



Australian Government

**Assessment Requirements for
CPPDSM4048 Implement customer service
strategies in the property industry**

Release: 1

Assessment Requirements for CPPDSM4048 Implement customer service strategies in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4048B Implement customer service strategies in the property industry.

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 implement and monitor customer services strategies for an organisation in the property industry. The person must demonstrate this performance by carrying out each of the following:

- identify the needs of one customer and communicate this to team members
- support the implementation of one improved customer service strategy in an organisation
- evaluate and report on customer satisfaction with service delivery within one department or organisation.

In doing the above, the person must:

- distinguish between different levels of customer satisfaction
- identify and confirm needs, priorities and expectations of the organisation in delivering service to customers
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with providing advice to customers and evaluating customer service
- provide constructive advice on customer service practices.

Knowledge Evidence

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

- principles of customer service
- service standards and best practice models in relation to customer service in the property industry
- common problems relating to customer service
- consultation methods, techniques and protocols for gathering information on customer satisfaction

- organisational business structure, products and services relating to implementing customer service strategies
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - financial probity
 - franchise and business structures
 - industrial relations
 - property sales, leasing and management
 - work health and safety (WHS)
- techniques for dealing with customers with special needs.

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - baseline data on customer satisfaction in the relevant department or organisation
 - organisational customer service policies and procedures
 - guides on best practice customer service practices
- relationship with team members and supervisor:
 - member of a work team in a property industry context.

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>