



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPDSM5001A Advise on use and design of facilities**

**Release: 1**

## **CPPDSM5001A Advise on use and design of facilities**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency specifies the outcomes required to provide effective advice on the use and design of facilities to meet client needs. It requires the ability to conduct research to identify future facility requirements.

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 providing effective advice on the use and design of facilities to meet client needs.

### **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 client requirements for facilities.

- 1.1 Client requirements for *facilities* are identified in consultation with *relevant people* according to *organisational requirements*.
- 1.2 *Client needs* are accurately assessed and clarified, using appropriate research and survey techniques and *consultative processes*.
- 1.3 Relevant documentation and *legislative requirements* are accessed to ensure facilities comply with requirements.
- 1.4 Situations requiring *specialist advice* are identified and assistance is sought as required according to organisational requirements.

#### 2 Conduct analysis of facilities.

- 2.1 *Information* is gathered and organised in a format suitable for analysis and interpretation according to organisational requirements.
- 2.2 Reliable methods are used to collect information according to organisational requirements.
- 2.3 Relevant people are consulted to gather additional data using appropriate communication techniques.
- 2.4 Information is analysed using reliable and valid *data analysis methods* according to organisational requirements.
- 2.5 Assumptions and conclusions are documented that are consistent with research objectives and supported by verifiable evidence.

#### 3 Provide advice and recommendations.

- 3.1 Clients are provided with clear *recommendations* on facilities use and design services to meet their identified needs.
- 3.2 *Feedback* on suitability and sufficiency of recommendations is obtained according to organisational requirements.
- 3.3 Advice and recommendations are *presented* in an appropriate format, style and structure using business technology.
- 3.4 Future services required by client are identified and delivery is planned in consultation with relevant personnel.
- 3.5 Relevant documentation is completed and processed according to 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:

- analytical skills to evaluate existing facilities
- appraisal skills to evaluate solutions and synthesise a wide range of acquired knowledge and experience when making recommendations
- communication skills to impart knowledge, ideas and concepts through oral, written and visual means
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- numeracy skills to apply statistical methods and techniques
- problem solving skills to identify problems and find innovative solutions
- research skills to source, analyse and interpret financial information and formulate conclusions that contribute to existing knowledge of advanced practice
- technology skills to process information and use information technology systems.

#### Required knowledge and understanding:

- adaptive re-use and implications for business continuity
- change management principles and practices
- environmental auditing aimed at effective facility operations
- future-proofing strategies, such as flexible space planning and technology provision
- heritage implications and legislative constraints
- methodology formulation and analysis techniques
- organisational and professional procedures, ethical practices and business standards
- range of decision making tools
- 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

## REQUIRED SKILLS AND KNOWLEDGE

- industrial relations
- OHS
- privacy
- property sales, leasing and management
- public safety
- value analysis and benchmarking techniques.

## 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 providing effective advice on the use and design of facilities to meet client needs. 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:

- accessing and comparing a range of information and statistical data to determine performance of facilities
- establishing effectiveness of facilities, incorporating evaluation feedback from clients, and making recommendations for future use and design
- following organisational and legislative procedures when giving advice
- identifying client needs through review of documentation and consultation with clients and others
- knowledge of organisation's practices, ethical standards and legislative requirements associated with providing effective advice on the use and design of facilities to meet client needs.

**Context of and specific resources for assessment**

Resource implications for assessment include:

- a registered provider of assessment services
- assessment materials and tools
- candidate special requirements
- competency standards
- cost and time considerations
- suitable assessment venue and equipment
- workplace documentation.

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 activity and must include evidence relating to each of the 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.

***Facilities*** may include:

- car parking
- child care centres
- community centres
- educational facilities
- meeting places
- offices
- security facilities
- sport and recreation venues.

***Relevant people*** may include:

- agents
- clients
- engineers and technicians
- legal representatives
- management and colleagues
- property owners
- technical experts
- tenants.

***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.

***Client needs*** may relate to:

- financial performance
- organisational culture, structure and value process
- organisational industry direction
- organisational physical infrastructure
- political and social issues

- Consultative processes*** may include:
- workforce productivity.
  - face-to-face meetings
  - telephone, facsimile and written communication.
- 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.
- Specialist advice*** may be sought from:
- architects
  - builders
  - business consultants
  - government officials
  - investment consultants
  - members of industry associations
  - planners
  - real estate agents
  - solicitors
  - subcontractors
  - technical experts
  - valuers.
- Information*** may include:
- capital management plans
  - company asset documents and registers
  - conservation plans
  - depreciation schedules
  - environmental, energy and safety plans and guidelines
  - financial documents
  - landscape planning documents

- master planning documents
  - qualitative and quantitative data
  - reports and inventories
  - risk management plans
  - urban design studies.
- Data analysis methods** may include:
- computer modelling
  - critical analysis
  - explorative, descriptive, causative or predictive methods, and may include:
    - mathematical calculations
    - probability analysis
    - problem solving
    - quantitative and qualitative
    - time series recognition.
- Recommendations** may include:
- development of plans
  - disposal of assets
  - energy efficiency measures
  - feasibility studies
  - funding options
  - improvements to quality of the workspace for employees
  - information technology
  - new assets
  - new building or landscape design
  - potential for sale, sublease, out-lease or lease termination
  - refurbishment or fit-out
  - relocation
  - security
  - space use and allocation
  - waste disposal measures.
- Feedback** may be obtained from:
- clients and colleagues
  - documentation and reports
  - questionnaires
  - regular meetings.
- Presented** advice may incorporate use of:
- company logo or letterhead
  - graphics and pictures
  - particular software application
  - standardised forms
  - tables and charts.

## **Unit Sector(s)**

**Unit sector** Property development, sales and management

## **Competency field**

**Competency field** Property operations and development