



**Australian Government**

# **CPP50307 Diploma of Property Services (Agency Management)**

**Release 3**

# CPP50307 Diploma of Property Services (Agency Management)

## Modification History

Version	Comment
3	<p>Deletion of the Diploma of Property Services (Agency Management) 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"><li>• CPPDSM5036A Prepare tender documentation in the property industry.</li></ul>
2	<p>Update superseded imported elective units to current equivalent unit:</p> <ul style="list-style-type: none"><li>• BSBFIM501A to BSBFIM501</li><li>• BSBMGT502B to BSBMGT502</li><li>• BSBMGT515A to BSBMGT517</li><li>• BSBMGT605B to BSBMGT605</li></ul> <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

<b>Employability Skills Qualification Summary</b>	
	<b>qualification include:</b>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• apply 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</li> <li>• apply numeracy skills to calculate and interpret data contained in trust account records and financial reports</li> <li>• apply verbal communication skills for face-to-face communication with real estate sellers and buyers</li> <li>• demonstrate effective communication strategies in establishing rapport with clients, determining client needs, providing accurate advice, addressing client concerns and dealing with conflict</li> <li>• establish rapport with clients and express an interest in client needs, preferences and requirements to enhance client commitment, trust and credibility of agency and to build return client base</li> <li>• identify and evaluate effective communication strategies for managing conflict involving clients</li> <li>• identify and address potential barriers to effective communication with clients</li> <li>• review documentation and other reporting requirements for compliance with legislative requirements</li> <li>• communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities</li> <li>• use culturally appropriate styles of communication for specific cultural groups</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• obtain feedback and other forms of data to identify options for improving relationships with clients</li> <li>• identify roles and responsibilities of agent in sale of property, including general disclosure requirements</li> </ul>

<b>Employability Skills Qualification Summary</b>	
	<ul style="list-style-type: none"> <li>• interpret and assess roles and responsibilities of agent in the context of legislative requirements and agency practice</li> <li>• offer positive feedback to clients in line with agency practice</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• use decision making and problem solving skills to analyse risk situations and make decisions consistent with legislative and ethical requirements</li> <li>• use strategies for resolving disputes between landlord and tenant in line with legislative requirements and agency practice</li> </ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"> <li>• analyse causes and potential impact of risks on agency, clients and other stakeholders</li> <li>• apply analytical skills to interpret documents such as legislation, regulations, contracts, contract notes, sale authority documents and Certificates of Title</li> <li>• apply negotiation skills required for interacting with sellers and buyers</li> <li>• use research to identify and locate documents and information relating to identifying and treating risks</li> </ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>• access sources of information and tools for identification of actual and potential risks</li> <li>• identify changes to legislation and regulations affecting agency operations</li> <li>• identify factors likely to influence the lease of properties and clarify potential tenant intentions</li> <li>• implement agency procedures and systems to minimise risk to agency</li> <li>• maintain relevant records of legislation and industry codes of conduct</li> <li>• undertake work-related tasks associated with identifying, assessing, treating and monitoring risks</li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• comply with relevant industry codes</li> <li>• demonstrate a commitment to comply with industry codes of conduct through personal ethical behaviour</li> <li>• identify requirements of ethical and conduct standards and consumer protection and</li> </ul>

<b>Employability Skills Qualification Summary</b>	
	<p>privacy legislation in relation to the sale of property in line with legislative requirements and agency practice</p> <ul style="list-style-type: none"> <li>• maintain professional ethics with client to promote agency image and credibility</li> <li>• review personal skills in identifying and assessing consumer risk and where appropriate, implement strategies for improving this aspect of professional practice</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>• apply knowledge of general principles of legislation, regulations and industry codes of conduct affecting real estate operations</li> <li>• assess against industry competency standards and other relevant benchmarks personal knowledge and skills in providing real estate services to determine continuing training needs and priorities</li> <li>• identify, plan and apply opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge</li> <li>• provide ongoing training for all relevant agency staff to ensure efficient operation of trust accounts, financial and IT systems and compliance with agency practice and legislative requirements</li> <li>• understand ethical and conduct standards and key principles of consumer protection and privacy in relation to the sale of property</li> <li>• understand the sales process, including ways of obtaining listings, methods of selling property, strategies for marketing property, and the process for settling the sale of property</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>• access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases</li> <li>• apply technical skills to use necessary equipment to document risk management strategies</li> <li>• apply computing skills to access agency databases, send and receive email and complete standard forms online</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

<b>Packaging rules</b>	
<p>To achieve recognition at the Diploma level, the candidate must demonstrate competency in a total of twenty-six units comprising:</p> <ul style="list-style-type: none"> <li>• six core units</li> <li>• a minimum of four and a maximum of ten common units</li> <li>• a minimum of eight and a maximum of sixteen elective units chosen from the options below.</li> </ul> <p>A minimum of eight of the electives must be taken from the property sales and management units within the Certificate IV in Property Services (Real Estate). The remaining electives may be chosen from:</p> <ul style="list-style-type: none"> <li>• the specialist or common units in the Certificate IV in Property Services (Real Estate)</li> <li>• the Certificate IV in Property Services (Stock and Station Agency)</li> <li>• any Diploma or Advanced Diploma qualification in CPP07 Property Services Training Package</li> <li>• any Diploma qualification in BSB07 Business Services, RTE03 Rural Production or FNS04 Financial Services Training Packages, provided that the units do not duplicate units in CPP07 Property Services Training Package.</li> </ul> <p>All units must contribute to a valid, industry-supported vocational outcome.</p>	
<b>Core units</b>	
CPPDSM4006A	Establish and manage agency trust accounts
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

<b>Packaging rules</b>	
CPPDSM4080A	Work in the real estate industry
	or
CPPDSM4081A	Work in the stock and station agency sector
<b>Common units</b>	
BSBFIM501	Manage budgets and financial plans
BSBHRM402A	Recruit, select and induct staff
BSBMGT502	Manage people performance
BSBMGT517	Manage operational plan
BSBMGT605	Provide leadership across the organisation
CPPDSM4005A	Establish and build client-agency relationships
CPPDSM5009A	Coordinate risk management system in the property industry
CPPDSM5012A	Develop a strategic business plan in the real estate industry
CPPDSM5018A	Ensure a safe workplace in the property industry
CPPDSM5020A	Manage and monitor effective client service in the real estate industry
CPPDSM5030A	Manage projects in the property industry
CPPDSM5032A	Market the agency
<b>Elective units</b>	
Options for choice of elective units are outlined on previous page.	