



**Australian Government**

# **CPP40611 Certificate IV in Property Services (Operations)**

**Release 4**

## CPP40611 Certificate IV in Property Services (Operations)

### Modification History

| Version | Comment  |
|---------|--|
| 1       | Revised qualification deemed equivalent.   |
| 2       | <p>Update of revised Group A Common and Group B Specialist elective units:</p> <ul style="list-style-type: none"> <li>• BSBHRM405A Support the recruitment, selection and induction of staff</li> <li>• BSBITS401B Maintain business technology</li> <li>• CPPCMN4013B Operate a sustainable business</li> </ul> <p>Addition of two imported units to Group B Specialist elective units:</p> <ul style="list-style-type: none"> <li>• CPCSUS4002A Use building science principles to construct energy efficient buildings</li> <li>• CPCSUS4003A Maximise energy efficiency through applied trade skills</li> </ul>  |
| 3       | <p>Update superseded non-native elective units to equivalent current unit:</p> <ul style="list-style-type: none"> <li>• BSBADM409A to BSBADM409</li> <li>• BSBCMM401A to BSBCMM401</li> <li>• BSBFIA402A to BSBFIA402</li> <li>• BSBHRM405A to BSBHRM405</li> <li>• BSBITS401B to BSBITS401</li> <li>• BSBLED401A to BSBLED401</li> <li>• BSBMGT402A to BSBMGT402</li> <li>• BSBMKG413A to BSBMKG413</li> <li>• BSBRKG304B to BSBRKG304</li> <li>• BSBSMB402A to BSBSMB402</li> <li>• BSBSMB404A to BSBSMB404</li> <li>• BSBSMB406A to BSBSMB406</li> <li>• BSBSUS301A to BSBSUS301</li> <li>• BSBWOR402A to BSBLDR403</li> </ul> <p>This version released with CPP07 version 14.4</p> |
| 4       | <p>The following components have been deleted as directed by the AISC. The training products below were identified as having zero enrolments over the last three years:</p> <ul style="list-style-type: none"> <li>• CPPCMN4010A Cost and quote sustainable product and service provision</li> <li>• CPPCMN4011A Communicate and market sustainable solutions.</li> </ul>  |

## Description

Not Applicable

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

This is a licensed occupation. Check with relevant state and territory licensing and regulatory authorities. State and territory jurisdictions may have different regulatory requirements.

## Entry Requirements

Not Applicable

## Employability Skills Summary

| Employability Skill  | Industry/enterprise requirements for this qualification include:   |
|----------------------|--|
| <b>Communication</b> | <ul style="list-style-type: none"> <li>• apply communication skills to negotiate client and tenant requirements and access arrangements</li> <li>• apply literacy skills to interpret written and oral information, complete documentation and report findings</li> <li>• apply numeracy skills to analyse customer service data, interpret customer requirements and meet their needs</li> <li>• apply technical skills to prepare contract documentation</li> <li>• assess and clarify customer needs using appropriate communication techniques</li> <li>• establish and agree on communication channels and processes with relevant people according to organisational requirements</li> <li>• develop and maintain documentation to support implementation of OHS policies and procedures</li> <li>• discuss and confirm procurement arrangements, interpret written and oral information, liaise with suppliers and obtain feedback</li> <li>• prepare contract according to contract specifications and in consultation with</li> </ul> |

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|                 | <p>relevant people using appropriate communication techniques</p> <ul style="list-style-type: none"> <li>• use communication to monitor effectively the implementation of the procurement process against budget parameters</li> <li>• use effective communication techniques to introduce and monitor change, while providing support to and maintaining relationships with clients and colleagues throughout the change process</li> <li>• use effective observation and active listening skills to elicit and interpret verbal and non-verbal information</li> </ul>   |
| <b>Teamwork</b> | <ul style="list-style-type: none"> <li>• adhere as a team to control risks and hazards in work area according to organisational requirements</li> <li>• 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</li> <li>• determine space lease requirements in consultation with relevant people according to organisational requirements</li> <li>• develop a rapport with customers and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities</li> <li>• distribute contract to relevant people to check accuracy of information and that contract specifications and requirements are clearly addressed</li> <li>• encourage, value and reward individual and team efforts and contributions according to organisational requirements</li> <li>• implement and monitor consultative processes to ensure all team members have an opportunity to contribute to management of OHS in the workplace</li> <li>• refer health and safety issues to relevant people for resolution according to organisational requirements</li> <li>• seek feedback on suitability of contract from relevant people and recommend improvements to be incorporated into contract where appropriate</li> </ul> |

