



Australian Government

CPPREP5010 Manage customer service activities in the property industry

Release: 1

CPPREP5010 Manage customer service activities in the property industry

Modification History

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

Supersedes but is not equivalent to CPPDSM5006 Coordinate customer service activities in the property industry and CPPDSM5020A Manage and monitor effective client service in the real estate industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to analyse, manage and evaluate customer service activities 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 requirements for customer service systems.	<p>1.1 Conduct risk analyses according to legislative requirements.</p> <p>1.2 Analyse and record management requirements for customer service systems in the property industry.</p> <p>1.2 Analyse and record compliance requirements and best practice for customer service systems in the property industry.</p> <p>1.3 Determine and record the roles, responsibilities and processes for managing customer service systems.</p> <p>1.4 Determine service targets and develop key performance</p>

	indicators.
2. Manage customer service and complaints resolution systems.	<p>2.1 Develop and maintain effective customer service strategies.</p> <p>2.2 Develop and record resolution processes for complaints relating to service provision.</p> <p>2.3 Adjust performance standards to ensure effective customer service.</p>
3. Manage customer service performance.	<p>3.1 Communicate to staff the ethics, culture and performance standards for customer service.</p> <p>3.2 Facilitate monitoring, reviewing and adjustment of customer service practices.</p> <p>3.3 Provide regular feedback on achievement or non-achievement of customer service standards.</p> <p>3.4 Encourage staff to provide feedback on customer service.</p> <p>3.5 Manage coaching, training and mentoring to assist with changing needs and customer service issues.</p>
4. Manage evaluation of customer service systems.	<p>4.1 Analyse and use customer service feedback to evaluate achievement against performance standards.</p> <p>4.2 Use evaluation data to implement improvements in customer service.</p>

Foundation Skills

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

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM5006 Coordinate customer service activities in the property industry
- CPPDSM5020A Manage and monitor effective client service in the real estate industry.

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>