



**Australian Government**

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

# **CPPDSM5034A Monitor performance of property or facility portfolio**

**Release: 1**

## **CPPDSM5034A Monitor performance of property or facility portfolio**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency specifies the outcomes required to monitor the ongoing performance of a property or facility portfolio. It requires the ability to provide advice and recommendations to the client based on an accurate analysis of investment performance.

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**

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This unit of competency supports the work of those involved in monitoring the ongoing performance of a property or facility portfolio.

### **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 performance requirements.</b>	<p>1.1 <i>Performance</i> requirements are identified in consultation with <i>relevant people</i> according to <i>organisational requirements</i>.</p> <p>1.2 <i>Client needs and expectations</i> are accurately assessed and clarified using appropriate research and survey techniques and <i>consultative processes</i>.</p> <p>1.3 <i>Source documents</i> and <i>legislative requirements</i> are obtained and assessed according to organisational requirements to ensure that information is accurate and reliable.</p> <p>1.4 Situations requiring <i>specialist advice</i> are identified and assistance is sought as required according to organisational procedures.</p>
<b>2 Monitor performance.</b>	<p>2.1 <i>Performance of portfolio</i> is regularly monitored to ensure it meets client objectives and relevant organisational and legislative requirements.</p> <p>2.2 Assessment processes are designed which detail the assessment method that will accurately reflect client needs and organisational requirements.</p> <p>2.3 Trends and <i>market conditions</i> are identified and evaluated against <i>industry benchmarks</i> to determine performance of portfolio.</p> <p>2.4 Variations in performance expectations are identified and explained to relevant people.</p> <p>2.5 Reliable methods for assessing performance are used according to organisational requirements, making efficient use of time and resources.</p>
<b>3 Provide advice and recommendations.</b>	<p>3.1 Clients are provided with clear advice and <i>recommendations</i> on whether performance of portfolio meets their identified needs and expectations.</p> <p>3.2 Advice and recommendations are supported by verifiable evidence and are consistent with monitoring objectives and client requirements.</p> <p>3.3 Advice and recommendations are presented in an appropriate format, style and structure using <i>business equipment and technology</i>.</p> <p>3.4 <i>Feedback</i> on suitability and sufficiency of advice and recommendations is obtained from relevant people.</p> <p>3.5 Information is securely maintained with due regard to client confidentiality, and 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:

- analytical skills to interpret property or facility plans, assess property or facility performance, research property or facility application and usage, and benchmark for optimisation
- communication skills to clarify ideas and perspectives, and negotiate client and tenant requirements
- 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
- literacy skills to interpret written and oral information, complete documentation and report findings
- technical skills to use property or facility software and formulate reports.

#### Required knowledge and understanding:

- a range of research methods and analysis techniques
- administration of property or facility usage plans
- contract law and property or facility performance
- industry practice and benchmarks
- lease rights and responsibilities
- local property market conditions and overall trends in the industry
- organisational and professional procedures, ethical practices and business standards
- 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

## REQUIRED SKILLS AND KNOWLEDGE

- property sales, leasing and management
- risk management associated with property or facility performance.

## 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 monitoring the ongoing performance of a property or facility portfolio. 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:

- conducting research of relevant documentation and legislation and accurately determining client performance expectations through consultation
- developing an assessment process, and measuring performance of portfolio against set criteria
- knowledge of organisation's practices, ethical standards and legislative requirements associated with monitoring the ongoing performance of a property or facility portfolio
- monitoring portfolio performance using data analysis methods and identifying variations in performance expectations
- providing advice and recommendations to clients based on a comprehensive evaluation of portfolio performance, including feedback using business equipment and technology.

**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.

- Performance*** may relate to:
- concepts and plans
  - customer service outcomes
  - productive use of property and assets
  - strategies and placement of capital in property for investment.
- Relevant people*** may include:
- accountants
  - analysts
  - clients
  - government personnel
  - legal representatives
  - management and colleagues
  - members of industry associations
  - taxation specialists.
- Organisational requirements*** may be outlined and reflected in:
- access and equity principles and practice guidelines
  - business and performance plans
  - complaint and dispute resolution procedures
  - emergency and evacuation procedures
  - employer and employee rights and responsibilities
  - 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
  - policies and procedures relating to own role and responsibility
  - quality and continuous improvement processes and standards
  - quality assurance and procedure manuals
  - records and information systems and processes.
- Clients*** may include:
- developers
  - financial institutions
  - fund managers

- internal and external property groups
  - investment organisations
  - joint ventures
  - owner-occupiers
  - partners
  - unit trustees.
- Client needs and expectations*** may relate to:
- immediate capital gains
  - long-term capital gains.
- Consultative processes*** may include:
- face-to-face meetings
  - telephone, facsimile and written communication.
- Source documents*** may include:
- business plans
  - comparative market data
  - depreciation schedules
  - financial documents
  - government statistics
  - marketing plans
  - property valuation statements
  - qualitative and quantitative data
  - reports and inventories
  - taxation records.
- 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
- architects
  - bankers and financiers

sought from:

- builders
- environmental auditors
- government officials
- investment consultants
- members of industry associations
- real estate agents
- solicitors
- technical experts
- valuers.

***Performance of portfolio*** may be influenced by:

- capacity to improve assets
- capital growth versus short-term gain
- cash flows
- change to organisational structure
- demographics
- gearing possibilities
- geographic aspects
- limits to financial resources
- return on investment
- return versus risk
- taxation considerations
- type of property or facility.

***Market conditions*** may relate to:

- availability of alternatives
- business confidence
- economic conditions
- level of competition.

***Industry benchmarks*** may include:

- discounted cash flow
- employment rates
- industry association performance index
- inflation rate
- internal rate of return
- life cycle costing
- published vacancy factors
- tenancy mix.

***Recommendations*** may include:

- new finance arrangements
- new tenant or lease arrangements
- rebuilding
- redeveloping
- refitting
- refurbishment and fit-outs
- renovation
- repackaging.

***Business equipment and technology*** may include:

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

***Feedback*** may be obtained from:

- clients and colleagues
- legal representatives
- documentation and reports
- quality assurance data
- questionnaires
- regular meetings.

## **Unit Sector(s)**

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

## **Competency field**

**Competency field** Property operations and development