



**Australian Government**

# **CPPDSM3016 Work in the property industry**

**Release: 1**

# CPPDSM3016 Work in the property industry

## Modification History

Release 1.

Replaces superseded equivalent CPPDSM3016A Work in the property industry.

This version first released with CPP Property Services Training Package Version 5.

## Application

This unit of competency specifies the outcomes required to apply foundation knowledge to work effectively and efficiently in the property industry. It covers the basic entry-level functions to enable compliance with legislative, financial and procedural requirements. It requires the ability to identify potential risks associated with a range of activities in the property industry, and opportunities for improving own professional development.

The unit supports workers in the property industry who are required to apply foundation knowledge to work effectively and efficiently in the industry. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

## Pre-requisite Unit

Nil

## Competency Field

Strata community management

## Unit Sector

Property services

## Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

1. Interpret and comply with

1.1. ***Legislative, financial and procedural requirements*** relevant to organisation's services are identified.

- legislative, financial and procedural requirements.
- 1.2. Key principles relating to consumer protection and trade practices within the context of own role are identified and interpreted.
- 1.3. Own interpretation and application of legislative, financial and procedural requirements are confirmed to ensure consistent and accurate understanding.
- 1.4. Situations requiring specialist advice are identified and assistance is sought as required.
2. Interpret and comply with ethical practices and rules of conduct.
- 2.1. Regulatory and industry standards, and codes of ethics and conduct are identified and interpreted.
- 2.2. Key principles relating to organisation's ethical values are identified and interpreted in line with legislative and industry requirements.
- 2.3. Own interpretation and application of ethical and conduct requirements are confirmed to ensure consistent and accurate understanding.
- 2.4. Situations requiring specialist advice are identified and assistance is sought as required.
3. Interpret work role and responsibilities.
- 3.1. Own role and responsibilities are identified and confirmed with supervisor.
- 3.2. Work tasks are identified, scheduled and completed within designated timeframes.
- 3.3. Work practices are adapted to meet the specific needs of relevant people.
- 3.4. Feedback from clients and colleagues is sought and used to determine professional competency and quality of performance, and to identify key areas for improvement.
- 3.5. Information regarding learning and professional development is recorded and maintained.
4. Identify risks.
- 4.1. Potential and existing *risks* are identified and reported according to organisational procedures.
- 4.2. Recommendations on appropriate strategies to minimise risks and complaints are discussed with supervisor.
- 4.3. Limitations in identifying risks are identified and assistance is sought.

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|    | 4.4.   | Information collection techniques are used to access information from individuals and groups on identified potential and existing risks.  |
| 5. | Complete standard contractual documentation.   | <p>5.1. Standard documentation for property operations is completed according to legislative and organisational requirements.</p> <p>5.2. Business equipment and technology are used as required to complete documentation.</p> <p>5.3. Written information is prepared that complies with organisational standards of language, accuracy and relevance; and is used in an ethically and legally appropriate manner.</p> <p>5.4. Property documentation and information systems are securely maintained.</p>  |
| 6. | Access information on industry employment and professional development requirements. | <p>6.1. Industry employment and professional development requirements are accessed and interpreted to ensure own continuing professional development.</p> <p>6.2. Employee and employer rights and responsibilities, including remuneration and awards, are accessed and interpreted.</p> <p>6.3. Key industry and statutory organisations able to assist own professional development are identified and assistance is sought as required.</p> <p>6.4. Industry <i>competency standards and other relevant benchmarks</i> are identified and reviewed to establish future professional development needs and priorities.</p> |

## Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

### Skill

### Performance feature

- Learning skills to:
- maintain current knowledge of ethical and conduct standards for the property industry
  - identify and use reliable sources of information to confirm details of employment conditions in the property industry.

- Oral communication skills to:
- ask questions to clarify procedures for sourcing expert advice and services relating to risk identification in the property industry.
- Reading skills to:
- read and interpret standards documentation used routinely in property industry operations.
- Writing skills to:
- complete forms and other types of standard documentation used routinely in the property industry.
- Technology skills to:
- use business technologies to access information, complete standard forms, lodge electronic documents, and search online databases.

## Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

- Legislative, financial and procedural requirements*** must include two or more of the following:
- Australian Securities and Investments Commission, Australian Competition and Consumer Commission, and Foreign Investment Review Board requirements
  - Australian standards relating to working in the property industry
  - federal and state taxation requirements
  - consumer protection laws and guidelines
  - court and tribunal precedents
  - environmental and zoning laws affecting access security, access and property use
  - freedom of information
  - home building requirements
  - licensing requirements
  - privacy and confidentiality requirements and laws applying to owners, contractors and tenants
  - public health requirements relating to working in the property industry
  - quality assurance and certification requirements
  - federal, and state or territory legislation and regulations affecting organisational operation, including:
    - anti-discrimination
    - environmental issues
    - equal employment opportunity (EEO)
    - industrial relations
    - work health and safety (WHS)
  - industry codes of conduct relating to own role, which may cover

areas including market sector, financial transactions, taxation, environment, construction, land use, native title, zoning, utility use (water, gas and electricity), and contract or common law

- local government policies and regulations relating to own role
  - strata, community and company titles
  - tenancy agreements.
- Risks** must include:
- changes to regulations and legislation
  - client and staff satisfaction
  - competition
  - emergencies and disasters
  - fire and security
  - health and safety
  - market influences
  - physical, financial or human resources
  - project control and cash flow
  - suppliers and contractors
  - time constraints.
- Competency standards and other relevant benchmarks** must include:
- benchmarks:
    - industry code of conduct and code of ethics
    - statutory and legislative requirements relating to working in the property sector
  - personal and technical knowledge, skills and attitudinal aspects required to undertake day-to-day tasks and duties of the work function effectively and efficiently; specifically:
    - competency standards for the property industry
    - other relevant industry, cross-industry and organisational competency standards.

## Unit Mapping Information

CPPDSM3016A Work in the property industry

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>