



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4066A Plan and coordinate property and facility inspection

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to plan and coordinate a property or facility inspection to evaluate its condition, worth and redevelopment requirements. It requires the ability to plan and document work activities effectively, monitor and conduct inspection tasks and record and report results of the 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 planning and coordinating property and facility inspections to evaluate their condition, worth and redevelopment requirements.

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 Plan property or facility inspection.	<p>1.1 Research and analysis are conducted of relevant <i>property or facility information</i> to determine <i>status</i> and occupancy details.</p> <p>1.2 Context and <i>purpose of inspection</i> are determined in consultation with <i>relevant people</i> and according to <i>organisational requirements</i>.</p> <p>1.3 Property or facility inspection plan is developed detailing a range of suitable inspection activities and time lines that accurately reflect <i>client</i> and organisational requirements.</p> <p>1.4 Property or facility inspection plan is developed that is sufficiently flexible and adaptable to accommodate unforeseen <i>contingencies</i> that may arise.</p> <p>1.5 <i>Business equipment and technology</i> are used to access, organise and monitor information according to applicable OHS and organisational requirements.</p> <p>1.6 Property or facility access arrangements and approvals to conduct inspection are negotiated with relevant people according to <i>legislative requirements</i> and organisational procedures.</p>
2 Conduct property or facility inspection.	<p>2.1 Property or facility is inspected according to inspection plan, ensuring all relevant aspects of the property or facility are sighted and noted.</p> <p>2.2 <i>Variations</i> to inspection plan are determined and implemented to meet changing circumstances and improve service delivery.</p> <p>2.3 Reliable <i>inspection processes</i> are used according to organisational requirements, making efficient use of time and resources.</p> <p>2.4 <i>Condition</i> of <i>features</i> associated with property or facility is recorded according to industry and organisational requirements.</p> <p>2.5 Situations requiring <i>specialist advice</i> are identified and assistance is sought as required according to organisational requirements.</p>
3 Review and report inspection outcomes.	<p>3.1 Inspection outcomes are reported and reviewed against aims and objectives of activities outlined in inspection plan.</p> <p>3.2 Recommendations and issues are prepared in required format according to organisational requirements and in a style and structure suitable for review and</p>

ELEMENT**PERFORMANCE CRITERIA**

- interpretation.
- 3.3 **Feedback** on client satisfaction with inspection outcomes is sought using valid methods and verifiable data according to organisational requirements.
- 3.4 Relevant documentation is completed and processed according to legislative and organisational requirements.
- 3.5 Information is securely maintained with due regard to client confidentiality and according to legislative 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:

- analytical skills to determine critical aspects of inspection and provide recommendations on future options for subject property or facility
- communication skills to interpret written and oral information and to 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
- literacy skills to complete documentation and report findings
- organisational skills to manage risk, plan and arrange property or facility inspection, and schedule and meet time lines and client requirements
- research skills to source property or facility information and review client satisfaction
- technical skills to schedule tasks and report outcomes.

Required knowledge and understanding:

- basic knowledge of property and facility contracts and administrative requirements
- inspection methods for different property and facility types
- limitations of work role, responsibility and professional abilities
- local regulations affecting use and conditions of subject property or facility
- OHS issues and requirements
- organisational and professional procedures, ethical practices and business

REQUIRED SKILLS AND KNOWLEDGE

standards

- principles of business and property law, and specific precedents likely to influence conduct of inspection
- relevant building codes
- 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
- sources of information and assistance for property or facility.

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 planning and coordinating property or facility inspections to evaluate the condition, worth and redevelopment requirements of properties or facilities. 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

A person who demonstrates competency in this unit must be able to provide evidence of:

- conducting a property or facility inspection under

competency in this unit

normal industry conditions ensuring condition of features is recorded

- knowledge of agency practices, ethical standards and legislative requirements associated with inspecting a property and assessing its condition
- reporting inspection conclusions and recommendations, including client feedback on level of satisfaction with service
- undertaking sufficient research of property or facility to develop an inspection plan detailing a range of suitable inspection activities and incorporating appropriate contingency arrangements.

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.

- Property or facility information*** may include information relating to:
- agreements
 - building codes
 - company services
 - construction costs
 - current and planned property, facility or site developments
 - deposited, survey and other plans
 - depreciation schedules
 - land and water rates
 - land title documentation
 - leasing rates
 - legal documentation
 - licences
 - management policy and procedures
 - marketing services
 - occupancy rates
 - operating costs
 - permits
 - sales information
 - specifications
 - taxation
 - tenancy and other contracts
 - utilities usage.
- Status*** of property or facility may relate to:
- financial situation
 - legal ownership
 - location by lot
 - location by section number
 - occupancy.
- Purpose of inspection*** may:
- be defined through a contract between enterprise providing inspection service and legal entity commissioning the service
 - form part of internal procedures of property

- management organisation.
- Relevant people*** may include:
- agents
 - clients
 - colleagues
 - government personnel
 - legal representatives
 - management
 - members of industry associations
 - property owners
 - site personnel
 - supervisors
 - tenants.
- 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.
- Clients*** may include:
- agents
 - building supervisors
 - government and legal instruments or agencies
 - managers
 - project managers
 - property and facility agents
 - property and facility owners
 - tenants.
- Contingencies*** may include:
- budget constraints
 - building delays
 - competing work demands of contractor
 - environmental factors, such as time and weather
 - industrial disputes
 - non-availability of resources and materials
 - public holidays and shut-down periods
 - equipment and technology breakdown
 - unforeseen incidents
 - workplace hazards, risks and controls.

Business equipment and technology may include:

- computers
- data storage devices
- email
- facsimile machines
- internet, extranet and intranet
- photocopiers
- printers
- scanners
- software applications, such as databases and word applications.

Legislative requirements may be outlined and reflected in:

- Australian standards, and quality assurance and certification requirements
- award and enterprise agreements
- codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law
- environmental and zoning laws affecting access security, access and property use
- general duty of care to clients
- home building requirements
- local regulations and by-laws
- privacy laws applying to owners, contractors and tenants
- 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 laws and guidelines.

Variations may include:

- alternative suppliers
- changes to fittings and fixtures
- changes to inspection schedules
- work outside or producing results outside the terms and conditions of contract.

Inspection processes may relate to:

- complexity of construction
- statutory limitations
- timeframe

Conditions may include general state of repair and condition of:

- type of construction
- type of job.
- ancillary structures
- current ownership structures
- evidence of pre-existing or potential issues affecting quality of the environment
- financial claims over property or facility
- fittings and fixtures
- observable external or internal defects or non-compliance with regulations
- service and ground improvements to original property or facility
- signs of pest infestation.

Features may include:

- associated structures
- formal and informal inclusions
- modifications to building approvals
- modifications to original property or facility
- physical aspects of land and buildings.

Specialist advice may be sought from:

- architects
- bankers and financiers
- builders
- business consultants
- colleagues
- government officials
- investment consultants
- members of industry associations
- OHS representatives
- planners
- real estate agents
- solicitors
- subcontractors
- supervisors
- technical experts
- valuers.

Feedback may be sought from:

- clients, supervisors and colleagues
- formal and informal performance appraisals
- workplace assessment.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development