><li>■ solicitors</li><li>■ subcontractors</li><li>■ supervisors and colleagues</li><li>■ technical experts</li><li>■ valuers.</li></ul>   |
| <b>Work practices</b><br>may relate to:            | <ul style="list-style-type: none"><li>■ contractor management</li><li>■ dealing with owners' corporations and tenants</li><li>■ engaging clients</li><li>■ managing property and other facilities</li><li>■ negotiating and executing management agreements</li><li>■ obtaining prospects for listing</li><li>■ planning and managing meetings</li><li>■ promoting, advertising and undertaking administrative duties of the agency</li><li>■ providing support within the agency</li><li>■ receiving and handling monies</li><li>■ records management</li><li>■ undertaking routine functions within the agency.</li></ul> |
| <b>Factors</b> may                                 | <ul style="list-style-type: none"><li>■ changes to procedures</li></ul>   |

## UNITS

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| relate to:  | <ul style="list-style-type: none"> <li>■ competing work demands</li> <li>■ environmental factors, such as time and weather</li> <li>■ health and safety issues</li> <li>■ resource issues</li> <li>■ technology and equipment breakdown</li> </ul>   |
| <b>Standard documentation</b> may include:            | <ul style="list-style-type: none"> <li>■ building codes</li> <li>■ licences</li> <li>■ maps</li> <li>■ organisational, industry and other contracts</li> <li>■ permits</li> <li>■ plans</li> <li>■ property marketing, sale and lease agreements or contracts</li> <li>■ specifications</li> <li>■ tenancy agreements</li> <li>■ titles</li> </ul>   |
| <b>Business equipment and technology</b> may include: | <ul style="list-style-type: none"> <li>■ computers</li> <li>■ data storage devices</li> <li>■ email</li> <li>■ facsimile machines</li> <li>■ internet, extranet and intranet</li> <li>■ photocopiers</li> <li>■ printers and scanners</li> <li>■ software applications, such as databases and word applications.</li> </ul>  |
| <b>Risks:</b>   | <ul style="list-style-type: none"> <li>■ may relate to:             <ul style="list-style-type: none"> <li>● changes to regulations and legislation</li> <li>● client and staff satisfaction</li> <li>● competition</li> <li>● emergencies and disasters</li> <li>● fire and security</li> <li>● health and safety</li> <li>● market influences</li> <li>● physical, financial or human resources</li> </ul> </li> </ul> |

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|---|---|
|   | <ul style="list-style-type: none"> <li>● project control and cash flow</li> <li>● suppliers and contractors</li> <li>● time constraints</li> <li>■ may be identified through:             <ul style="list-style-type: none"> <li>● audits and review of audit reports</li> <li>● checking work area and equipment before and during work</li> <li>● ongoing training</li> <li>● regular housekeeping activities</li> <li>● regular formal and informal consultation and meetings with colleagues</li> <li>● review of OHS records, including registers of hazardous substances and dangerous goods</li> <li>● workplace inspections in area of responsibility.</li> </ul> </li> </ul> |
| <b>Limitations</b> may relate to:                       | <ul style="list-style-type: none"> <li>■ industry requirements</li> <li>■ job role and responsibilities</li> <li>■ legal responsibilities</li> <li>■ own competency level</li> <li>■ own interpretation of legislation, regulations and procedures</li> <li>■ own understanding of risk identification processes</li> <li>■ quality processes.</li> </ul>   |
| <b>Professional development strategies</b> may include: | <ul style="list-style-type: none"> <li>■ coaching, mentoring and supervision</li> <li>■ formal and informal learning programs</li> <li>■ identifying and establishing new career paths</li> <li>■ involvement in community and industry activities</li> <li>■ updating and maintaining knowledge base on current issues for work and professional practice</li> <li>■ using existing strengths to focus future career development</li> </ul>  |

## UNITS

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>■ work rotation to facilitate changing work priorities.</li> </ul>   |
| <b>Feedback</b> may include:   | <ul style="list-style-type: none"> <li>■ formal and informal discussions, reviews and evaluations with:               <ul style="list-style-type: none"> <li>● existing and previous clients</li> <li>● peers, colleagues and managers</li> </ul> </li> <li>■ information provided by others involved in a professional capacity, both internal and external to the organisation.</li> </ul>  |
| <b>Competency standards and other relevant benchmarks</b> may relate to: | <ul style="list-style-type: none"> <li>■ other benchmarks such as:               <ul style="list-style-type: none"> <li>● industry code of conduct and code of ethics</li> <li>● statutory and legislative requirements in terms of working in the property sector</li> </ul> </li> <li>■ personal and technical knowledge, skills and attitudinal aspects required to undertake day-to-day tasks and duties of the work function effectively and efficiently; specifically:               <ul style="list-style-type: none"> <li>● competency standards for the property industry</li> <li>● other relevant industry, cross-industry and enterprise competency standards.</li> </ul> </li> </ul> |

### Unit sector(s)

Property development, sales and management

### Competency field

Property operations and development



## LINKS

### REFERENCES and WEBSITES

#### [VETink.edu.au](http://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](http://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](http://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](http://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](http://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](http://www.austlii.edu.au)

Resource of Australian and international legal materials, including a law specific search engine, links, Australian cases, law and other legal matters.

