



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM3006B Collect and process property information

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to gather and organise property information in a format that is suitable for decision making. It requires the ability to review information requirements and obtain information from a variety of sources.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency supports the work of those involved in gathering and organising property information in a format suitable for decision making.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- 1 Identify and collect property information.**
 - 1.1 Required *property information* is specified and collected in consultation with *relevant people* according to *organisational requirements*.
 - 1.2 *Sources of property information* are identified and accessed according to applicable *legislative requirements*.
 - 1.3 Property information is collected in an efficient and reliable manner, making efficient use of *business equipment and technology* and available time and resources.
 - 1.4 Appropriate *interpersonal techniques* are used to collect property information according to organisational policies and procedures.
- 2 Organise information.**
 - 2.1 Information is organised in a *suitable format* to allow analysis and decision making according to organisational requirements.
 - 2.2 Information is assessed for relevance and accuracy and is consistent with organisational reporting requirements.
 - 2.3 Appropriate business equipment and technology are selected and used to organise and store information according to organisational requirements.
 - 2.4 Property information is securely maintained with due regard to client confidentiality and according to legislative and organisational requirements.
- 3 Review information needs.**
 - 3.1 Property information is reviewed in consultation with relevant people to confirm sufficiency of information.
 - 3.2 Gaps in data collection are identified and additional information is sourced where necessary.
 - 3.3 Property information database is maintained according to own role and responsibility.
 - 3.4 *Feedback on future information needs* is obtained and incorporated into existing information collection and reporting processes.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to liaise with relevant people to obtain property information and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to access and understand a variety of information, prepare and present information in a suitable format and check for accuracy of information
- organisational skills to maintain records and databases and use organisational filing systems
- planning skills to prioritise information requests
- problem solving skills to solve routine database problems and source additional information
- technology skills to use software packages to gather and organise information and to select and use technology appropriate to the task.

Required knowledge and understanding:

- internal and external sources of property information
- OHS issues and requirements
- organisational policies and procedures, including customer service procedures
- organisational record keeping and filing systems
- procedures for using office equipment and technology
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchises and business structures
 - industrial relations
 - OHS
 - property sales, leasing and management
- security procedures and safe record keeping practices
- software applications used to access, store and maintain data
- types of property information management systems.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment This unit of competency could be assessed through practical demonstration of gathering and organising property information in a format that is suitable for decision making. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit A person who demonstrates competency in this unit must be able to provide evidence of:

- accurately determining information requirements and providing property information to meet identified and defined purposes
- identifying and addressing gaps in collected data
- knowledge of agency practices, ethical standards and legislative requirements associated with gathering and organising property information in a format that is suitable for decision making
- sourcing, organising and using information in compliance with applicable industry and legal requirements
- using consultative processes to review, maintain and improve existing information collection and reporting processes.

Context of and specific resources for assessment Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or

assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Property information may include information relating to:

- company services
- construction costs
- current and planned property or site developments
- depreciation schedules
- leasing rates
- management policy and procedures
- marketing services
- occupancy rates
- operating costs
- property characteristics including:
 - availability of alternative energy sources, including:
 - solar hot water and heating
 - wind generation
 - accessibility for people with disabilities
 - energy efficiency achieved by processes and products, such as:
 - building orientation
 - energy efficient planting
 - insulation
 - low energy building techniques
 - energy ratings, such as 5 or 6 star
 - water saving devices
- sales information.

Relevant people may include:

- clients
- colleagues
- legal representatives
- members of industry associations
- supervisors.

Organisational requirements may be outlined and reflected in:

- access and equity principles and practice guidelines
- business and performance plans
- complaint and dispute resolution procedures

Sources of property information may include:

Legislative requirements may be outlined and reflected in:

- goals, objectives, plans, systems and processes
- legal and ethical requirements and codes of practice
- mission statements and strategic plans
- OHS policies, procedures and programs
- policies and procedures in relation to client service
- quality and continuous improvement processes and standards
- quality assurance and procedure manuals.
- internet and intranet
- local, state and federal government documents and registers
- newspapers and journals
- policy statements
- property reports
- qualitative and quantitative data
- television and radio.
- Australian standards
- codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law
- consumer protection
- environmental and zoning laws affecting:
 - access security
 - access and property use
 - energy efficiency
- freedom of information
- home building requirements
- local regulations and by-laws
- privacy laws applying to owners, contractors and tenants
- public health
- quality assurance and certification requirements
- relevant federal, and state or territory legislation that affects organisational operation, including:
 - anti-discrimination and diversity
 - environmental issues
 - EEO
 - industrial relations
 - OHS
- strata, community and company titles
- tenancy agreements

Business equipment and technology may include:

- trade practices laws and guidelines.
- computers
- data storage devices
- email
- facsimile machines
- internet, extranet and intranet
- photocopiers
- printers
- scanners
- software applications, such as databases and word applications.

Interpersonal techniques may include:

- active listening
- consultation methods
- interpreting non-verbal and verbal messages
- questioning to clarify and confirm understanding
- seeking feedback
- using language and concepts appropriate to cultural differences.

Suitable format may relate to:

- incorporating graphics and pictures
- using a particular software application
- using standardised forms
- using tables and charts.

Feedback on future information needs may be obtained from:

- clients and colleagues
- documentation and reports
- quality assurance data
- questionnaires
- regular meetings.

Unit Sector(s)

Unit sector

Property development, sales and management

Competency field

Competency field

Property operations and development

