



Australian Government

CPPDSM3016 Work in the property industry

Release: 1

CPPDSM3016 Work in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM3016A Work in the property industry.

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

Application

This unit of competency specifies the outcomes required to apply foundation knowledge to work effectively and efficiently in the property industry. It covers the basic entry-level functions to enable compliance with legislative, financial and procedural requirements. It requires the ability to identify potential risks associated with a range of activities in the property industry, and opportunities for improving own professional development.

The unit supports workers in the property industry who are required to apply foundation knowledge to work effectively and efficiently in the industry. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

1. Interpret and comply with

- 1.1. ***Legislative, financial and procedural requirements*** relevant to organisation's services are identified.

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| legislative, financial and procedural requirements. | 1.2. | Key principles relating to consumer protection and trade practices within the context of own role are identified and interpreted. |
| | 1.3. | Own interpretation and application of legislative, financial and procedural requirements are confirmed to ensure consistent and accurate understanding. |
| | 1.4. | Situations requiring specialist advice are identified and assistance is sought as required. |
| 2. Interpret and comply with ethical practices and rules of conduct. | 2.1. | Regulatory and industry standards, and codes of ethics and conduct are identified and interpreted. |
| | 2.2. | Key principles relating to organisation's ethical values are identified and interpreted in line with legislative and industry requirements. |
| | 2.3. | Own interpretation and application of ethical and conduct requirements are confirmed to ensure consistent and accurate understanding. |
| | 2.4. | Situations requiring specialist advice are identified and assistance is sought as required. |
| 3. Interpret work role and responsibilities. | 3.1. | Own role and responsibilities are identified and confirmed with supervisor. |
| | 3.2. | Work tasks are identified, scheduled and completed within designated timeframes. |
| | 3.3. | Work practices are adapted to meet the specific needs of relevant people. |
| | 3.4. | Feedback from clients and colleagues is sought and used to determine professional competency and quality of performance, and to identify key areas for improvement. |
| | 3.5. | Information regarding learning and professional development is recorded and maintained. |
| 4. Identify risks. | 4.1. | Potential and existing risks are identified and reported according to organisational procedures. |
| | 4.2. | Recommendations on appropriate strategies to minimise risks and complaints are discussed with supervisor. |
| | 4.3. | Limitations in identifying risks are identified and assistance is sought. |

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| | 4.4. | Information collection techniques are used to access information from individuals and groups on identified potential and existing risks. |
| 5. Complete standard contractual documentation. | 5.1. | Standard documentation for property operations is completed according to legislative and organisational requirements. |
| | 5.2. | Business equipment and technology are used as required to complete documentation. |
| | 5.3. | Written information is prepared that complies with organisational standards of language, accuracy and relevance; and is used in an ethically and legally appropriate manner. |
| | 5.4. | Property documentation and information systems are securely maintained. |
| 6. Access information on industry employment and professional development requirements. | 6.1. | Industry employment and professional development requirements are accessed and interpreted to ensure own continuing professional development. |
| | 6.2. | Employee and employer rights and responsibilities, including remuneration and awards, are accessed and interpreted. |
| | 6.3. | Key industry and statutory organisations able to assist own professional development are identified and assistance is sought as required. |
| | 6.4. | Industry competency standards and other relevant benchmarks are identified and reviewed to establish future professional development needs and priorities. |

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill

Performance feature

Learning skills to:

- maintain current knowledge of ethical and conduct standards for the property industry
- identify and use reliable sources of information to confirm details of employment conditions in the property industry.

- Oral communication skills to:
- ask questions to clarify procedures for sourcing expert advice and services relating to risk identification in the property industry.
- Reading skills to:
- read and interpret standards documentation used routinely in property industry operations.
- Writing skills to:
- complete forms and other types of standard documentation used routinely in the property industry.
- Technology skills to:
- use business technologies to access information, complete standard forms, lodge electronic documents, and search online databases.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

- Legislative, financial and procedural requirements*** must include two or more of the following:
- Australian Securities and Investments Commission, Australian Competition and Consumer Commission, and Foreign Investment Review Board requirements
 - Australian standards relating to working in the property industry
 - federal and state taxation requirements
 - consumer protection laws and guidelines
 - court and tribunal precedents
 - environmental and zoning laws affecting access security, access and property use
 - freedom of information
 - home building requirements
 - licensing requirements
 - privacy and confidentiality requirements and laws applying to owners, contractors and tenants
 - public health requirements relating to working in the property industry
 - quality assurance and certification requirements
 - federal, and state or territory legislation and regulations affecting organisational operation, including:
 - anti-discrimination
 - environmental issues
 - equal employment opportunity (EEO)
 - industrial relations
 - work health and safety (WHS)
 - industry codes of conduct relating to own role, which may cover

areas including market sector, financial transactions, taxation, environment, construction, land use, native title, zoning, utility use (water, gas and electricity), and contract or common law

Risks must include:

- local government policies and regulations relating to own role
- strata, community and company titles
- tenancy agreements.
- changes to regulations and legislation
- client and staff satisfaction
- competition
- emergencies and disasters
- fire and security
- health and safety
- market influences
- physical, financial or human resources
- project control and cash flow
- suppliers and contractors
- time constraints.

Competency standards and other relevant benchmarks must include:

- benchmarks:
 - industry code of conduct and code of ethics
 - statutory and legislative requirements relating to working in the property sector
- personal and technical knowledge, skills and attitudinal aspects required to undertake day-to-day tasks and duties of the work function effectively and efficiently; specifically:
 - competency standards for the property industry
 - other relevant industry, cross-industry and organisational competency standards.

Unit Mapping Information

CPPDSM3016A Work in the property industry

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for CPPDSM3016 Work in the property industry

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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 respond to six routine workplace situations, one relating to each of the following aspects of work in the property industry:

- interpreting and complying with legislative, financial and procedural requirements
- interpreting and complying with ethical practices and rules of conduct
- interpreting own work role and responsibilities
- identifying and reporting risks
- completing standard contractual documentation
- accessing information on industry employment requirements.

In each of the above, the person must respond to the situation, evaluate his or her personal performance in resolving it, and assess his or her personal competency development needs in relation to the way he or she responded.

In doing the above, the person must:

- interpret and comply with relevant legislative, financial and procedural requirements and confirm own understanding and application with relevant people
- interpret and comply with ethical practices and codes of conduct and check own understanding and application with relevant people
- identify a range of potential and existing risks using appropriate information collection techniques, and discuss recommendations on strategies to minimise risks with relevant people
- complete standard contractual documentation ensuring adherence to legislative and procedural requirements, and securely maintain property information
- interpret and use industry employment and professional development guidelines and benchmarks, and seek assistance from key industry and statutory organisations to ensure own continuing professional development
- interpret and verify own role and responsibilities, and carry out work tasks according to professional standards.

Knowledge Evidence

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

- limitations of own work role, responsibilities and professional abilities
- organisational and professional procedures relating to own work role
- key requirements of federal, state or territory legislation, codes, standards and local government regulations relating to own work role, including:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - work health and safety (WHS)
 - property sales, leasing and management
 - risk factors relating to a variety of transactions
- routine knowledge of procedures for general office processes
- WHS issues and requirements relating to working in the property industry.

Assessment Conditions

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

- equipment:
 - computer system with internet access and printer to access legislation, ethical and conduct standards, and policies and procedures
- specifications:
 - workplace safety and risk identification procedures
 - relevant legislation, codes, standards and local government regulations relating to workplace safety in the property industry
- relationship with team members and supervisor:
 - member of a work team in a property industry context under supervision of the manager or 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.

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