



**Australian Government**

# **CPPCOM4001 Manage own work, professional development and ethical behaviour**

**Release: 1**

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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.

## **Application**

This unit specifies the skills and knowledge required to adhere to regulatory requirements, organise own work commitments, maintain professional competence and model ethical practice while working in the property industry.

This unit is for individuals who work independently using specialised knowledge and skills in a range of property services sectors and organisations. It involves completing routine and non-routine tasks and dealing with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## **Pre-requisite Unit**

Nil

## **Unit Sector**

Common

## **Elements and Performance Criteria**

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

1 Adhere to regulatory requirements for work activities.

1.1 Confirm industry accreditation and licensing requirements for conducting work activities.

1.2 Confirm roles and responsibilities of relevant industry accrediting and licensing organisations associated with work activities.

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|--------------------------------------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                  | 1.3 | Develop a compliance plan to ensure own work practices are consistent with regulatory requirements.                                                                    |
|                                                  | 1.4 | Comply with quality assurance processes of regulatory organisations when conducting work activities.                                                                   |
| 2 Model high standards of professional practice. | 2.1 | Establish and maintain standards of personal presentation and client service appropriate to work role.                                                                 |
|                                                  | 2.2 | Maintain personal performance in varying work conditions and work contexts.                                                                                            |
|                                                  | 2.3 | Recognise conflict in the workplace and respond promptly and safely to address issues and reach a positive conclusion.                                                 |
|                                                  | 2.4 | Determine personal liability for breach of contract or negligence and maintain professional indemnity insurance in line with regulatory and professional requirements. |
|                                                  | 2.5 | Use oral and written communication strategies to establish rapport with clients and provide accurate advice and follow-up services.                                    |
| 3 Set and meet own work priorities               | 3.1 | Assess competing work demands and organise own work activities to achieve required individual, team and organisational priorities and timelines.                       |
|                                                  | 3.2 | Devise strategies to effectively manage workload and minimise personal stress.                                                                                         |
|                                                  | 3.3 | Identify strategies to support own requirements for work-life balance while meeting work priorities.                                                                   |
| 4 Develop and maintain professional competence.  | 4.1 | Use self-assessment, reflection and client feedback to identify areas for improvement in own professional practice.                                                    |
|                                                  | 4.2 | Participate in professional networks and associations to enhance skills, knowledge and work relationships.                                                             |
|                                                  | 4.3 | Keep up to date with new product developments and findings of current research associated with work                                                                    |

practices.

- 4.4 Source and use opportunities to develop and maintain professional competence.

- 5 Model ethical practice.
- 5.1 Identify and uphold ethical standards and industry codes of conduct in providing client services.
- 5.2 Consult with relevant persons to verify personal understanding of ethics and conduct standards and ensure compliance with regulatory requirements.
- 5.3 Identify situations requiring guidance on ethical practice and source advice to ensure ethical conduct.
- 5.4 Identify and manage potential conflicts of interest when conducting work activities and providing client advice to ensure compliance with regulatory and industry codes of practice.

## Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- reading skills to interpret key requirements of a variety of texts including regulations, codes of practice and industry accreditation and licensing information relevant to own work.

## Unit Mapping Information

Supersedes and equivalent to CPPHSA4018A Manage own work, professional development and ethical behaviour.

## 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>

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

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## 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.

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