



Australian Government

Department of Education, Employment and Workplace Relations

CPP40611 Certificate IV in Property Services (Operations)

Release: 1

CPP40611 Certificate IV in Property Services (Operations)

Modification History

Not Applicable

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"> • apply communication skills to negotiate client and tenant requirements and access arrangements • apply literacy skills to interpret written and oral information, complete documentation and report findings • apply numeracy skills to analyse customer service data, interpret customer requirements and meet their needs • apply technical skills to prepare contract documentation • assess and clarify customer needs using appropriate communication techniques • establish and agree on communication channels and processes with relevant people according to organisational requirements • develop and maintain documentation to support implementation of OHS policies and procedures • discuss and confirm procurement arrangements, interpret written and oral information, liaise with suppliers and obtain feedback • prepare contract according to contract specifications and in consultation with relevant people using appropriate communication techniques • use communication to monitor effectively the implementation of the procurement process against budget parameters • use effective communication techniques to introduce and monitor change, while providing support to and maintaining relationships with clients and colleagues throughout the change process • use effective observation and active listening skills to elicit and interpret verbal and non-verbal information
Teamwork	<ul style="list-style-type: none"> • adhere as a team to control risks and hazards in work area according to organisational

Employability Skills Qualification Summary

	<ul style="list-style-type: none"> requirements • apply interpersonal skills to negotiate repair or maintenance process, relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities, and resolve conflict • determine space lease requirements in consultation with relevant people according to organisational requirements • develop a rapport with customers and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • distribute contract to relevant people to check accuracy of information and that contract specifications and requirements are clearly addressed • encourage, value and reward individual and team efforts and contributions according to organisational requirements
	<ul style="list-style-type: none"> • implement and monitor consultative processes to ensure all team members have an opportunity to contribute to management of OHS in the workplace • refer health and safety issues to relevant people for resolution according to organisational requirements • seek feedback on suitability of contract from relevant people and recommend improvements to be incorporated into contract where appropriate
Problem solving	<ul style="list-style-type: none"> • apply problem solving skills to manage repair or maintenance problems • identify and negotiate variations to leasing requirements with relevant people and make amendments according to client, legislative and organisational requirements • interpret and comply with financial, legislative and procedural requirements • overcome problems in implementation of change in consultation with relevant people
Initiative and enterprise	<ul style="list-style-type: none"> • apply analytical skills to interpret property plans and lease documentation, analyse and assess lease requirements and terms, and

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> devise retention strategies research to source site and resource requirements recognise and report breaches of organisational codes of ethics and practices according to organisational and industry standards and procedures
Planning and organising	<ul style="list-style-type: none"> access and assess specialist resources and sources of information according to client and organisational requirements apply organisational skills to maintain assets, manage risk, plan and arrange repair or maintenance work, and schedule and meet time lines and client requirements apply organisational skills to introduce and monitor change, plan and maintain own professional development, and plan and meet work priorities apply planning skills to determine short and long-term goals gather and analyse information to determine market conditions according to organisational requirements securely store lease records and relevant information according to legislative and organisational requirements use organisational skills to prepare advice and recommendations use organisational filing systems
Self-management	<ul style="list-style-type: none"> apply reflection skills to differentiate between professional and personal values identify site access and specific site requirements and make appropriate arrangements according to client, organisational and legislative requirements identify limitations of work role, responsibility and professional abilities identify and confirm needs, priorities and expectations of the organisation and owner in delivering services to customers prepare work order and plan contingencies to ensure client and organisational requirements are met in an efficient and effective manner

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • use self-evaluation skills to review and assess own work practices systematically in order to identify ways to improve performance or understanding
Learning	<ul style="list-style-type: none"> • address identified OHS training needs in consultation with relevant people according to organisational policies and procedures • apply knowledge of organisational policy and procedures for customer service, including handling customer complaints • apply knowledge of organisation's practices, ethical standards and legislative requirements associated with providing advice to customers and evaluating customer service • coach and mentor to be a positive influence on others and provide support to colleagues • understand organisation's practices, ethical standards and legislative requirements associated with planning and coordinating the repair, maintenance and modification of properties and facilities
Technology	<ul style="list-style-type: none"> • apply technology skills to use financial and assessment software and spreadsheets efficiently and to access market information • use computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases • use business equipment and technology to maintain relevant documentation according to applicable OHS, legislative and organisational requirements • use technology skills to organise customer service data, prepare and present information to customers, and prepare reports on improvements to customer service strategies

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 recognition at the Certificate IV level, the candidate must demonstrate competency in the eight core units, plus five common electives plus a further five specialist electives (total eighteen units).</p> <p>Up to two of the common electives may be chosen from:</p> <ul style="list-style-type: none"> • either the Certificate III in Property Services (Operations) or the Diploma of Property Services (Asset and Facility Management) • any Certificate IV qualification in CPP07 Property Services Training Package • any Certificate IV qualification in any other endorsed Training Package. <p>All units must contribute to a valid, industry-supported vocational outcome.</p>	
Core units	
BSBREL401A	Establish networks
CPPDSM4028A	Identify and analyse risks and opportunities in the property industry
CPPDSM4044A	Coordinate maintenance and repair of properties and facilities
CPPDSM4047A	Implement and monitor procurement process
CPPDSM4048B	Implement customer service strategies in the property industry
CPPDSM4057A	Monitor a safe workplace in the property industry
CPPDSM4063A	Participate in developing and establishing property or facilities contracts
CPPDSM4072A	Provide leadership in the property industry
Elective units	
Group A Common	
BSBADM409A	Coordinate business resources
BSBCMM401A	Make a presentation
BSBFIA402A	Report on financial activity

Packaging rules	
BSBHRM402A	Recruit, select and induct staff
BSBITS401A	Maintain business technology
BSBLED401A	Develop teams and individuals
BSBMGT402A	Implement operational plan
BSBMKG413A	Promote products and services
BSBRKG304B	Maintain business records
BSBSMB402A	Plan small business finances
BSBSMB404A	Undertake small business planning
BSBSMB406A	Manage small business finances
BSBSUS301A	Implement and monitor environmentally sustainable work practices
BSBWOR402A	Promote team effectiveness
Group B Specialist	
CPPCMN4009A	Develop team understanding of and commitment to sustainability
CPPCMN4010A	Cost and quote sustainable product and service provision
CPPCMN4011A	Communicate and market sustainable solutions
CPPCMN4012A	Contribute to sustainable solutions throughout a building's life cycle
CPPCMN4013A	Operate a sustainable business
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4025A	Advise on performance of asset
CPPDSM4026A	Analyse property and facility inform
CPPDSM4027A	Analyse resource use in building operations
CPPDSM4031A	Arrange lease of space

Packaging rules	
CPPDSM4032A	Arrange valuation of facilities and assets
CPPDSM4034A	Assess and implement strata/community management agreement
CPPDSM4040A	Contribute to life cycle maintenance strategy
CPPDSM4041A	Contribute to development of a tenancy mix strategy
CPPDSM4042A	Coordinate construction contract
CPPDSM4043A	Coordinate fit-out of property and facilities
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4055A	Maintain asset management system
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPDSM4058A	Monitor service requirements in the property industry
CPPDSM4059A	Monitor space use in the property industry
CPPDSM4062A	Occupy space
CPPDSM4064A	Participate in research of property investment
CPPDSM4066A	Plan and coordinate property and facility inspection
CPPDSM4071A	Promote process improvement in the property industry
CPPDSM4074A	Select and appoint contractors in the property industry