CPPDSM4045A Facilitate meetings in the property industry

Release: 1

CPPDSM4045A Facilitate meetings in the property industry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to prepare for meetings and facilitate groups to discuss common issues in the property industry. It requires the ability to coordinate meeting arrangements, communicate effectively with a range of audiences, and accurately record meeting outcomes.
	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 preparing for meetings and facilitating groups in the property industry to discuss common issues.

Licensing/Regulatory Information

Refer to Unit Descriptor

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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 Arrange meetings.	1.1 ***Type of meeting*** and its purpose are identified and meeting arrangements are made according to statutory and ***organisational requirements***.
	1.2 ***Meeting participants*** are identified and meeting is scheduled to provide maximum opportunities for attendance.
	1.3 Participants are notified of ***meeting agenda*** and ***specific requests*** are actioned according to organisational requirements.
	1.4 Participants are advised of changes to original meeting details according to organisational requirements.
2 Facilitate meetings.	2.1 Open and participative environment is provided for participants to discuss common issues according to ethical and ***legislative requirements***.
	2.2 Arrangements for taking meeting notes are made to ensure accurate record of meeting according to organisational and statutory requirements.
	2.3 Meeting is facilitated in a manner that enables participation, discussion, problem solving and ***resolution of issues***.
	2.4 ***Meeting style and structure*** is selected appropriate to meeting purpose.
	2.5 ***Leadership styles and strategies*** are used that provide clear information at appropriate stages during meeting to assist in mutual understanding and agreement.
3 Record meeting outcomes.	3.1 ***Meeting notes*** are checked to ensure accuracy of information and are formatted according to organisational and statutory requirements.
	3.2 Meeting issues requiring urgent action are identified and addressed with relevant people according to organisational procedures.
	3.3 Meeting records are distributed to relevant people within agreed timeframes and are securely maintained according to organisational requirements.

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:

- communication skills to encourage, listen to and incorporate feedback; conduct oral presentations to a group; and answer questions
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- conflict management skills to manage and work with a group to resolve problems and develop action plans
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- planning skills to manage time effectively and prepare for meetings
- report writing skills to organise and assess information and source additional information
- written communication skills to prepare agendas, take supporting notes, summarise meetings and prepare minutes.

Required knowledge and understanding:

- different types and formats of meetings, including general awareness of procedures for formal meetings
- group dynamic principles and theory
- meeting terminology
- organisation's record and reporting system
- 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
- standard meeting procedures, including:
  - agenda format and order
  - types of seating arrangements
  - role of chairperson
- types of minutes and their purpose.

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 preparing for meetings and facilitating groups to discuss common issues. 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 recording and securely maintaining notes of meeting discussions - effectively planning and administering meetings using appropriate procedures and protocols - knowledge of organisation's practices, ethical standards and legislative requirements associated with preparing for meetings and facilitating groups to discuss issues - using effective communication and presentation skills to manage and conduct meetings - using technology to prepare documentation relating to meeting outcomes and distribute to relevant people in a timely manner.
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

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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.

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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.

Meetings may be:	• committees, such as consultative planning and purchasing committees • formal and informal health and safety meetings • meetings called by tenant representatives • suggestions, requests, reports and concerns put forward to committees or management.
Type of meeting may be:	• board meetings • committee meetings • formal and informal • one-off or regular • semi-formal • staff meetings • teleconferences • videoconferences.
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.
Meeting participants may be:	• agents • clients • colleagues • contractors • external clients, including customers, business contacts and persons working in a similar field • internal clients, including individuals, teams,

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consultants and committees
- legal representatives
- OHS safety committees
- owners
- tenants.

Meeting agenda may include:
- correspondence
- date, time and location of meeting
- matters or business arising from previous minutes
- reports
- statement of meeting's purpose.

Specific requests may include:
- inclusion of agenda items
- inviting additional representatives
- minutes of previous meetings
- new timing and location of meeting
- specific supporting documentation.

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.

Resolution of issues may be negotiated using techniques such as:
- active listening
- clear presentation of options
- culturally inclusive and sensitive engagement techniques
- interpreting non-verbal and verbal messages
- questioning to clarify and confirm understanding
- seeking feedback
- two-way interaction

	•	using language and concepts appropriate to target audience.
Meeting style and structure may be formal or informal and include:	• • • •	guest speakers meeting chair structured agenda and timeframes use of visuals.
Leadership styles and strategies may include:	•	maintaining ethical practice and beliefs in the face of opposition
	•	modelling behavioural and personal presentation standards
	•	strategies for acknowledging and respecting attitudes and beliefs of others
	•	strategies for not accepting unreasonable expectations
	•	strategies for presenting a confident, assured and unhesitant manner in challenging situations
	•	techniques for initiating action and directing decision making
	•	techniques for promoting active and genuine participation
	•	time management.
Meeting notes may include:	• • • • •	participants and apologies decisions made future action to be taken points discussed suggestions made.

Unit Sector(s)

Unit sector   Property development, sales and management

Competency field

Competency field   Property operations and development