## State and Territory Licensing Boards

[fairtrading.nsw.gov.au](http://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](http://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](http://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/](http://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](http://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](http://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](http://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 CPP40611

| Code                       | Title   | Essential |
|----------------------------|---|-----------|
| <a href="#">BSBADM409A</a> | Coordinate business resources                             | N/A       |
| <a href="#">BSBCMM401A</a> | Make a presentation                                       | N/A       |
| <a href="#">BSBFIA402A</a> | Report on financial activity                              | N/A       |
| <a href="#">BSBHRM405A</a> | Support the recruitment, selection and induction of staff | N/A       |
| <a href="#">BSBITS401A</a> | Maintain business technology                              | N/A       |
| <a href="#">BSBITS401B</a> | Maintain business technology                              | N/A       |
| <a href="#">BSBLED401A</a> | Develop teams and individuals                             | N/A       |
| <a href="#">BSBMGT402A</a> | Implement operational plan                                | N/A       |
| <a href="#">BSBMKG413A</a> | Promote products and services                             | N/A       |
| <a href="#">BSBREL401A</a> | Establish networks  | Core      |
| <a href="#">BSBRKG304B</a> | Maintain business records                                 | N/A       |
| <a href="#">BSBSMB402A</a> | Plan small business finances                              | N/A       |
| <a href="#">BSBSMB404A</a> | Undertake small business planning                         | N/A       |

|                                    |   |      |
|------------------------------------|---|------|
| <a href="#"><u>BSBSMB406A</u></a>  | Manage small business finances  | N/A  |
| <a href="#"><u>BSBSUS301A</u></a>  | Implement and monitor environmentally sustainable work practices        | N/A  |
| <a href="#"><u>BSBWOR402A</u></a>  | Promote team effectiveness  | N/A  |
| <a href="#"><u>CPCSUS4002A</u></a> | Use building science principles to construct energy efficient buildings | N/A  |
| <a href="#"><u>CPCSUS4003A</u></a> | Maximise energy efficiency through applied trade skills                 | N/A  |
| <a href="#"><u>CPPCMN4009A</u></a> | Develop team understanding of and commitment to sustainability          | N/A  |
| <a href="#"><u>CPPCMN4010A</u></a> | Cost and quote sustainable product and service provision                | N/A  |
| <a href="#"><u>CPPCMN4011A</u></a> | Communicate and market sustainable solutions                            | N/A  |
| <a href="#"><u>CPPCMN4012A</u></a> | Contribute to sustainable solutions throughout a building's life cycle  | N/A  |
| <a href="#"><u>CPPCMN4013B</u></a> | Operate a sustainable business  | N/A  |
| <a href="#"><u>CPPDSM4006A</u></a> | Establish and manage agency trust accounts                              | N/A  |
| <a href="#"><u>CPPDSM4025A</u></a> | Advise on performance of asset  | N/A  |
| <a href="#"><u>CPPDSM4026A</u></a> | Analyse property and facility information                               | N/A  |
| <a href="#"><u>CPPDSM4027A</u></a> | Analyse resource use in building operations                             | N/A  |
| <a href="#"><u>CPPDSM4028A</u></a> | Identify and analyse risks and opportunities in the property industry   | Core |
| <a href="#"><u>CPPDSM4031A</u></a> | Arrange lease of space  | N/A  |
| <a href="#"><u>CPPDSM4032A</u></a> | Arrange valuation of facilities and                                     | N/A  |

|                             |   |      |
|-----------------------------|---|------|
|                             | assets  |      |
| <a href="#">CPPDSM4034A</a> | Assess and implement strata/<br>community management agreement    | N/A  |
| <a href="#">CPPDSM4040A</a> | Contribute to life cycle maintenance<br>strategy                  | N/A  |
| <a href="#">CPPDSM4041A</a> | Contribute to development of a<br>tenancy mix strategy            | N/A  |
| <a href="#">CPPDSM4042A</a> | Coordinate construction contract                                  | N/A  |
| <a href="#">CPPDSM4043A</a> | Coordinate fit-out of property and<br>facilities                  | N/A  |
| <a href="#">CPPDSM4044A</a> | Coordinate maintenance and repair of<br>properties and facilities | Core |
| <a href="#">CPPDSM4045A</a> | Facilitate meetings in the property<br>industry                   | N/A  |
| <a href="#">CPPDSM4047A</a> | Implement and monitor procurement<br>process                      | Core |
| <a href="#">CPPDSM4048B</a> | Implement customer service strategies<br>in the property industry | Core |
| <a href="#">CPPDSM4055A</a> | Maintain asset management system                                  | N/A  |
| <a href="#">CPPDSM4056A</a> | Manage conflict and disputes in the<br>property industry          | N/A  |
| <a href="#">CPPDSM4057A</a> | Monitor a safe workplace in the<br>property industry              | Core |
| <a href="#">CPPDSM4058A</a> | Monitor service requirements in the<br>property industry          | N/A  |
| <a href="#">CPPDSM4059A</a> | Monitor space use in the property<br>industry                     | N/A  |
| <a href="#">CPPDSM4062A</a> | Occupy space  | N/A  |
| <a href="#">CPPDSM4063A</a> | Participate in developing and                                     | Core |

|                                    |   |      |
|------------------------------------|---|------|
|                                    | establishing property or facilities contracts           |      |
| <a href="#"><u>CPPDSM4064A</u></a> | Participate in research of property investment          | N/A  |
| <a href="#"><u>CPPDSM4066A</u></a> | Plan and coordinate property and facility inspection    | N/A  |
| <a href="#"><u>CPPDSM4071A</u></a> | Promote process improvement in the property industry    | N/A  |
| <a href="#"><u>CPPDSM4072A</u></a> | Provide leadership in the property industry             | Core |
| <a href="#"><u>CPPDSM4074A</u></a> | Select and appoint contractors in the property industry | N/A  |



CPP40611

Certificate IV in Property Services  
(Operations)

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