



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM5008A Coordinate fit-out of premises for user occupation

Release: 1

CPPDSM5008A Coordinate fit-out of premises for user occupation

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 administer contracts, select fit-out methods and coordinate the arranging of contractors and consultants.

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.	<p>1.1 Information is sought to accurately determine fit-out requirements according to organisational requirements.</p> <p>1.2 Required approvals are identified and confirmed to ensure fit-out complies with industry and legislative requirements.</p> <p>1.3 Consultative processes are used to verify client expectations and objectives according to organisational requirements.</p> <p>1.4 Draft documentation is reviewed to ensure accuracy and relevance of information and is disseminated to relevant people for feedback.</p>
2 Determine fit-out delivery method.	<p>2.1 Fit-out delivery method is determined based on client needs and organisational requirements.</p> <p>2.2 Reliable fit-out delivery methods are used according to organisational requirements, making efficient use of time and resources.</p> <p>2.3 Fit-out schedule is developed detailing a range of activities and time lines that accurately reflect client and organisational requirements.</p> <p>2.4 Fit-out schedule is planned in a flexible manner to accommodate unforeseen contingencies that may arise.</p>
3 Arrange contractors and consultants.	<p>3.1 Contractors and consultants are arranged to undertake fit-out process according to legislative and organisational requirements.</p> <p>3.2 Tendering and selection methods are used that meet client and legislative requirements.</p> <p>3.3 Contracted services are selected that are relevant to fit-out work to be undertaken and client requirements.</p> <p>3.4 Contract is finalised and written approval obtained from relevant people according to organisational and legislative requirements.</p>
4 Monitor fit-out processes.	<p>4.1 Fit-out operation is monitored against work schedule to ensure completion occurs within designated timeframes.</p> <p>4.2 Factors affecting achievement of scheduled work are identified and required variations to schedules are negotiated and agreed with relevant people.</p> <p>4.3 Established communication channels and processes are used to ensure an accurate exchange of information throughout operations.</p> <p>4.4 Situations requiring specialist advice are identified and assistance is sought as required according to</p>

ELEMENT	PERFORMANCE CRITERIA
5 Finalise fit-out process.	organisational requirements. 5.1 Notification of completed fit-out is received and checked against client and organisational requirements. 5.2 Inspection is arranged to confirm fit-out is fully operational and meets specifications and industry standards. 5.3 Faults, errors or omissions are verified and prompt remedial action is determined and arranged according to organisational requirements. 5.4 <i>Business equipment and technology</i> are used to securely maintain relevant <i>documentation</i> 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:

- communication skills to negotiate client requirements, 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 and complete documentation
- 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
- contractor and consultant roles and capabilities
- contract law applied to building contracts
- limitations of work role, responsibility and professional abilities
- project planning and scheduling

REQUIRED SKILLS AND KNOWLEDGE

- 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.

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 fitting 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:

- arranging the contractor and consultant selection process
- completing a fit-out under normal industry conditions
- knowledge of organisation's practices, ethical standards and legislative requirements associated with coordinating the fit-out of premises for user occupation
- negotiating variations and adjustments to fit-out

Context of and specific resources for assessment

schedule

- preparing and executing a fit-out contract.

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.

Information may be sought from:

- architects
- bankers and financiers
- builders
- business consultants
- clients
- designers
- investment consultants
- planners
- 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.
- Clients*** may include:
- agents
 - building supervisors
 - company management
 - fund providers
 - government and legal instruments or agencies
 - institutions
 - insurers
 - internal and external property or facility groups
 - owner-occupiers
 - private investors
 - project managers
 - property or facility agents
 - property or facility owners.
- Relevant people*** may include:
- clients
 - consultants
 - contractors
 - legal representatives
 - management and colleagues
 - members of industry associations
 - technical experts.
- Feedback*** may be sought from:
- clients and their legal representatives
 - industry specialists
 - supervisors and colleagues
 - workplace assessment.
- Fit-out delivery methods*** may relate to:
- fixed prices
 - formal contracts
 - internal and external staff
 - temporary and casual staff contracts.
- Contingencies*** may relate to:
- budget constraints
 - building delays

- competing work demands of contractors and consultants
 - environmental factors, such as time and weather
 - industrial disputes
 - non-availability of resources and materials
 - public holidays and shut-down periods
 - equipment and technology breakdown
 - unforeseen incidents
 - workplace hazards, risks and controls.
- Tendering and selection methods*** may include:
- advertisements
 - compulsory competitive tenders
 - direct appointments
 - public tenders
 - register of consultants
 - selective tenders.
- Variations*** may relate to:
- changes to fit-out schedules
 - work outside or producing results outside the terms and conditions of contract.
- Communication channels*** may include:
- direct line supervision paths
 - lateral supervision paths
 - organisational communication protocols and procedures
 - organisational networks.
- Specialist advice*** may be sought from:
- bankers and financiers
 - colleagues
 - fit-out specialists, including architects, surveyors, engineers, valuers, planners and builders
 - government officials
 - investment consultants
 - local government personnel
 - members of industry associations
 - real estate agents
 - solicitors
 - supervisors
 - technical experts.
- 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

- Documentation* may include:
- applications.
 - certification, including inspection certificates
 - costings, receipts and invoices
 - fit-out contracts
 - fit-out schedules
 - handover documentation
 - 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.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development