



Australian Government

CPP30211 Certificate III in Property Services (Agency)

Release 3

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Modification History

Version	Comment
3	<p>Deletion of Property Services (Agency) unit as approved by the Industry Reference Committee Release 15.0 of the CPP Property Services Training Package:</p> <ul style="list-style-type: none">• CPPDSM3013A Perform and record property management activities and transactions.
2	<p>Update 9 superseded non-native elective units to their current equivalent unit:</p> <ul style="list-style-type: none">• BSBADM311A to BSBADM311• BSBCMM301A to BSBCMM301• BSBDIV301A to BSBDIV301• BSBINM301A to BSBINM301• BSBITS401A to BSBITS401• BSBITU306A to BSBITU306• BSBSUS201A to BSBSUS201• BSBWOR301A to BSBWOR301• BSBWRT301A to BSBWRT301 <p>This version released with CPP07 Version 14.4</p>

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • apply reading skills to access organisational information • apply literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms • apply numeracy skills to calculate and interpret data and to interpret customer requirements and meet their needs • communicate the workplace safety requirements • communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities • employ effective communication strategies to establish rapport with clients, determine client needs, and provide accurate advice and follow-up services in line with agency practice • explain features and benefits of relevant products and services to customers • follow written and verbal instructions • record and report details of incidents in the work area and clearly explain information on OHS issues • use communication techniques appropriate to the relationship and the purpose of interaction • use language skills to communicate adequately with the customer • use effective communication strategies to establish rapport with clients, ascertain client needs, and provide accurate advice and follow-up services in line with agency practice • produce different forms of reports using information retrieved from relevant property and client information databases • review and check reports for accuracy

Employability Skills Qualification Summary

Teamwork

- apply interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- contribute with colleagues to participative arrangements for OHS management in the workplace
- identify roles and responsibilities of key personnel involved in agencies in line with legislative requirements and agency practice
- identify and seek advice from relevant people about limitations in responding to customer needs
- provide feedback to relevant personnel
- raise OHS issues with relevant people according to legislative and organisational requirements
- recognise and report hazards at work to relevant people according to organisational requirements
- seek feedback from customers

Problem solving

- analyse situations and make decisions regarding the selection of property or client information
- apply appropriate responses to emergency situations
- clarify and meet customer needs and expectations in the property industry in a single encounter or multiple encounters, on a one-to-one basis with a customer
- evaluate potential or existing risks and hazards in the workplace and interpret and comply with OHS safety signs and symbols
- identify and control workplace risks and hazards
- identify causes and potential impact of risks on agency
- identify and solve problems when establishing and maintaining customer relationships
- identify and correctly use processes and procedures relevant to customer relationships
- make decisions consistent with legislative and ethical requirements

Employability Skills Qualification Summary	
Initiative and enterprise	<ul style="list-style-type: none"> • assist with the implementation of safety policy and procedures into the workplace • comply with ergonomic and environmental protection requirements • follow safe operating practices and procedures when using tools and equipment • identify special requirements of customers and provide appropriate advice on relevant products and services • identify and interpret property information for use in the preparation of reports • negotiate to assist clients with property sales and property management matters
Planning and organising	<ul style="list-style-type: none"> • apply risk management strategies associated with advising clients on property sales and property management options • check information for clarity, accuracy, currency and relevance in line with agency procedures, legislative requirements and privacy guidelines • identify key operations of estate agencies in the context of legislative and agency requirements • identify limitations in responding to customer needs • follow emergency procedures according to OHS and organisational requirements • plan, organise and schedule work-related tasks • provide client with options and alternatives where appropriate • undertake work-related tasks associated with identifying and responding to risks
Self-management	<ul style="list-style-type: none"> • assess personal skills in identifying and responding to agency risk • assist the implementation of safety policy and procedures into the workplace • apply relevant agreements, codes of practice or other legislative requirements to work processes • conduct work using safe workplace practices and according to OHS policies and procedures and organisational requirements • comply with industry and agency norms in

Employability Skills Qualification Summary

	<p>regard to personal presentation and professional image</p> <ul style="list-style-type: none"> • comply with workplace safety agreements according to legislative and organisational requirements • ensure compliance with legislative requirements and industry and agency practice by identifying ethical and conduct standards • identify key legislation and regulations relevant to agency operations • interpret and comply with legislative and agency requirements • model ethical practice • source specialist advice in line with agency practice
Learning	<ul style="list-style-type: none"> • assess personal knowledge and skills in providing real estate services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities • identify and plan opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in line with agency practice • understand OHS procedures and guidelines relevant to workplace operations • understand the range and meaning of OHS safety signs and symbols • understand relevant federal, state or territory, and local government legislation and regulations • understand specified products and services to provide assistance to customers
Technology	<ul style="list-style-type: none"> • access the internet and web pages • prepare online forms • lodge electronic documents • search online and agency databases • receive emails and complete standard forms online • identify appropriate property or client database

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

Packaging rules	
<p>To achieve this qualification, the candidate must demonstrate competency in:</p> <ul style="list-style-type: none"> 14 units of competency: 5 core units 9 elective units. <p>The elective units are chosen as follows:</p> <ul style="list-style-type: none"> 9 units from the Group A or Group B electives units listed below 4 of the units may be chosen from other Certificate III or IV qualifications in CPP07 or Certificate III qualifications in BSB07 Business Services or FNS10 Financial Services Training Packages, or from a current state accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome. 	
Core units	
CPPDSM3009A	Maintain workplace safety in the property industry
CPPDSM3010B	Meet customer needs and expectations in the property industry
CPPDSM3015B	Use and maintain property and client information databases
CPPDSM3018B	Identify risks to agency operations
CPPDSM4080A	Work in the real estate industry
CPPDSM4081A	or Work in the stock and station agency sector
Elective units	
Group A Agency administration	
BSBADM311	Maintain business resources

Packaging rules	
BSBCMM301	Process customer complaints
BSBDIV301	Work effectively with diversity
BSBINM301	Organise workplace information
BSBITS401	Maintain business technology
BSBITU306	Design and produce business documents
BSBSUS201	Participate in environmentally sustainable work practices
BSBWOR301	Organise personal work priorities and development
BSBWRT301	Write simple documents
FNSICGEN302B	Use technology in the workplace
FNSICGEN305B	Maintain daily financial/business records
Group B Property sales and management	
CPPDSM3001A	Assist in listing properties for lease
CPPDSM3002A	Assist in listing properties for sale
CPPDSM3003A	Assist in marketing properties for lease
CPPDSM3004A	Assist in marketing properties for sale
CPPDSM3005A	Assist with the sale of properties
CPPDSM3006B	Collect and process property information
CPPDSM3008A	Maintain and protect condition of managed properties
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work