



Australian Government

Assessment Requirements for CPPCOM4001 Manage own work, professional development and ethical behaviour

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Modification History

Release 1 This version first released with CPC Property Services Training Package Release 5.0.

Supersedes and equivalent to CPPHSA4018A Manage own work, professional development and ethical behaviour. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by engaging in a structured process of critical analysis and professional reflection that includes:

- evidence-based analysis of own work, professional development and professional behaviour
- a documented regulatory compliance plan to ensure own work practices are consistent with industry accreditation and licensing requirements
- a documented professional development plan that includes:
 - at least three opportunities to develop and maintain professional practice
 - strategies to address at least three different professional practice issues/challenges.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- client service standards appropriate to work role
- contractual obligations associated with work role and professional indemnity insurance required to meet regulatory requirements
- ethical standards and industry codes of conduct associated with work activities and providing client services
- factors that contribute to professional personal presentation
- professional networks and associations available within the industry
- requirements of industry accrediting or licensing organisations and government bodies applicable to work activities
- self-assessment, reflection and feedback techniques that can be used to identify areas for improvement in professional practice
- sources of information about new product developments and research associated with work practices
- sources of professional advice

- techniques for conflict resolution and dealing with difficult situations in the workplace
- techniques for identifying own professional development needs and how these can be met
- time management and scheduling techniques
- types of issues that may impact the ethical conduct of work activities:
 - conflicts of interest
 - fraudulent behaviours
 - inappropriate relationships with providers associated with procurement of goods or services.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

This unit must be assessed in the workplace or a close simulation using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to:

- industry codes, guidelines, standards and legislation to support achievement of the performance evidence
- information about professional networks, associations and industry accreditation requirements applicable to work role.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>