Assessment Requirements for CPPREP3103 Assist with the sale of properties

Release: 1

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Modification History

Release 1   This version first released with CPP Property Services Training Package Release 8.0.

Supersedes and is equivalent to CPPDSM3005A Assist with the sale of properties.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must assist with the sale process for two different properties in real estate.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- Commonwealth, and state or territory legislation and local government regulations relating to assisting with the sale of properties in real estate
- ethical standards in real estate relating to property sales
- consumer protection principles that impact on the sale of property
  - cooling off provisions
  - false representations and misleading conduct in relation to the sale of property
  - secret commissions
- general legal principles that impact on property law relating to the sale of property
- requirements of property buyers
- methods of planning, preparing and conducting property inspections
- methods of sale of property
- types of assistance required in property sales:
  - addressing concerns of key decision makers
  - arranging to gather requested information for buyer
  - displaying selling features of property
  - providing agency promotional material
  - providing comparable sales information
  - providing information on market conditions
  - responding to client questions

- taking notes of buyer questions and requests for information
- techniques for identifying needs and motivation of buyers
- techniques for effective interpersonal communication:
    - active listening
    - providing an opportunity for the seller or buyer to clarify their understanding of the sales process
    - questioning and seeking feedback from the seller or buyer to confirm own understanding of their needs and expectations
    - summarising and paraphrasing to check understanding of seller and buyer message
    - using appropriate body language.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

For assessment conducted in the workplace:

- a real estate agency workplace, staff and business documentation relating to the sale of property
- equipment, communication and data access and storage technology required to assist with the sale of property in real estate.

For assessment in a simulated workplace environment:

- materials and equipment meeting the full industry standard for a mid-size real estate agency, including:
    - comprehensive business plans, strategies, policies, procedures, forms and records including:
        - agenda and notes of sales team meetings relating to property sales
        - feedback and complaints registers, including resolutions of complaints about property sales and results from analysis of feedback
    - database/s, including simulated sets of records of current and recent listings, sales reports, and comprehensive sales data
    - position descriptions for all sales team employees including detailed roles and responsibilities
    - position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
    - role descriptions for people participating in role-play exercises
    - simulated realistic internet and social media presence
    - equipment, communication and data access and storage technology required to assist with the sale of property in real estate.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b