



Australian Government

CPPDSM4045 Facilitate meetings in the property industry

Release: 1

CPPDSM4045 Facilitate meetings in the property industry

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Replaces superseded equivalent CPPDSM4045A Facilitate meetings in the property industry.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.

Application

This unit of competency specifies the outcomes required to prepare for meetings and facilitate groups to discuss common issues in the property industry. It requires the ability to coordinate meeting arrangements, facilitate meetings, and accurately record meeting outcomes.

The unit supports workers in the property industry who are involved in preparing for meetings and facilitating groups to discuss common issues. 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.

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|----|-------------------|------|---|
| 1. | Arrange meetings. | 1.1. | <i>Type of meeting</i> and its purpose are identified. |
| | | 1.2. | Meeting participants are identified and meeting is scheduled to provide maximum opportunities for attendance. |

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|-----------------------------|------|---|
| | 1.3. | Participants are notified of meeting agenda and specific requests are actioned according to organisational and legislative requirements. |
| | 1.4. | Participants are advised of changes to original meeting details as required. |
| 2. Facilitate meetings. | 2.1. | Open and participative environment is provided for participants to discuss common issues. |
| | 2.2. | Arrangements for taking meeting notes are made to ensure accurate record of meeting outcomes. |
| | 2.3. | Meeting is facilitated and conducted in a manner that enables participation, discussion, problem solving, voting and resolution of matters. |
| | 2.4. | Meeting style and structure are selected appropriate to meeting purpose. |
| | 2.5. | Leadership styles and strategies are used that provide clear information at appropriate stages during meeting to assist in mutual understanding and agreement. |
| 3. Record meeting outcomes. | 3.1. | Meeting minutes or notes are documented, checked to ensure accuracy, and formatted according to organisational and legislative requirements. |
| | 3.2. | Meeting issues requiring urgent action are identified and addressed. |
| | 3.3. | Meeting records are distributed to relevant people within agreed timeframes, and are securely maintained and stored for easy retrieval. |

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 meeting procedures and where necessary statutory requirements for meetings.
Numeracy skills to:	determine number of people in attendance at meeting and whether quorum requirements are met.

- Oral communication skills to:
- ask questions to clarify routine meeting procedures.
- Reading skills to:
- read and assess accuracy of meeting notes and minutes.
- Writing skills to:
- prepare routine documentation associated with the conduct of a property industry meeting, including agendas, minutes, meeting notes, and correspondence in the form of email and letters.
- Technology skills to:
- use business technology to produce routine documentation associated with the conduct of a property industry meeting.

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.

- Type of meeting*** must include at least three of the following:
- annual general meeting
 - board meeting
 - committee meeting
 - extraordinary general meeting
 - formal meeting
 - informal meeting
 - one-off meeting
 - owners committee
 - regular meeting
 - semi-formal
 - special purpose meeting
 - staff meeting
 - teleconference
 - videoconference.

- Meeting agenda*** must include:
- correspondence
 - date, time and location of meeting
 - statement of meeting purpose
 - matters or business arising from previous meeting
 - proxies
 - reports.

- Leadership styles and strategies*** must include at least four of the following:
- maintaining ethical practice and beliefs in the face of opposition
 - modelling behavioural and personal presentation standards
 - acknowledging and respecting attitudes and beliefs of others
 - not accepting unreasonable expectations

- Meeting minutes or notes*** must include:
- presenting a confident, assured and unhesitant manner in challenging situations
 - initiating action and directing decision making
 - promoting active and genuine participation
 - time management.
 - apologies
 - decisions made and resolutions
 - future action to be taken
 - meeting outcomes
 - meeting participants
 - points discussed and suggestions made.

Unit Mapping Information

CPPDSM4045A Facilitate meetings 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 CPPDSM4045 Facilitate meetings 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 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.

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