



Australian Government

BSBCNV511 Take instructions in relation to a conveyancing transaction

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to take instructions from a potential client to initiate a conveyancing transaction.

The unit applies to individuals who communicate with clients to establish the client's needs, and identify conflicts of interest, parties, properties and other interests, and determine terms of engagement and contingency strategies.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the BSB Companion Volume Implementation Guide or the relevant regulator for specific guidance on requirements.

Unit Sector

Technical Skills – Conveyancing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish client needs	1.1 Identify and verify the client identity according to practice policies and procedures 1.2 Identify and clarify client needs and expectations according to practice policies and procedures 1.3 Determine and discuss optional courses of action with client 1.4 Check information and documentation in relation to the transaction for accuracy and relevance 1.5 Obtain mutual agreement regarding responsibilities, obligations and expectations of all parties to the transaction 1.6 Record and document client's needs and responsibilities

ELEMENT	PERFORMANCE CRITERIA
2. Identify any conflict of interest	2.1 Identify and record existing or potential conflicts of interest associated with the transaction 2.2 Evaluate conflicts of interest and determine required action for the client and practice, and advise client of any necessary action
3. Identify parties, properties and other interests	3.1 Identify the roles of various parties involved in the conveyancing transaction 3.2 Analyse estates and interests in land according to relevant transaction 3.3 Analyse relevant searches, Certificates of Title and other relevant documents and confirm facts pertaining to the transaction 3.4 Communicate to the client the title and contract details and respective consequences of the conveyancing transaction
4. Determine terms of engagement	4.1 Document terms of engagement which comply with legislative, regulatory and practice requirements and articulate to client clearly and promptly 4.2 Establish and record client's agreement with terms 4.3 Obtain relevant authorities from client and other relevant parties 4.4 Verify identity of client according to firm policies and procedures 4.5 Check estimates of fees, disbursements and time for accuracy and completeness and provide to client
5. Determine contingency strategies	5.1 Identify contingencies relating to the transaction and advise the client 5.2 Determine contingency strategies and options and agree in consultation with client
6. Initiate the transaction	6.1 Select a course of action which meets the client's needs according to legislative requirements and practice policy and procedures 6.2 Advise client of all actions to be implemented to meet their agreed needs and expectations 6.3 Confirm and record instructions from client to proceed or not to proceed 6.4 Make referrals to other professionals or third parties, where required 6.5 Formally open, organise and document all relevant instructions, information, facts and evidence in client file

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	Accesses and interprets documentation from a variety of sources checking for accuracy, completeness and relevance
Writing	- Records information using correct spelling, grammar and terminology in organisational formats - Prepares files and correspondence using logical structure and language appropriate for purpose and audience
Oral Communication	- Uses questioning and active listening to determine and confirm client requirements and to share information - Uses language and concepts appropriate to audience when participating in verbal interactions
Numeracy	- Performs mathematical calculations to check accuracy and completeness of numerical and financial data with a focus on identifying errors and discrepancies - Analyses, records and consolidates financial information
Self-management	Takes full responsibility for ensuring that documentation and processes comply with legislative requirements and practice policies
Problem solving	Anticipates potential problems and develops contingency plans
Planning and organising	Plans, organises, implements and reviews actions needed to achieve objectives effectively and efficiently
Technology	Uses the main features and functions of digital tools to complete work tasks and to access information

Unit Mapping Information

Supersedes and is equivalent to BSBCNV501 Take instructions in relation to a transaction.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>