



**Australian Government**

# **Assessment Requirements for CPPREP4122 Manage tenant relationships**

**Release: 1**

# Assessment Requirements for CPPREP4122 Manage tenant relationships

## Modification History

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

Supersedes but is not equivalent to CPPDSM4046A Manage tenancy disputes.

Updated to the Standards for Training Packages.

## Performance Evidence

To demonstrate competency in this unit, a person must select and place tenants in two different properties, and for each property:

- prepare tenancy documentation
- provide information to tenants about rights and responsibilities.

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:

- contact people in property management team
- tenant selection criteria:
  - legislation
  - suitability for property
  - tenant renting history
  - capacity to meet rental terms
- conditions of rental agreement:
  - format – written, oral, standard form
  - payment of rent
  - term of agreement
  - conditions of use
  - special conditions/additional terms
  - tenant entitlements
- entry costs:
  - bond
  - rent in advance
  - any other fees – allowable, not allowable and penalties

- disclosure and documentation requirements provided to tenants prior to entering tenancy agreement as required in state or territory of operation
- bond payment, lodgement legal requirements and agency procedures
- terms and conditions, and documentation relating to property inspections, maintenance and repairs
- roles and responsibilities of landlord and of agent to tenant during tenancy
- privacy standards and confidentiality in relation to landlord and tenant
- property management documentation and forms
- rights and responsibilities of tenants
- relevant legislation relating to property management in the state or territory of operation:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - work health and safety/occupational health and safety
  - privacy
  - property sales and management
  - ethical practice associated with tenancy agreements including disclosure
- rent:
  - payment
  - receipting and recording
  - rent arrears
- components of tenancy documentation:
  - condition report
  - disclosure requirements
  - fixed and periodic term
  - legal obligations of tenant, landlord and agent
  - rent, bonds or security deposits
- processes for tenant requests:
  - repairs
  - urgent repairs
  - issues affecting tenancy terms and conditions
- communication strategies for responding to client complaints.

## 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.

Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

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

- range of tenant profiles
- range of property profiles
- sample tenancy agreement for the state or territory of operation
- sample property condition report used in the state or territory of operation
- agency procedures, forms and documents.

## **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>