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| <b>Problem solving</b>           | <ul style="list-style-type: none"> <li>• apply problem solving skills to manage repair or maintenance problems</li> <li>• identify and negotiate variations to leasing requirements with relevant people and make amendments according to client, legislative and organisational requirements</li> <li>• interpret and comply with financial, legislative and procedural requirements</li> <li>• overcome problems in implementation of change in consultation with relevant people</li> </ul>  |
| <b>Initiative and enterprise</b> | <ul style="list-style-type: none"> <li>• apply analytical skills to interpret property plans and lease documentation, analyse and assess lease requirements and terms, and devise retention strategies</li> <li>• research to source site and resource requirements</li> <li>• recognise and report breaches of organisational codes of ethics and practices according to organisational and industry standards and procedures</li> </ul>   |
| <b>Planning and organising</b>   | <ul style="list-style-type: none"> <li>• access and assess specialist resources and sources of information according to client and organisational requirements</li> <li>• apply organisational skills to maintain assets, manage risk, plan and arrange repair or maintenance work, and schedule and meet time lines and client requirements</li> <li>• apply organisational skills to introduce and monitor change, plan and maintain own professional development, and plan and meet work priorities</li> <li>• apply planning skills to determine short and long-term goals</li> <li>• gather and analyse information to determine market conditions according to organisational requirements</li> <li>• securely store lease records and relevant information according to legislative and organisational requirements</li> <li>• use organisational skills to prepare advice and recommendations</li> <li>• use organisational filing systems</li> </ul> |
| <b>Self-management</b>           | <ul style="list-style-type: none"> <li>• apply reflection skills to differentiate between professional and personal values</li> <li>• identify site access and specific site</li> </ul>   |

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|                          | <p>requirements and make appropriate arrangements according to client, organisational and legislative requirements</p> <ul style="list-style-type: none"> <li>• identify limitations of work role, responsibility and professional abilities</li> <li>• identify and confirm needs, priorities and expectations of the organisation and owner in delivering services to customers</li> <li>• prepare work order and plan contingencies to ensure client and organisational requirements are met in an efficient and effective manner</li> <li>• use self-evaluation skills to review and assess own work practices systematically in order to identify ways to improve performance or understanding</li> </ul>  |
| <p><b>Learning</b></p>   | <ul style="list-style-type: none"> <li>• address identified OHS training needs in consultation with relevant people according to organisational policies and procedures</li> <li>• apply knowledge of organisational policy and procedures for customer service, including handling customer complaints</li> <li>• apply knowledge of organisation’s practices, ethical standards and legislative requirements associated with providing advice to customers and evaluating customer service</li> <li>• coach and mentor to be a positive influence on others and provide support to colleagues</li> <li>• understand organisation’s practices, ethical standards and legislative requirements associated with planning and coordinating the repair, maintenance and modification of properties and facilities</li> </ul> |
| <p><b>Technology</b></p> | <ul style="list-style-type: none"> <li>• apply technology skills to use financial and assessment software and spreadsheets efficiently and to access market information</li> <li>• use computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases</li> <li>• use business equipment and technology to maintain relevant documentation according to applicable OHS, legislative and organisational requirements</li> <li>• use technology skills to organise customer service data, prepare and present information to customers, and prepare reports on</li> </ul>  |

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|  | improvements to customer service strategies |
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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

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).

Up to two of the common electives may be chosen from:

- 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.

All units must contribute to a valid, industry-supported vocational outcome.

### 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

|           |  |
|-----------|--|
| BSBADM409 | Coordinate business resources                                    |
| BSBCMM401 | Make a presentation  |
| BSBFIA402 | Report on financial activity                                     |
| BSBHRM405 | Support the recruitment, selection and induction of staff        |
| BSBITS401 | Maintain business technology                                     |
| BSBLED401 | Develop teams and individuals                                    |
| BSBMGT402 | Implement operational plan                                       |
| BSBMKG413 | Promote products and services                                    |
| BSBRKG304 | Maintain business records  |
| BSBSMB402 | Plan small business finances                                     |
| BSBSMB404 | Undertake small business planning                                |
| BSBSMB406 | Manage small business finances                                   |
| BSBSUS301 | Implement and monitor environmentally sustainable work practices |
| BSBLDR403 | Lead team effectiveness  |

### Group B Specialist

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|-------------|---|
| CPCSUS4002A | Use building science principles to construct energy efficient buildings |
| CPCSUS4003A | Maximise energy efficiency through applied trade skills                 |
| CPPCMN4009A | Develop team understanding of and commitment to sustainability          |



|             |  |
|-------------|--|
| CPPCMN4012A | Contribute to sustainable solutions throughout a building's life cycle |
| CPPCMN4013B | Operate a sustainable business   |
| CPPDSM4006A | Establish and manage agency trust accounts                             |
| CPPDSM4025A | Advise on performance of asset   |
| CPPDSM4026A | Analyse property and facility information                              |
| CPPDSM4027A | Analyse resource use in building operations                            |
| CPPDSM4031A | Arrange lease of space   |
| 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                |

