Australian Government

CPPREP5005 Manage teams in the property industry

Release: 1

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Modification History

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

New unit of competency.

Application

This unit specifies the skills and knowledge required to manage and evaluate agency teams in the property industry.

The unit applies to industry professionals in the property industry.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Determine team requirements.	1.1 Analyse and record requirements for teams in a property agency. 1.2 Develop and record key performance indicators (KPIs) for teams which incorporate agency objectives, targets and are consistent with business strategies. 1.3 Determine and develop role and responsibility descriptions for each team member. 1.4 Determine structure of and develop plans for each team. 1.5 Allocate resources to support attainment of team and agency KPIs.
2. Implement strategies to manage	2.1 Communicate agency standards, culture and business

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teams.	expectations to teams.
	2.2 Communicate agency team targets and roles to agency staff.
	2.3 Establish and maintain communication within and between teams.
	2.4 Promote balanced participation of team members in discussions and activities.
	2.5 Negotiate work roles of team members to balance team goals, job requirements and team members' individual difference.
3. Manage team performance.	3.1 Implement strategies to provide training, coaching and mentoring for team members.
	3.2 Implement strategies to address team or individual performance issues and provide constructive feedback.
	3.3 Implement strategies to monitor conduct of teams according to legal requirements and agency policy.
	3.4 Implement conflict resolution processes to support team effectiveness.
	3.5 Review team member's performance and use results in planning individual professional development.
	3.6 Manage and review allocation resources to support attainment of targets and KPIs.
4. Evaluate team performance.	4.1 Collect, record and use qualitative and quantitative data to evaluate achievement of KPIs.
	4.2 Use evaluation data to determine, record and implement improvements to maximise achievement of KPIs.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.
New unit of competency.

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