



Australian Government

Assessment Requirements for CPPDSM3010 Meet customer needs and expectations in the property industry

Release: 1

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Modification History

Release 1.

Replaces superseded equivalent CPPDSM3010B Meet customer needs and expectations in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also clarify and meet customer needs and expectations in the property industry by responding to the following two different customer service situations:

- a single encounter on a one-to-one basis with one internal customer
- two or more encounters on a one-to-one basis with one external customer.

In doing the above, the person must:

- identify needs and expectations of each customer
- deliver a service to both customers in required timeframes
- apply knowledge of organisational practices, ethical standards, and legislative requirements associated with meeting customer needs and expectations
- locate, interpret and apply relevant product and service information
- recommend acceptable options or alternatives to customers, or explain to customers why their needs cannot be met
- use communication strategies suited to the customer and service situation.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- communication strategies to use when establishing and maintaining customer relationships
- organisation's product and service range, sufficient to make choices between different products and services based on identified customer needs and expectations
- key requirements of federal, state or territory legislation, codes, standards and local government regulations relating to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - financial probity

- work health and safety (WHS)
- property sales, leasing and management.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system with internet access and printer
- specifications:
 - organisational policies and procedures for interacting and communicating with customers
 - details of services offered by organisation
 - relevant legislation, codes, standards and local government regulations relating to organisation's products and services
- relationship with team members and supervisor:
 - member of a work team in a property industry context under supervision of the manager or a workplace principal.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>