



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4043A Coordinate fit-out of property and facilities

Release: 1

CPPDSM4043A Coordinate fit-out of property and facilities

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to coordinate the fit-out of premises for user occupation. It requires the ability to interpret fit-out requirements accurately, negotiate with selected contractors, and monitor the fit-out process to completion within agreed timeframes.

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 coordinating the fit-out of premises for user occupation.

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 Prepare for fit-out.

- 1.1 **Information** is sourced and reviewed to determine fit-out requirements accurately, according to contract and **organisational requirements**.
- 1.2 Required approvals are identified and confirmed according to **legislative requirements** to ensure fit-out compliance.
- 1.3 **Consultative processes** are used to coordinate and verify contracted parties' work schedules according to organisational requirements.
- 1.4 Relevant **documentation** is reviewed to ensure accuracy and relevance of information, and is disseminated to **relevant people** for **feedback**.

2 Monitor fit-out processes.

- 2.1 Fit-out operation is monitored against work schedules to ensure completion occurs within designated timeframes.
- 2.2 Factors affecting achievement of scheduled work are identified and required **variations** to schedules are negotiated and agreed with relevant people.
- 2.3 Established **communication channels** and processes are used to ensure accurate exchange of information throughout the fit-out operation.
- 2.4 Situations requiring **specialist advice** are identified and assistance is sought as required according to organisational requirements.

3 Finalise fit-out process.

- 3.1 Notification of completed fit-out is received and checked against contract requirements and fit-out schedules according to organisational and legislative requirements.
- 3.2 Inspection is arranged to confirm fit-out is fully operational and meets specifications and industry standards.
- 3.3 Faults, errors or omissions are verified and prompt remedial action is determined and arranged with relevant people according to organisational requirements.
- 3.4 **Business equipment and technology** are used to maintain relevant documentation according to applicable OHS, legislative and organisational requirements.

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:

- communication skills to complete documentation and to advise variations and adjustments to fit-out processes
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to negotiate fit-out process, resolve conflict and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to interpret written and oral information
- organisational skills to plan and arrange fit-out work, schedule and meet time lines and client requirements, and manage risk
- research skills to source fit-out information and resource requirements.

Required knowledge and understanding:

- building codes and relevant Australian standards
- building construction practices, principles and processes
- building control legislation
- limitations of work role, responsibility and professional abilities
- methods and techniques for monitoring project outcomes
- 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
 - franchise and business structures
 - industrial relations
 - OHS
 - privacy
- property sales, leasing and management
- range of contracted parties and their roles and capabilities.

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 coordinating the fit-out of premises for user occupation. 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:

- determining fit-out requirements through research of property or facility information and consultation with relevant parties
- completing a fit-out in normal industry conditions and maintaining relevant documentation
- knowledge of organisation's practices, ethical standards and legislative requirements associated with coordinating the fit-out of premises for user occupation
- monitoring a fit-out operation against work schedules and negotiating variations and adjustments to the schedules.

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.

Information may be sought from:

- architects
- bankers and financiers
- builders
- business consultants
- clients
- designers
- investment consultants
- planners
- project managers
- real estate agents
- solicitors
- valuers.

Organisational requirements may be outlined and reflected in:

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

Legislative requirements may be outlined and reflected in:

- Australian standards
- general duty of care to clients
- home building requirements
- privacy requirements
- relevant federal, and state or territory legislation that affects organisational operation, including:
 - anti-discrimination and diversity
 - environmental issues
 - EEO

- industrial relations
 - OHS
 - relevant industry 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
 - strata, community and company titles
 - tenancy agreements
 - trade practices laws and guidelines.
- Consultative processes** may include:
- face-to-face meetings
 - telephone, facsimile and written communication.
- Documentation** may relate to:
- budgets
 - certification, including inspection certificates
 - costings, receipts and invoices
 - fit-out contract
 - fit-out schedule
 - handover
 - logs of equipment and system problems or faults
 - operational checks and maintenance conducted
 - planning permits
 - property or facility leases, plans or contracts
 - warranty conditions and allowances.
- Relevant people** may include:
- clients
 - colleagues
 - consultants
 - contractors
 - legal representatives
 - members of industry associations
 - supervisors
 - technical experts.
- Feedback** may be sought from:
- clients and their legal representatives
 - industry specialists
 - supervisors and colleagues
 - workplace assessment.
- Variations** may include:
- changes to fit-out schedules
 - work outside, or producing results outside, terms and conditions of contract.
- Communication channels** may include:
- direct line supervision paths
 - lateral supervision paths
 - organisational communication protocols and procedures

Specialist advice may be sought from:

- organisational networks.
- architects
- builders
- engineers
- government officials
- planners
- property or facility managers
- real estate agents
- solicitors
- subcontractors
- supervisors
- technical experts
- valuers.

Business equipment and technology may include:

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

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development