



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM3014A Undertake property inspection

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to inspect various types of property for conditions and compliance with approved requirements. It requires the ability to communicate effectively with those involved in the inspection process, and to have a clear understanding of industry and organisational inspection criteria and methods for carrying out and reporting the results of a property inspection.

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

Application of the unit

This unit of competency supports the work of those involved in inspecting property.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills 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 Pre-Content

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.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify inspection requirements.

- 1.1 Purpose and *type of inspection* are established from property records according to *client* and *organisational requirements*.
- 1.2 *Inspection processes* and time lines are negotiated and agreed with *relevant people* according to organisational requirements.
- 1.3 *Property documentation* and *legislative requirements* are specified, gathered and reviewed to identify critical aspects requiring inspection.
- 1.4 Access arrangements are coordinated with relevant people according to organisational requirements.

2 Inspect property.

- 2.1 Property is inspected according to industry and organisational requirements, ensuring all relevant aspects of the property are sighted and noted.
- 2.2 Inspections are conducted in a reliable manner according to organisational requirements and efficient use of available time and resources.
- 2.3 Appropriate *interpersonal techniques* are used to access relevant information from *inspection site* personnel.
- 2.4 Variations in compliance with approved requirements are recognised and noted according to organisational and legislative requirements.
- 2.5 Situations requiring *specialist advice* are identified and assistance is sought as required according to organisational requirements.

3 Record and report inspection findings.

- 3.1 Inspection findings are organised in a format suitable for analysis and dissemination according to client and organisational requirements.
- 3.2 Inspection conclusions are supported by *verifiable evidence* and are consistent with relevant legislative and organisational requirements.
- 3.3 *Business equipment and technology* are used to maintain relevant documentation according to applicable OHS, legislative and organisational requirements.
- 3.4 Inspection report is distributed to relevant people according to client and organisational requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- communication skills to complete documentation, report findings, interpret written and oral information, and negotiate client 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 relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- observation skills to assess condition of property
- organisational skills to plan and arrange a property inspection and schedule and meet time lines
- technical skills to interpret such things as maps, plans and diagrams.

Required knowledge and understanding:

- basic knowledge of property contracts and administrative requirements
- Building Code of Australia (BCA) requirements
- inspection methods for different property types
- limitations of work role, responsibility and professional abilities
- OHS issues and requirements
- organisational and professional procedures, 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
- types of property classes and characteristics.

Evidence Guide

EVIDENCE GUIDE

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

Overview of assessment

This unit of competency could be assessed through practical demonstration of inspecting a property. 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:

- conducting and completing a property inspection within agreed timeframes and in compliance with all applicable industry, legal and organisational requirements
- applying effective communication and coordination techniques required to access property and organise inspection
- knowledge of agency practices, ethical standards and legislative requirements associated with property inspections
- complying with established inspection processes, noting variations in approved property requirements, and preparing findings in a report suitable for analysis and dissemination.

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

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.

Type of inspection may be:

- at change of use
- at development stage
- irregular
- periodic

- planned
 - related to a complaint
 - related to illegal works or usage
 - statutory.
- Client** may include:
- agent
 - building supervisor
 - government and legal instrument and agency
 - project manager
 - property agent
 - property owner
 - tenant.
- 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.
- Inspection processes** may relate to:
- statutory limitations
 - complexity of construction
 - timeframes
 - type of construction
 - type of job.
- Relevant people** may include:
- clients
 - colleagues
 - legal representatives
 - members of industry associations
 - site personnel
 - supervisors.
- Property documentation** may include:
- agreements
 - building codes
 - checklists
 - contracts
 - licences
 - permits
 - plans
 - previous inspection reports
 - specifications.

Legislative requirements may be outlined and reflected in:

- Australian standards, and quality assurance and certification requirements
- award and enterprise agreements
- 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
- 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
- strata, community and company titles
- tenancy agreements
- trade practices.

Interpersonal techniques may relate to:

- active listening
- clear presentation of options
- constructive feedback
- culturally inclusive and sensitive engagement techniques
- questioning to clarify and confirm understanding
- two-way interaction
- use of language and concepts appropriate to cultural differences
- verbal or non-verbal language.

Inspection site may include:

- alterations
- dangerous structures
- environmental conditions
- existing buildings
- land or structures
- multiple locations
- new buildings
- ruinous structures.

Specialist advice may be sought from:

- builders
- colleagues
- government officials
- managers and supervisors

- Verifiable evidence** may include:
- members of industry associations
 - planners
 - subcontractors
 - technical experts
 - valuers.
- Business equipment and technology** may include:
- inspection checklists, records and notes
 - qualitative and quantitative data
 - visual assessment of physical and aesthetic aspects of property.
 - computers
 - data storage devices
 - email
 - facsimile machines
 - internet, extranet and intranet
 - photocopiers
 - printers and scanners
 - software applications, such as databases and word applications.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development