Assessment Requirements for CPPREP4104 Establish buyer relationships

# Modification History

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| Release 1 | This version first released with CPP Property Services Training Package Release 8.0.  New unit of competency. |

# Performance Evidence

To demonstrate competency in this unit, a person must:

* document the process and actions to respond to two different methods of buyer enquiry
* demonstrate how the needs and expectations of two buyers are matched to properties from a selection of at least six different property profiles
* develop a communication strategy, including record keeping processes, to address buyer expectations.

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:

* role of agent, agency and personal brand in establishing and managing buyer relationships including fees, charges and conditions
* methods of buyer enquiry, including two of the following:
* open home
* email
* phone
* website
* walk-in
* referral
* communication styles and techniques to:
* identify and clarify preferences, expectations, needs and motivation of buyers
* qualify buyers
* present properties to buyers
* strategies to match properties to buyers
* methods of sale of property
* techniques for establishing and maintaining relationships
* techniques to identify and manage disputes and conflict:
* conciliation and mediation
* third-party managed processes
* legislation and ethical practice in buyer relationships:
* disclosures
* privacy
* conflict of interest
* complaint-handling
* record keeping relating to buyer relationship and interactions.

# 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:

* records and databases for properties available for sale
* property profiles for at least six properties
* buyer profiles for two buyers
* procedures and forms for taking buyer enquiries and qualifying buyers
* legislation and standards applying to real estate transactions in the state or territory of operation.

# 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>