# Assessment Requirements for CPPDSM5029 Manage client relationships and networks in the property industry

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## Modification History

Release 1.

Replaces superseded equivalent CPPDSM5029A Manage client relationships and networks in the property industry.

This version first released with CPP Property Services Training Package Version 5.

## Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- identify and maintain one business relationship or professional network in the property industry
- establish and maintain one client relationship
- demonstrate having influenced one issue in one professional network.

In doing the above, the person must:

- develop and implement feedback strategies to obtain information from relevant people on ways to improve relationships and delivery of client services
- identify networking requirements through consultation with clients and colleagues
- apply knowledge of organisation's practices and ethical standards associated with maintaining positive business relationships and active professional networks
- maintain up-to-date computer databases of relevant contacts and associated information
- promote and participate in networks and provide support to network members
- select appropriate methods and adapt communication styles when communicating with clients.

## Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- benefits of establishing relationships and business networks
- key features of principal communication styles
- features of ethical business relationships
- networking strategies
- principles and operations of networks
- techniques for building relationships of trust, including with people from different cultures.

- techniques for obtaining ongoing feedback to maintain and improve client relationships.

## Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
    - computer system with internet, email and printing facilities
- physical conditions:
    - clients and business networks
- specifications:
    - sources of information on property industry networks
    - ethical standards for business relationships and networks
    - workplace policies and procedures on business relationships and networks
- supervisor:
    - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

## Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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