



Australian Government

Assessment Requirements for CPPDSM4045 Facilitate meetings in the property industry

Release: 1

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Modification History

Release 1.

Replaces superseded equivalent CPPDSM4045A Facilitate meetings in the property industry.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 prepare for two of the following different meetings in a property industry context and facilitate groups in those meetings to discuss common property industry issues:

- one formal meeting requiring the production of an agenda and compliance with formal meeting procedures, including legislative requirements
- one informal meeting requiring the production of a list of items for discussion and a statement of meeting outcomes.

In both cases the person must arrange the meeting, facilitate the meeting, and record the meeting outcomes.

In doing the above, the person must also:

- accurately record and securely maintain notes of meeting discussions
- effectively plan and administer meetings using appropriate procedures and protocols
- apply organisational practices, ethical standards, and legislative requirements associated with preparing for meetings and facilitating groups to discuss issues
- use effective communication and presentation skills to manage and conduct meetings
- use technology to prepare documentation relating to meeting outcomes and distribute to relevant people in a timely manner.

Knowledge Evidence

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

- different types, purpose and formats of meetings, including general awareness of procedures for formal meetings
- group dynamic principles and theory as applied to formal and informal meetings
- compliance with specific legislative requirements for particular meetings in the property industry
- meeting terminology

- organisation's system for recording and reporting meeting outcomes
- standard meeting procedures, including:
 - agenda format and order
 - decision-making processes
 - minutes or meeting notes
 - processing and implementing meeting decisions and outcomes
 - quorum
 - role of chairperson and note taker
 - types of seating arrangements
- strategies for facilitating meetings and discussing meeting issues
- types of minutes and their purpose.

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
- physical conditions:
 - venue suitable for formal and informal meetings
- specifications:
 - organisational meeting policies and procedures
 - organisational templates for meeting documentation
- contingencies:
 - conflict in meeting
 - lack of quorum for meeting
 - meeting documentation not provided to meeting participants in time for meeting
 - inaccurate or incomplete minutes of meeting
 - participants in meeting unable or unwilling to attend
- 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>