



**Australian Government**

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

# **CPPDSM5026A Manage a consultant property project team**

**Release: 1**

## **CPPDSM5026A Manage a consultant property project team**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency specifies the outcomes required to select and coordinate a consultancy team to complete property projects. It requires the ability to administer project contracts; select, appoint and monitor contractors; and facilitate project processes.

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 selecting and coordinating a consultancy team to complete property projects.

### **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
<b>1 Determine project requirements.</b>	<p>1.1 <i>Project</i> specifications and other <i>relevant documentation</i> are obtained and analysed to establish project requirements.</p> <p>1.2 <i>Consultative processes</i> are used to negotiate and confirm contract requirements with <i>relevant people</i> according to <i>organisational requirements</i>.</p> <p>1.3 Project plan is developed and <i>contingencies</i> are planned to ensure contract, <i>client</i> and organisational requirements are met.</p> <p>1.4 Financial, physical and human resource requirements are identified and organised according to project plan and organisational requirements.</p> <p>1.5 Draft documentation is reviewed to ensure accuracy and relevance of information and disseminated to relevant people for <i>feedback</i>.</p>
<b>2 Assess and select contractors.</b>	<p>2.1 Project <i>information</i> is reviewed and assessed to determine <i>selection process</i> and types of contractors required.</p> <p>2.2 <i>Selection criteria</i> are developed according to project requirements, ensuring adherence to <i>principles of value management</i>.</p> <p>2.3 Selection processes are implemented in line with agreed timeframes and organisational policies and procedures.</p> <p>2.4 Contractor assessment, selection and appointment processes are conducted according to organisational and <i>legislative requirements</i>.</p> <p>2.5 Selection decision is based on evaluation of sufficient evidence against specified selection criteria to enable a judgement to be made on the best candidate.</p>
<b>3 Monitor project.</b>	<p>3.1 Project plan is monitored against contracts and work schedules to ensure completion occurs within designated timeframes.</p> <p>3.2 Effective <i>communication channels</i> are used that facilitate regular and accurate communication flow and feedback.</p> <p>3.3 Expenditure and resource usage are monitored to ensure objectives are achieved within project budgetary parameters.</p> <p>3.4 Factors affecting achievement of scheduled work are identified and <i>variations</i> to schedules are negotiated as required.</p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
<b>4 Finalise project.</b>	<p>4.1 Notification of completed project is received and checked against contract and work schedules according to organisational and legislative requirements.</p> <p>4.2 Inspection is arranged according to organisational requirements to confirm project meets industry standards and contract and client requirements.</p> <p>4.3 Faults, errors or omissions are identified and prompt remedial action is arranged according to organisational requirements.</p> <p>4.4 <i>Business equipment and technology</i> are used to maintain relevant documentation securely and according to legislative and organisational requirements.</p>

## 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 and monitor project processes, negotiate contractor requirements, and conduct assessment and selection process
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- evaluation skills to select contractors
- interpersonal skills to 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 coordinate selection process and plan and monitor project processes
- research skills to source project information and resource requirements.

#### Required knowledge and understanding:

- building codes and relevant Australian standards
- building control legislation
- consultant roles and capabilities
- contract law applied to property and project contracts
- limitations of work role, responsibility and professional abilities
- OHS issues and requirements
- 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
- selection methods and processes.

## 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 selecting and coordinating a consultancy team to complete property projects. 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:

- establishing contractor requirements through research of project specifications and consultation
- inspecting a completed project to confirm it meets project plan requirements
- knowledge of organisation's practices, ethical standards

and legislative requirements associated with selecting and coordinating a consultancy team to complete property projects

- monitoring a project against the project plan and using established communication channels
- preparing selection criteria and conducting a contractor selection process.

### **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.

***Project*** may include activities which:

- give rise to creation of an asset
- involve fitting out new structures
- involve modifying existing structures.

***Relevant documentation*** may include:

- certification, including inspection certificates
- handover documentation
- operational checks and maintenance conducted
- planning permits
- project contracts
- property drawings and plans
- property leases and contracts
- selection criteria
- tenders.

***Consultative processes*** may include:

- face-to-face meetings
- telephone, facsimile and written communication.

***Relevant people*** may include:

- clients
- consultants
- contractors
- legal representatives
- management and colleagues
- members of industry associations
- technical experts.

***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

- Contingencies*** may include:
- quality assurance and procedure manuals.
  - 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.
- Clients*** may include:
- agents
  - building supervisors
  - company management
  - fund managers
  - fund providers
  - government and legal instruments or agencies
  - institutions
  - insurers
  - internal and external property groups
  - owner-occupiers
  - private investors
  - project managers
  - property agents
  - property owners.
- Feedback*** may be sought from:
- clients and their legal representatives
  - industry specialists
  - management and colleagues
  - workplace assessment.
- Information*** may include:
- budget documentation
  - project plan
  - property documentation
  - selection criteria
  - tender documents.
- Selection process*** may include:
- advertisement
  - compulsory competitive tender
  - direct appointment
  - interview
  - public tender
  - register of consultants
  - selective tender.

***Selection criteria*** may include:

- contractor philosophy
- current workload
- demonstrated capacity to perform
- financial security
- performance record
- quality of subcontractors
- technical capability.

***Principles of value management*** may include:

- adherence to costing constraints
- attention to detail
- coordination of services
- effective selection of contractor and ancillary workforce
- minimisation of variations.

***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.

***Communication channels*** may include:

- direct line supervision paths
- lateral supervision paths
- organisational communication protocols and procedures
- organisational networks.

***Variations*** may relate to:

- changes to work schedules
- work outside or producing results outside the terms and conditions of contract.

***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