



Australian Government

Assessment Requirements for CPPDSM4020 Present at tribunals

Release: 1

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Modification History

Release 1.

Replaces superseded equivalent CPPDSM4020A Present at tribunals.

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 appear effectively before a tribunal on three separate occasions as follows:

- prepare and present a case before a tribunal on a property-related matter
- participate in a conciliation process to resolve a property-related grievance or dispute
- act as a witness at a tribunal on a property-related matter.

In doing the above, the person must:

- apply knowledge of the role and jurisdiction of tribunals that hear matters relating to property operations
- prepare and lodge applications for a tribunal
- complete and store documentation relating to the above matters according to agency or organisation requirements.

Knowledge Evidence

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

- protocols to follow when acting as a witness
- purpose and role of conciliation in the property industry
- key requirements of federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection and trade practices
 - employment and industrial relations
 - environmental issues
 - financial services
 - franchises and business structure
 - leases
 - privacy

- property sales and management
- work health and safety (WHS)
- role and jurisdiction of tribunal that hear matters relating to property operations
- key features of the rules of evidence
- powers and role of tribunals in property-related hearings
- tribunal procedures, including:
 - documentation required for applications to tribunal
 - procedure to be followed for presenting a case to a tribunal
 - procedure to be followed where a matter has been settled prior to hearing
 - process for making an application to a tribunal
 - role of witnesses
 - tribunal etiquette.

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
 - tribunal environment
- specifications:
 - checklist for identifying tasks to be completed in preparing for a hearing
 - guides for acting as a witness, tribunal processes, and presenting a case at a tribunal
 - federal, and state or territory legislation and local government regulations relating to property operations
- relationship with team members and supervisor:
 - member of a work team in a property industry context.

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>