



Australian Government

**Assessment Requirements for
CPPCMN3005 Complete client
documentation**

Release: 1

Assessment Requirements for CPPCMN3005 Complete client documentation

Modification History

Release 1.

Supersedes and is equivalent to CPPCMN3005A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.

Performance Evidence

To demonstrate competency in this unit, a person must complete client documentation for two different property services industry clients.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- workplace procedures for completing property services industry client documentation
- requirements of legislation, regulations, Australian standards and codes of practice relevant to client interaction, including those related to:
 - confidentiality
 - consumer protection
 - privacy
- work health and safety (WHS)
- client documentation, including:
 - types of client documentation and standard forms used in the relevant property services industry sector
 - consequences of providing incomplete or inaccurate client documentation
 - details required for completing client documentation
 - importance of accuracy in completing client documentation
 - procedures for explaining documentation to client
- customer service principles
- procedures for processing different methods of payment
- operation and maintenance of equipment required for electronic processing of client documentation, including:
 - calculator
 - EFTPOS machine
 - electronic tablet
 - computer

- scanner
- printer.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to complete client documentation
- standard format or template for client documentation
- specifications for the product or service provided to client
- fee schedule for products and services
- relevant workplace policies and procedures.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>