



Australian Government

**Assessment Requirements for
CPPDSM3019 Communicate with clients in
the property industry**

Release: 1

Assessment Requirements for CPPDSM3019 Communicate with clients in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3019B Communicate with clients as part of agency operations.

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

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also interact and build relationships with clients as part of agency or organisation operations.

The person must demonstrate this performance by responding to each of the following routine workplace situations in the property industry:

- dealing with an initial enquiry from a potential new client about services offered by agency or organisation
- responding to a specific request from an existing client of agency or organisation
- responding to a customer complaint about the quality of service provided by agency or organisation.

In doing the above, the person must:

- apply agency or organisational policies and procedures, and relevant legislative requirements in regard to dealing with clients
- apply knowledge of agency or organisational services to enhance client support
- develop client commitment to agency or organisation and build return custom by establishing rapport and a relationship with client, maintaining professional ethics, and accurately discerning client needs, preferences and requirements
- establish and maintain client records and details, maintain client confidentiality, ensure secure storage of client records, and use client records to maximise client interest in agency or organisation's services
- resolve client complaints by acknowledging problems, supporting client in arriving at positive outcomes, and obtaining mutually acceptable complaint resolution
- use effective questioning, listening and observation skills to accurately determine client requirements.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- agency or organisation's record-keeping requirements
- client service goals and objectives
- services, including:
 - features and benefits
 - types
- client complaints and problems, including:
 - strategies for resolving conflicts
 - types
- client database with contact information
- client needs, preferences and requirements specific to own work role
- effective communication principles, including principles of and barriers to effective communication
- ethical standards, including:
 - acting in the interests of client
 - confidentiality
 - disclosure of conflict of interest
 - due care
 - honesty
 - integrity
 - privacy
 - professional behaviour
 - professional competence
- work organisation techniques and procedures, including:
 - prioritising workload to deal effectively with clients and enquiries
 - preparing timely and sufficient information
 - timing and scheduling of appointments.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system with internet access and printer
- specifications:
 - agency or organisation policies and procedures for interacting and communicating with clients, including for resolving disputes
 - client database
 - details of services offered by agency or organisation
 - codes, standards and regulations relating to client service in the property industry
- relationships with team members and supervisor:
 - member of a work team in a property industry context under supervision of the manager or workplace principal.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

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