



Australian Government

**Assessment Requirements for
CPPDSM4056 Manage conflicts and
disputes in the property industry**

Release: 1

Assessment Requirements for CPPDSM4056 Manage conflicts and disputes in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4056A Manage conflicts and disputes in the property industry.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 use communication techniques to manage and resolve two of the following different conflicts or disputes in a property industry context:

- breakdown of communication
- change of economic and commercial circumstances
- differing legal concepts and changes in law
- differing views of underlying facts
- impact of third parties and force majeure
- a person under the influence of intoxicating substances
- a person with criminal intent
- refusal to comply with committee or group decisions
- refusal to pay for services
- situations affecting the safety and security of self, others or property
- technical problems or defective products.

In doing the above, the person must:

- evaluate resolution process and accurately record and report facts and outcomes
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with managing and resolving conflict and disputes
- negotiate conflict or dispute situations to an effective resolution where possible
- use communication techniques to accurately identify causes and incidences of conflict or dispute.

Knowledge Evidence

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

- conflict or dispute-resolution techniques and procedures
- consultation methods, techniques and protocols

- ethical practices and relevant codes of conduct
- negotiation strategies
- organisational policies and procedures for property services relating to managing conflicts and disputes, including procedures for handling complaints
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - privacy
 - property sales, leasing and management
 - strata community management
 - work health and safety (WHS).

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - contextual information on conflicts or disputes to be managed and resolved
 - organisational conflict and dispute-resolution policies and procedures
 - organisational templates for reporting conflicts and disputes
 - guides on negotiation techniques and conflict-resolution strategies
- 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>