



Australian Government

CPP40307 Certificate IV in Property Services (Real Estate)

Release 4

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Modification History

Version	Comment
3	<p>Deletion of Property Services (Real Estate) 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">• CPPDSM4023A Act as a tenant's agent• CPPDSM4051A Lease rural property.
2	<p>Update to superseded non-native elective units to equivalent current unit:</p> <ul style="list-style-type: none">• BSBCMM401A to BSBCMM401• BSBITS401A to BSBITS401• BSBLED401A to BSBLED401• BSBRKG304B to BSBRKG304• BSBSMB404A to BSBSMB404• BSBSMB406A to BSBSMB406• BSBWOR402A to BSBLDR403 <p>This version release with CPP07 version 14.4</p>
3	<p>Minor modification to version 2 modification history comment, above, to remove typo. This version released with CPP07 version 14.5.</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 the following facets:
Communication	<ul style="list-style-type: none"> • apply literacy skills to access and interpret a variety of texts, including leases; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms • apply numeracy skills to calculate and interpret data such as deposits, entitlements and commissions • communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities • demonstrate effective communication strategies to establish rapport with clients, determine client needs, provide accurate advice, address client concerns and deal with conflict in line with agency practice • identify and assess property marketing strategies in the context of legislative requirements and agency practice • identify effective communication strategies for managing conflicts involving clients, and evaluate them in line with legislative requirements and agency practice • use verbal communication skills for face-to-face communication with real estate sellers and buyers
Teamwork	<ul style="list-style-type: none"> • identify roles and responsibilities of government agencies regulating the lease and management of property • identify roles and responsibilities of agents in leasing and managing property in line with legislative requirements and agency practice • work effectively in and promote communication between teams in an agency environment
Problem solving	<ul style="list-style-type: none"> • apply decision making and problem solving skills to analyse situations and make decisions consistent with legislative and regulatory requirements

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • apply strategies for resolving disputes between landlords and tenants and evaluate them in line with legislative requirements and agency practice
Initiative and enterprise	<ul style="list-style-type: none"> • analyse causes and potential impact of risks on agency, clients and other stakeholders • apply analytical skills to interpret documentation, such as parliamentary documents, legislation, regulations and codes of conduct • apply research skills to identify and locate legislation, regulations and codes of conduct • apply negotiation and conflict resolution skills to resolve disputes with tenants and landlords • negotiate to assist clients with property sales and property management matters
Planning and organising	<ul style="list-style-type: none"> • apply risk management strategies associated with advising clients on property sales and property management options • identify and assess listing opportunities in the context of legislative requirements and agency practice • plan, organise and schedule work-related tasks, such as inspecting properties • identify changes to legislation and regulations affecting agency operations • identify information on key operations of estate agencies in the context of legislative and agency requirements • implement agency procedures and systems to minimise risk to agency • maintain relevant records of legislation and industry codes of conduct • identify and access source documents for legislation and regulations relevant to the provision of real estate agency services
Self-management	<ul style="list-style-type: none"> • demonstrate a commitment to comply with industry codes of conduct by own personal ethical behaviour • interpret and comply with legislative and agency requirements • understand legislative requirements and

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

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

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

Packaging Rules

Packaging rules

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

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

- property sales and management
- specialist
- common.

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

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

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

Core units

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

Elective units

Property sales and management

CPPDSM3008A	Maintain and protect condition of managed properties
CPPDSM4001A	Act as a buyer's agent
CPPDSM4002A	Apply knowledge of state or territory legislative and regulatory framework to complete agency work
CPPDSM4003A	Appraise property

Packaging rules	
CPPDSM4004A	Conduct auction
CPPDSM4005A	Establish and build client-agency relationships
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4010A	Lease property
CPPDSM4011A	List property for lease
CPPDSM4012A	List property for sale
CPPDSM4013A	Market property for lease
CPPDSM4014A	Market property for sale
CPPDSM4016A	Monitor and manage lease or tenancy agreement
CPPDSM4017A	Negotiate effectively in property transactions
CPPDSM4018A	Prepare and present property reports
CPPDSM4019A	Prepare for auction and complete sale
CPPDSM4020A	Present at tribunals
CPPDSM4022A	Sell and finalise the sale of property by private treaty
CPPDSM4046A	Manage tenancy disputes
CPPDSM4049A	Implement maintenance plan for managed properties
Specialist	
CPPDSM3017A	Work in the strata/community management sector
CPPDSM4021A	Sell and finalise sale of rural property by private treaty
CPPDSM4029A	Appraise business
CPPDSM4030A	Appraise rural property
CPPDSM4033A	Assess and value goods, chattels, plant and equipment
CPPDSM4034A	Assess and implement strata/community management agreement

Packaging rules	
CPPDSM4036A	Broker sale of industrial, commercial and retail property
CPPDSM4038A	Conduct goods, chattels or equipment clearing sale or auction
CPPDSM4040A	Contribute to life cycle maintenance strategy
CPPDSM4041A	Contribute to development of a tenancy mix strategy
CPPDSM4043A	Coordinate fit-out of property and facilities
CPPDSM4050A	Lease industrial, commercial and retail property
CPPDSM4053A	List business for sale
CPPDSM4058A	Monitor service requirements in the property industry
CPPDSM4059A	Monitor space use in the property industry
CPPDSM4060A	Negotiate sale and manage sale to completion or settlement
CPPDSM4061A	Obtain prospects for listing
CPPDSM4062A	Occupy space
CPPDSM4069A	Promote and market listed business
CPPDSM4074A	Select and appoint contractors in the property industry
CPPDSM4078A	Sell rural property by tender
CPPDSM4079A	Work in the business broking sector
Common	
BSBCMM401	Make a presentation
BSBHRM402A	Recruit, select and induct staff
BSBITS401	Maintain business technology
BSBLED401	Develop teams and individuals
BSBRKG304	Maintain business records
BSBSMB404	Undertake small business planning

Packaging rules	
BSBSMB406	Manage small business finances
BSBLDR403	Lead team effectiveness
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPDSM4057A	Monitor a safe workplace in the property industry