



Australian Government

CPPDSM4071 Promote process improvement in the property industry

Release: 1

CPPDSM4071 Promote process improvement in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4071A Promote process improvement in the property industry.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 research and implement improvement processes in the property industry to reduce costs and improve quality services. It requires the ability to promote the use and implementation of innovative work practices to affect change.

The unit supports the work of those involved in promoting process improvements in the property industry. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors 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. Identify

1.1. ***Work practices and procedures*** are analysed to

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| opportunities for improvement. | | determine <i>opportunities for improvement.</i> |
| | 1.2. | Information is gathered and organised in a format suitable for analysis using business equipment and technology. |
| | 1.3. | Consultative processes are used to actively encourage feedback from colleagues and clients in order to identify opportunities for improvement. |
| | 1.4. | Opportunities for improvement are assessed against organisational business goals and objectives. |
| 2. Determine change requirements. | 2.1. | Purpose of change, objectives and timelines are established. |
| | 2.2. | Risk factors likely to affect change are analysed to identify potential constraints. |
| | 2.3. | Improvement plan is developed that details a range of suitable activities that reflect change requirements. |
| | 2.4. | Roles, responsibilities and accountabilities for the change process are established according to improvement plan. |
| | 2.5. | Communication channels are used to clearly promote objectives of change to relevant people. |
| 3. Implement and monitor change processes. | 3.1. | Leadership styles and methods are used to provide clear direction and support to individuals and teams throughout change process. |
| | 3.2. | Future support services required for change processes are identified and delivery is planned. |
| | 3.3. | Suitable organisational systems and technology are used to monitor change processes systematically to ensure consistency with improvement plan. |
| | 3.4. | Feedback on change processes is obtained and analysed. |
| | 3.5. | Evidence and information on impact of change are documented and reported. |

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 process improvement strategies relevant to the property industry.
Numeracy skills to:	identify, collect and analyse benchmark data on work processes in property-related organisations.
Reading skills to:	access and interpret case studies of best practice process improvement strategies relevant to the property industry.
Writing skills to:	prepare technical reports on impact of process improvements in property-related organisations.

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.

<i>Work practices and procedures</i> must include at least three of the following:	- conducting appraisals - conducting meetings - engaging clients - implementing, promoting and reviewing processes - listing properties - managing common property - managing facilities - managing strata schemes - marketing properties - promoting the organisation and its services - providing support within the organisation - securing customers - selling techniques - staff training - undertaking research - undertaking routine functions - working with owners corporations in strata schemes.
<i>Opportunities for improvement</i> must include at least four of	- education and training - energy conservation - innovative product or service

the following:

- innovative work practices
- investment strategies
- marketing, including use of social media
- new markets
- online business expansion
- pricing strategies
- recycling and reusing materials
- redesign business process
- review financial performance
- take on a mentor or business coach
- use of new technologies
- waste reduction
- work experience, exchange and opportunities.

Unit Mapping Information

CPPDSM4071A Promote process improvement 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 CPPDSM4071 Promote process improvement 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 research and implement two different improvement processes that reduce costs and improve quality services in one of the following property-related organisations:

- education and training
- energy conservation
- innovative product or service
- innovative work practices
- investment strategies
- marketing, including use of social media
- new markets
- online business expansion
- pricing strategies
- recycling and reusing materials
- redesign business process
- review financial performance
- take on a mentor or business coach
- use of new technologies
- waste reduction
- work experience, exchange and opportunities.

In doing the above, the person must:

- assess opportunities for improvement against business goals and objectives
- identify opportunities for improving processes through an accurate assessment of work practices, information gathering and consultation
- determine change requirements through development of an improvement plan incorporating an analysis of risk

- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with researching and implementing improvement processes to reduce costs and improve quality services
- implement and monitor change using organisational systems and technology, and documenting and reporting the results.

Knowledge Evidence

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

- common effects of change and innovation in the workplace
- industrial and organisational context of change
- limitations of own work role, responsibilities and professional abilities
- organisational policies, plans, procedures and structure relating to promoting process improvements
- principles and techniques for goal setting and recording priorities
- principles of negotiation
- processes for interpreting and applying feedback in a change management process
- process improvement principles
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - industrial relations
 - privacy
 - property sales, leasing and management
 - work health and safety (WHS).

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:
 - sources of specialist advice on process improvement measures
- specifications:
 - case studies of best practice process improvement strategies relevant to the property industry
 - organisational plans, policies and procedures relating to key business processes
- 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

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