



Australian Government

CPP30311 Certificate III in Property Services (Operations)

Release 2

CPP30311 Certificate III in Property Services (Operations)

Modification History

Version Comment

2 Update to superseded imported equivalent units to elective list:

- BSBADM311A to BSBADM311
- BSBFIA301A to BSBFIA301
- BSBSUS201A to BSBSUS201

This version released with CPP07 Version 14.4.

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • access organisational information outlining OHS policies and procedures • apply numeracy skills to interpret customer requirements and meet their needs • apply literacy skills to process complaints • apply literacy skills to access and understand a variety of information, prepare and present information in a suitable format and check for accuracy of information • apply communication skills to follow financial requirements, such as trust account procedures and access and understand a variety of information • apply technical skills to complete OHS reports • communicate workplace safety requirements • complete documentation and report findings • discuss client requirements and access arrangements • document and report identified risks and opportunities • explain features and benefits of relevant products and services to customers • follow written and verbal instructions • identify and complete appropriate documentation • interpret written and oral information • interpret and understand legal, financial and procedural requirements • prepare risk and opportunity findings in a format suitable for presentation and review, using standardised styles and formats • record and report details of incidents in the work area and clearly explain information on OHS issues • use language skills to communicate adequately with the customer • use interviewing and questioning techniques to obtain information • use communication techniques appropriate to

Employability Skills Qualification Summary	
	<p>relationship and purpose of interaction</p> <ul style="list-style-type: none"> • use consultative processes to review, maintain and improve existing information collection and reporting processes • write to meet organisational standards of language, accuracy and relevance and use in an ethically and legally appropriate manner
Teamwork	<ul style="list-style-type: none"> • apply interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • contribute with colleagues to participative arrangements for OHS management in the workplace • identify and seek advice from relevant people limitations in responding to customer needs • provide feedback to relevant personnel • raise OHS issues with relevant people according to legislative and organisational requirements • recognise and report hazards at work to relevant people according to organisational requirements • seek feedback from customers
Problem solving	<ul style="list-style-type: none"> • apply appropriate responses to emergency situations • clarify and meet customer needs and expectations in the property industry in a single encounter or multiple encounters, on a one-to-one basis with a customer • follow safe operating practices and procedures when using tools and equipment • evaluate potential or existing risks and hazards in the workplace and interpret and comply with OHS safety signs and symbols • identify and control workplace risks and hazards • identify and solve problems when establishing and maintaining customer relationships • identify and correctly use processes and procedures relevant to customer relationships
Initiative and enterprise	<ul style="list-style-type: none"> • apply analytical skills to identify and clarify client needs, preferences and requirements

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • apply negotiation skills to assist clients with property sales and property management matters • assist with the implementation of safety policy and procedures in the workplace • comply with ergonomic and environmental protection requirements • identify special requirements of customers and provide appropriate advice on relevant products and services • identify potential risks associated with a range of activities within the property industry • identify key principles relating to consumer protection and trade practices and interpret according to legislative and industry requirements • observe to assess operational condition of building facilities • use reflection skills to differentiate between professional and personal values • use research skills to identify and locate information on agency database and printed information held by industry and community groups
Planning and organising	<ul style="list-style-type: none"> • arrange for routine maintenance and service • establish and maintain client records and details, maintaining client confidentiality, ensuring secure storage and using client records to maximise client interest in agency services • follow emergency procedures according to OHS and organisational requirements • gather formal and informal information and take appropriate notes for file • identify limitations in responding to customer needs • identify, schedule and complete work tasks within designated timeframes according to client and organisational requirements • monitor building facilities against work order to ensure completion of designated tasks occurs within required timeframes • provide client with options and alternatives

Employability Skills Qualification Summary	
	where appropriate
Self-management	<ul style="list-style-type: none"> • apply relevant agreements, codes of practice or other legislative requirements to work processes • apply self-evaluation skills to evaluate own work practices in order to identify ways to improve performance or understanding • comply with workplace safety agreements according to legislative and organisational requirements • conduct work using safe workplace practices and according to OHS policies and procedures and organisational requirements • identify own role and responsibilities and confirmed with relevant people according to organisational requirements • interpret and comply with legislative, financial and procedural requirements • interpret and comply with ethical practices and rules of conduct • maintain professional ethics with the client to promote agency image and credibility • maintain client confidentiality as required by agency practice and legal requirements • seek feedback from clients and colleagues and use to ascertain professional competency, quality of performance and identify key areas for improvement • seek specialist advice
Learning	<ul style="list-style-type: none"> • assess personal knowledge and skills in providing real estate services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities • identify and plan opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in line with agency practice • identify opportunities for improving own professional development • understand the range and meaning of OHS safety signs and symbols • understand specified products and services to

Employability Skills Qualification Summary	
	provide assistance to customers <ul style="list-style-type: none"> • understand relevant federal, state or territory, and local government legislation and regulations • understand OHS procedures and guidelines relevant to workplace operations • record and maintain learning and professional development information
Technology	<ul style="list-style-type: none"> • access the internet and web pages • prepare online forms • lodge electronic documents • search online and agency databases • receive emails and complete standard forms online • use business equipment and technology to maintain relevant documentation according to applicable OHS, legislative and organisational requirements • use telephone systems

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules
<p>To achieve this qualification, the candidate must demonstrate competency in:</p> <ul style="list-style-type: none"> • 11 units of competency: • 7 core units • 4 elective units. <p>The elective units are chosen as follows:</p> <ul style="list-style-type: none"> • 4 units from the elective units listed below • 2 of the units may be chosen from the Certificate IV in Property Services (Operations), other Certificate III qualifications in CPP07, another current Training Package or state accredited course, provided the integrity of the AQF alignment is

Packaging rules	
ensured, and they contribute to a valid, industry-supported vocational outcome.	
Core units	
BSBFLM303C	Contribute to effective workplace relationships
CPPDSM3006B	Collect and process property information
CPPDSM3007B	Identify risks and opportunities in the property industry
CPPDSM3009A	Maintain workplace safety in the property industry
CPPDSM3010B	Meet customer needs and expectations in the property industry
CPPDSM3011B	Monitor building facilities
CPPDSM3016A	Work in the property industry
Elective units	
BSBADM311	Maintain business resources
BSBFIA301	Maintain financial records
BSBSUS201	Participate in environmentally sustainable work practices
CPPDSM3014A	Undertake property inspection
CPPDSM3017A	Work in the strata/community management sector
CPPDSM3019B	Communicate with clients as part of agency operations