



Australian Government

**Assessment Requirements for
CPPDSM4071 Promote process
improvement in the property industry**

Release: 1

Assessment Requirements for CPPDSM4071 Promote process improvement in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4071A Promote process improvement in the property industry.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 research and implement two different improvement processes that reduce costs and improve quality services in one of the following property-related organisations:

- education and training
- energy conservation
- innovative product or service
- innovative work practices
- investment strategies
- marketing, including use of social media
- new markets
- online business expansion
- pricing strategies
- recycling and reusing materials
- redesign business process
- review financial performance
- take on a mentor or business coach
- use of new technologies
- waste reduction
- work experience, exchange and opportunities.

In doing the above, the person must:

- assess opportunities for improvement against business goals and objectives
- identify opportunities for improving processes through an accurate assessment of work practices, information gathering and consultation
- determine change requirements through development of an improvement plan incorporating an analysis of risk

- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with researching and implementing improvement processes to reduce costs and improve quality services
- implement and monitor change using organisational systems and technology, and documenting and reporting the results.

Knowledge Evidence

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

- common effects of change and innovation in the workplace
- industrial and organisational context of change
- limitations of own work role, responsibilities and professional abilities
- organisational policies, plans, procedures and structure relating to promoting process improvements
- principles and techniques for goal setting and recording priorities
- principles of negotiation
- processes for interpreting and applying feedback in a change management process
- process improvement principles
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - industrial relations
 - privacy
 - property sales, leasing and 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
- physical conditions:
 - sources of specialist advice on process improvement measures
- specifications:
 - case studies of best practice process improvement strategies relevant to the property industry
 - organisational plans, policies and procedures relating to key business processes
- 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>