



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPDSM4074A Select and appoint contractors in the property industry**

**Release: 1**

## **CPPDSM4074A Select and appoint contractors in the property industry**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency specifies the outcomes required to coordinate contractor requirements for a variety of projects in the property industry. It requires the ability to administer contracts and coordinate the selection and monitoring of contractor arrangements.

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**

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This unit of competency supports the work of those involved in coordinating contractor requirements for a variety of projects in the property industry.

### **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 <b><i>bold italicised</i></b> 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.
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## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

#### 1 Determine selection requirements.

- 1.1 Selection purpose and context are discussed with *relevant people* to determine selection requirements.
- 1.2 Selection *information* is gathered to assist in understanding the *selection process* and *types of contractors* required.
- 1.3 Draft selection documentation is prepared and presented to relevant people to check that information is accurate and clearly addresses contract requirements.
- 1.4 Selection processes and time lines are negotiated and agreed with relevant people according to *organisational requirements*.

#### 2 Arrange selection process.

- 2.1 Selection process and criteria comply with organisational and *legislative requirements*.
- 2.2 Relevant people involved in the selection process are nominated and organised according to organisational requirements.
- 2.3 *Selection criteria* are written in a clear, concise manner and comply with relevant legislative and organisational format requirements.
- 2.4 Reliable selection processes are used according to organisational requirements, making efficient use of time and resources.
- 2.5 *Business equipment and technology* are used to gather and organise evidence in a format suitable for analysis and interpretation.

#### 3 Assess and select contractors.

- 3.1 Assessment and selection process is conducted according to organisational procedures.
- 3.2 Information obtained from each contractor is judged against specified selection criteria according to organisational requirements.
- 3.3 Appropriate *interpersonal techniques* are used to develop a professional relationship that reflects sensitivity to individual differences.
- 3.4 Contractor preferences, needs and expectations are clarified and addressed using appropriate *consultative processes*.
- 3.5 Selection decision is based on selection criteria and evaluation of sufficient evidence to enable a judgement to be made on the best candidate.
- 3.6 Personal limitations in interpreting selection criteria or

ELEMENT	PERFORMANCE CRITERIA
<b>4 Record and report results.</b>	making selection decision are identified and <i>appropriate support</i> is sought as required.
	4.1 Selection decisions are recorded and reported accurately according to legislative and organisational requirements.
	4.2 Clear and constructive <i>feedback</i> is provided to candidates regarding the outcomes of the selection process and guidance on future options.
	4.3 Relevant documentation is completed and processed according to legislative and organisational procedures.
	4.4 Selection process is reviewed against established criteria in consultation with relevant people to improve and modify future assessment practices.

## 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 conduct assessment and selection process, interpret written and oral information, and complete documentation
- computing skills to access the internet and web pages, and prepare and complete online forms
- decision making skills to make recommendations on selection of contractor
- interpersonal skills to negotiate selection process, resolve conflict and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to interpret written and oral information and complete documentation
- organisational skills to plan and arrange selection process, and schedule and meet time lines
- research skills to source selection information and resource requirements.

#### Required knowledge and understanding:

- building construction practices, principles and processes
- building control legislation, codes and relevant Australian standards
- contract law applied to property contracts
- contractor roles and capabilities
- limitations of work role, responsibility and professional abilities

## REQUIRED SKILLS AND KNOWLEDGE

- OHS issues and requirements
- 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
  - industrial relations
  - OHS
  - privacy
  - property sales, leasing and management.

## 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 coordinating contractor requirements for a variety of projects. 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:

- completing selection of contractors, including reviewing criteria and reporting recommendations
- evaluating and selecting contractors using appropriate selection criteria and communication techniques
- determining contractor requirements through research and consultation
- knowledge of organisation's practices, ethical standards

and legislative requirements associated with coordinating contractor requirements for a variety of projects

- preparing selection schedule and criteria, and arranging people to be involved in the selection process.

### **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.

***Relevant people*** may include:

- agents
- architects
- builders
- clients
- colleagues
- engineers and technicians
- financial institutions
- government personnel
- investors
- legal representatives
- members of industry associations
- specialist consultants
- supervisors
- surveyors.

***Information*** may relate to:

- budgets and operating costs
- company services
- current and planned property or site developments
- deposited, survey and other plans
- land title documentation
- legal documentation
- management policy and procedures
- project terms and conditions
- property drawings
- relevant project contracts
- selection criteria
- tenancy and other contracts.

***Selection process*** may include:

- advertisement
- complying and non-complying tendering
- direct appointment
- open quotations
- register of consultants.

***Types of contractors*** may

- one or multiple builders

include:

- one or multiple service providers.

***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.

***Legislative requirements***

may be outlined and reflected in:

- Australian standards
- general duty of care to clients
- 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
- relevant industry 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
- strata, community and company titles
- tenancy agreements
- trade practices laws and guidelines.

***Selection criteria*** may relate to:

- contractor philosophy
- current workload
- demonstrated capacity to perform
- financial security
- performance record
- quality of subcontractors
- technical capability.

***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.
- Interpersonal techniques*** may include:
- active listening
  - clear presentation of options
  - consultation methods
  - culturally inclusive and sensitive engagement techniques
  - questioning to clarify and confirm understanding
  - seeking feedback
  - two-way interaction
  - using language and concepts appropriate to cultural differences
  - verbal or non-verbal language.
- Consultative processes*** may include:
- face-to-face meetings
  - telephone, facsimile and written communication.
- Appropriate support*** may be sought from:
- colleagues
  - legal representatives
  - property specialists, including architects, surveyors, engineers, property managers, real estate agents, lawyers, local government personnel and industry consultants
  - supervisors.
- Feedback*** may be sought from:
- clients and legal representatives
  - industry specialists
  - supervisors and colleagues
  - workplace assessment.

## **Unit Sector(s)**

**Unit sector** Property development, sales and management

## **Competency field**

**Competency field** Property operations and development